

Status Report

Servas International (SI)

January 2016

—

December 2016

www.servas.org



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Penny Pattison

*SI General Secretary and Editor
2016 SI EXCO Status Report*

Servas International



www.servas.org

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FOREWORD

SERVAS IN TRANSITION

Dear Servas friends around the world,

Servas is part of a growing movement which has its roots in cheaper travels, increasing wealth and mobility. There's also a growing interest among travelers to get more out of your journeys than just seeing the surface of a society: the facades and interiors of hotel room and museums, historical places and the beauty of nature. An increasing number of travelers are looking for genuine and unique experiences.

Servas can offer such unique experiences, by making it possible to get an insight into the everyday life of people of different cultures. Servas does at the same time offer people from all over the world to belong to a movement with a mission to contribute to a more peaceful world by offering a platform for meetings and interactions between people both in real life and via electronic communication channels.

In this status report Servas International Executive Committee, SI Exco, describe what SI achieved between the SI General Assembly in October 2015 and December 31 2016. We also give you a view of the state of SI as an organisation is today, where we're heading and which opportunities and challenges we face for the future.

Servas' mission – according to the statutes, which is our organisation's constitution – is to provide opportunities for personal contacts among people of different cultures, backgrounds and nationalities. This mission is built on a vision that these personal encounters will promote goodwill and understanding between people and ultimately help build a more peaceful world.

Servas vision and mission to promote openness challenges some of the developments that have grown disappointingly strong around the world during the past five to ten years:

- * the religious and political intolerance promoted by organisations that advocate violence, far right nationalism and left wing extremism.

- * anti-globalism

- * the creation of divisions between people by building walls, rather than bridges. There are at the moment more that 150 great walls around the world. The number of such walls has increased during the last 20-30 years.

Servas is a counterforce, since our organisation is intent to embrace the world. We promote a global society that is open to new ideas, the richness of different cultures and people of all backgrounds.

I think Servas with the new website, the new member administration system based on ServasOnline, a more and more widely spread international logo, increased activities in the United Nations system as well as in social media has a good foundation to build on.

Our main ongoing challenge now is to facilitate a rapid transition from member group and member country specific member administration systems to the ServasOnline system. In concrete terms: that all Servas members around the world need to complete their personal accounts in the ServasOnline system. This is happening, but it would be ideal if it happened at a faster pace.

Jonny Sågänger

President

Servas International



SI EXECUTIVE COMMITTEE (SI EXCO) SUMMARY REPORT

The current Servas International Executive Committee (SI Exco) was elected at the SI General Assembly, SI GA in New Zealand in October 2015. Since SI Exco was elected by the delegates at SIGA2015 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:

- Fulfill and prioritize the decisions from SI GA 2015.
- Finish the ongoing modernization of the Servas International web site www.servas.org.
- Finish the ongoing ServasOnline project to create an Internet based system for member administration and communication between Servas volunteers.
- To strengthen Servas identity, vision and mission.
- Register Servas International as an international NGO

SERVASONLINE AND NEW WEB SITE WWW.SERVAS.ORG

The preparations for the introduction of a new website on the Internet domain servas.org and the work to create a system for member administration and communication between Servas volunteers has had a top priority for SI Exco from SI GA in October 2015 to December 2016, the period which this report covers.

SI Exco "inherited" this project with the working name ServasOnline Project, from the previous SI Exco which worked on it from 2012 to 2015. The project has roots that are around ten years old, and evolved from previous electronic systems begun about 15 years ago. Servas was an early adopter in using electronic communication tools, but it turned out that there was a quite strong resistance to such a radical transformation of the organisation. During the last five years the resistance has diminished and has in many member countries and groups turned into enthusiastic impatience to modernize Servas.

A decisive effort was made during 2016 to make all the preparations needed for the launch of a new website and the ServasOnline system at the beginning of 2017.

The ServasOnLine System project consists of the following parts:

- The creation of presence and appearance on the world-wide-web, www=Internet.
- Members' database application.

The ServasOnLine System has a range of different features. The website needs to be attractive enough to attract new members of all ages, in order to make our network bigger and to give the organisation a needed membership boost.

Its search engine enables easy communication between members who are travellers and hosts. It is also designed to facilitate better communication – and interaction – between all people who are part of our global organisation.

Another feature in the ServasOnLine System project is to offer member groups and member countries tools to handle the important task of member administration. This will allow Servas volunteers around the world to focus more on peace activities and the promotion of Servas activities and values.

The design phase of the ServasOnLine System project was completed during 2015. That phase was followed by the development phase of the project.

Individual Servas groups/Servas countries were during 2015 and 2016 offered to start using ServasOnLine System as pilots.

Servas France was in July 2016 able to successfully transfer the original data of the country's Servas members to the new ServasOnline membership system. It was the result of a decisive effort by a group of motivated and enthusiastic members and all the Servas France coordinators. This was an important step for Servas to make ServasOnline our main global system.

In Austria, Sweden, Equador, Canada, New Zealand, Denmark and other countries Servas volunteers started to follow France's example and transfer the original member data from Dolphin, Whale and other systems to the new system. Gradually ServasOnline has started to become the main Servas system for membership administration. Each individual member will be able to go online and complete her/his profile and place her/his home on the Servas map.

The ServasOnline project has been managed by a group of volunteers in the ServasOnLine System Steering Committee Management Team (ServasOnLine System SCMT), which during 2016 changed name to ServasOnline Team.

During 2016 the ServasOnline Team strengthened its communications channels and other ties with the SI Information and Communications Team (SI ICT) as well as with the Dolphin Team.

Finding members

Select a country ▼ Select a region ▼ Province/district ▼
Nearest city Language spoken Able to host ▼
Interests ?

+ More options Submit

We found 325 members Switch to list view

Map showing locations in Southern England including Worcester, Leominster, Hereford, Great Malvern, Evesham, Tewkesbury, Ross-on-Wye, Cheltenham, Gloucester, Banbury, Royal Leamington Spa, Northampton, Milton Keynes, Buckingham, Bletchley, Bicester, Aylesbury, Bedford, St Neots, Cambridge, Haverhill, Sudbury, Braintree, Colchester, Clacton, Ipswich, and Stowmarket.

This image from a test version of the coming new Servas International website was a preview of the future design was to be launched on the Internet domain servas.org. Illustration: Oonoops.

SI Exco is convinced that the new website and the ServasOnLine membership system needs to be finished as soon as possible, in order to continue our forward momentum and to keep recruitment of new members on an acceptable level.

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.

SI Exco has continued the work of the previous Exco to define, clarify and strengthen Servas' identity as an organisation. A cornerstone in this project work has been to promote the use of our visual global identity, which is based on our

standardised set of colours and the logo. At the end of 2016 the universal logo was in use as a national Servas signature in more than 50 countries around the world. This is an appropriate approach to have in an organisation that is an international federation of member countries and member groups.

SI Exco has also continued to promote the public international vision and mission which since 2013 gives us a clear direction and goals. The vision reads "Peace and understanding through travel and hosting" and the Mission reads "Building peace and understanding across cultures". The vision and mission are used as slogans to promote our organisation and to give the world an idea about why Servas exists and what we do.

The new website on servas.org with modern looks and functionalities is an important cornerstone in the effort to modernise the internal and external image of Servas.

SI LEGAL STATUS

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

With a fulfilled recognition and registration process SI will get a clear structure and knowledge about Servas' status as an INGO. It will save resources, time and money for member groups and country groups to have access to a clear documentation that proves that their mother organization is recognized and has proper documentation.

A recognized registration will also facilitate the ongoing establishment of the web-based ServasOnline System which contains a content management system (CMS), an administrative IT system with databases and a new website on the Internet domain servas.org which is owned by SI. It might be needed that the document "Terms of use for SOLSYS" should contain a reference to the country where SI is registered and has its domicile, so that the terms of use can be associated with a national legislative system that will be applicable in case of a legal dispute.

As soon as possible after the SI GA 2015 the SI President started the search for legal experts that Exco could contract for legal advice. Possible candidates were contacted and a presumptive long term relation with one law firm in Switzerland was initiated during 2016.

The plan is to present a proposal for recognized registration of SI at the SI GA 2018.

OTHER PRIORITIZED MATTERS

Servas at the UN: Servas International has consultative status with EcoSoc at the United Nations and has during 2016 been playing an increasingly active role in the United Nations setting. Under the leadership of our SI Peace Secretary, we have a strong presence via our active volunteer members at United Nations in Geneva, New York City and in Vienna. This is important since the SI General Assembly 2015 decided that Servas should play an active role in the fulfillment of the Sustainable Development Goals, SDGs,

<https://sustainabledevelopment.un.org/topics/sustainabledevelopmentgoals>

that the United Nations member countries have agreed on to promote better living conditions for the peoples of the world.

Develop financial processes: SI Exco and especially the treasurer has during the year worked in close cooperation with the SI Internal Audit Committee (SI IAC) and the external bookkeeper in order to establish prompt, transparent and consistent financial processes. This includes timely preparation of financial statements for approval by the Servas Member Groups.

Promotion of Servas: The International Servas Week that started as planned for the first time on September 17 2016 was an important Servas activity during the year, and it was also an opportunity to promote the organisation. The event is planned to occur yearly. It is run by the members of the Servas Innovation Group and it's promoted by SI Exco. During the week Servas volunteers celebrated Servas, by making connections all over the world, with activities that highlight Servas values, such as peace, solidarity, service, hospitality and understanding. The event takes place during the week around 21 September, the UN international day of peace, to celebrate Servas values.

For more information and plans for coming International Servas Week email your questions to innovation@servas.org

Social media: Servas International has during 2016 strengthened the platforms in the social media. This means that we now have a stronger presence on Twitter, Facebook and Youtube, which is helpful in creating a sense of global community and to make the organisation more widely known.

Peace calendar: Servas as an organisation was promoted with the 2016 Peace calendar, with photos and texts that describe Servas activities around the world.

For EXCO it has during 2016 also been of high priority to:

* Plan for the Servas International Conference and General Assembly, 2018 (SICOGA 2018)

- * Distribute regular communications via SI Exco Bulletins, as well as emails, updates to the web site and social media.
- * Secure smooth running of SI administrative processes including Distant Vote, Annual Reports, SI Handbook, SI Exco meeting minutes, documentation on www.servas.org
- * The ongoing need to make decisions about matters on a day-to-day basis, through meeting and emails

OTHER EVENTS

At the SI Exco meeting in August 2016 Venkatasubramanian Lakshmanan Subramanian (LVS) informed the board that he will leave his position as treasurer for health reasons and due to the workload. The SI Internal Audit Committee started to work with the president and SI Exco on possible solutions to the situation.

Thanks to a recruitment process SI Exco was approached by a number of candidates who applied for the position as SI Treasurer. On February 1st 2017 William D'Souza, a long-time member of Servas India, was appointed by SI Exco. LVS continued as SI Treasurer until February 1, was active in the search for a new treasurer, and ensured a smooth handover to the new treasurer.

EXCO MEETINGS

During the period January–December 2016 SI Exco had 12 meetings. The meetings were generally on a fixed day every month via web based video and phone conferences (Skype). During the year Exco held one 4-day face-to-face meeting in March in France.

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

In peace,

Servas International EXCO

Jonny Sångänger, President (Sweden)
Ann Greenhough, Vice President (Great Britain)
L V Subramanian, Treasurer (India)
Pablo Colangelo, Host List Coordinator (Argentina)
Danielle Serres, Peace Secretary (France)
Penny Pattison, General Secretary (Canada)



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

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

Servas International (SI) President Annual Report

October 2015 – December 2016

1. Name of Committee:

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

2. Responsibilities:

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

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

Source: SI statutes, revised at SIGA2012

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

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

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

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

4. Activities: Summarise your activities from October 2015 to December 2016.

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

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

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

In particular, I am proud of the following achievements:

1. Convenor of the ServasOnline Team (former ServasOnline Steering Committee Management Team, SOLSYS SCMT) that has lead and being operative in the work to:
 - a) design and develop the modernized website that was launched on February 1 on the internet domain servas.org
 - b) develop the ServasOnline system for content management, communication and member administration on the internet domain servas.org
2. As Managing Web Editor for the modernized website I have handled my own and others texts, photos and other editorial content that is now presented on what could be called Servas "show-window to the world". I have also made sure the texts have been translated from English to Spanish.
3. Responsible for the following recruitments: ServasOnline transition manager (Guy Gourmellet), new SI treasurer William D'Souza after LV Subramanian who declared in August 2016 that he was going to leave his position, servas.org website and SI News Bulletin editor Picot Cassidy.
4. Creation of SI News Bulletin, a newsletter for news from SI Exco to national secretaries and other key persons in the Servas community.
5. Continued work to promote Servas via social media like Facebook and Twitter.
6. Finalisation of translation English-Spanish agreement between SI and the Institute of Literature and Language of the Catholic University of Valparaiso.
7. I try to be available to answer SI officers' and individual Servas members' questions and – when I can't answer them – I try to refer them to the persons who have the relevant knowledge and competence.
8. Work with competitive intelligence (CI)/business intelligence (BI).
9. Groundwork for registration and domicile for SI.

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

See separate expense form below.

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

My work to establish the modernized website and the ServasOnline system on servas.org took more time than I had anticipated during the period from October 2015 until March 2017. I will try to be able to prioritise differently during 2017 and 2018 and give more focus to the issues of SI registration/domicile issue, Servas identity and outreach activities.

During the mandate period I have agreed with the SI General Secretary that she's now the main contact for the SI Archivist.

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

* The editor of SI News.

YEAR

Treasurer
Case # []



Servas
International
ERF-
Expenses
Claim
Request
Form

Officer

Purpose	Exco work	Servas position	President
Name	Jonny Sägänger	Country	Sweden
E-Mail	president[at]servas.org	BASE CURRENCY	
BUDGET	Exco		

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	2015-12-20	Flight Exco f-t-f meet France 2016	2,777.00	SEK			travel
2	2016-03-24	Postal mail to Credit Suisse	210.00	SEK			postage
3	2016-04-07	Postal mail to Credit Suisse	147.00	SEK			postage
4	2016-02-15	Train-tick Exco meet Fr.	316.38	SEK			travel
5	2016-12-31	Internet 2016 (75%)	675.00	SEK			Help services
6	2016-04-17	Train Stockholm-Arlanda	280.00	SEK			travel
7	2016-04-07	Shuttle Toulouse	15.00	euro			travel

8	2016-02-28	Shuttle Arlanda-Stockholm	198.00	SEK			travel
9			4,618.38				
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

Approval	Notes

Total
Advance:
Total
Expenses
BALANCE

Signature

Date of
claim :

6/22/2017

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

Annual report of Ann Greenhough from October 2015 to December 2016

Vice President - as member of SI executive committee.

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

Responsibilities:

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

Activities:

For details see the Vice President reports in the appendices to the minutes of SI Exco meetings posted at:

<https://prodsolsys.servas.org/en/community/board-and-management/si-exco>

Since October 2015 I have been active in SI Exco discussions and decision-making at monthly Skype meetings and by email.

I also attended an SI Exco face to face meeting in March 2016. I identified priorities based on decisions made at SICOGA 2015 that focused on various aspects of development.

Servas Youth and Families:

I have supported the SI youth team convener to continue to develop youth activities and participation including an international youth meeting in Spain and plans for youth content on the new SI website.

Regional development:

Regional activity has been focused mainly in South East Asia and Africa. I have supported applications for SI funding for a regional meeting in Indonesia in 2016 with one planned in early 2017. Discussion is ongoing about the feasibility for a regional meeting in Africa.

Making Connections:

After receiving ideas from a number of countries for extended or more in-depth opportunities for travellers I have made some progress towards developing a Making Connections page for members on the new SI website.

Innovation project:

Working with participants of the Speaker's Corner discussions at SICOGA 2015 I facilitated the setting up of the innovation project. The first initiative has been to promote an International Servas week in September 2016 which is likely to become an annual event.

Outcomes:

I have actively worked with others to progress the development activities outlined above in accordance with decisions made at SICOGA 2015.

Plans:

In the remaining time until SICOGA 2018 I aim to:

- Continue work on the development projects already in progress.
- Support youth activities including preparing for youth involvement at SICOGA 2018.
- Progress the Making Connections project including encouraging shared interest networks.
- Offer support to the Africa regional meeting in Rwanda to create a development strategy for the region.
- Explore the feasibility of setting up the Servas youth fund as a charitable trust in the UK.

In addition I will take the lead within Exco to carry out a review of SI Committees and roles following the transition to ServasOnline.

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

Financial Report.

Expenses claimed as itemised on the claim form below:

27.3.17	Train from Burley in Wh to Manchester airport	£19.65	£	1GBP = 1.14 EUR	22.34
27.3.17	Flight from Manchester to Valencia	£57.03	£	1GBP = 1.14 EUR	64.84
3.4.17	Train from Valencia to Alicante	18.15 euros	euros		18.15
3.4.17	Bus to airport	3.85 euros	euros		3.85
3.4.17	Flight from Alicante to Leeds /Bradford airport	£59.15	£	1GBP = 1.14 EUR	67.25
9.2.17	Return flight from Buenos Aires to Spain bought on behalf of PC	£960	£	1GBP = 1.14 EUR	1,091.44
7.5.17	Refund to Jean Seymour for payment to Servas Nicaragua	£78(100 USD)	£	1GBP = 1.14 EUR	88.68
29.2.16	Postage to Sweden - banking	£2.45	£	1GBP = 1.14 EUR	2.79
7.6.16	Postage to Switzerland -banking	£8.25	£	1GBP = 1.14 EUR	9.38
14.3.17	Postage to India - banking	£8.35	£	1GBP = 1.14 EUR	9.49
2016-17	Printing costs: Jan '16 to Mar '17 : 50% of £60.35	£30.18	£	1GBP = 1.14 EUR	34.31
2016-17	Monthly broadband connection: Dec '15 -March '17: 75% of £149.50	£112.13	£	1GBP = 1.14 EUR	127.48
	**11 Receipts submitted to SI treasurer				
	** 12 Receipts submitted to SI treasurer				
)				
					1,540.00

Approval	Notes	Total Advance:
		Total Expenses
		BALANCE 1,540.00

Treasurer's (LVS) Report for the year ending 31st December 2016

1. SICOGA Action Plans:

I had submitted four motions for decision at the SICOGA 2015 of which three motions were passed and decisions made:

- (i) Change of the accounting year from 1st Jan/ 31st Dec to 1st Apr/31st March: passed.
- (ii) Change of accounting currency from Swiss Francs to Euros: not passed.
- (iii) Deducting SI officer dues from the funding made to the delegates of the defaulting country: passed.
- (iv) Three years Operational Budget for the years 2016 to 2018: passed.

2. Finalization of Financial Statements for the years 2014 and 2015/16 and 2016/17:

The finalization for 2014 took considerable time and efforts since the credit for the unused stamp returns were not made for some countries since 2012 by the erstwhile treasurer. I had to contact the present and the previous committees of those countries to ascertain the correct status and pass necessary rectifying journal entries in 2014 and subsequently thereafter. This was done in consultation with the IAC. The financial statements for years 2014, 2015/16 have been signed and put up in the website with relevant Audit reports for distant voting and this is completed. The follow up for Stamp payments and SOL collections have yielded good results and the outstanding list has now been pruned down which has been accepted by IAC.

The draft 2016/17 financial statements have been submitted to the IAC for their review. This is expected to be completed by August 2017.

3. Stamp Distribution of 2017:

A total of 6363 stamps have been sent to 70 member countries by registered mail to ensure safe delivery addressees indicated by the member countries. The stamp register along with the remaining stamps is being handed over to William along with the detailed worksheet showing the distribution details.

4. Stamp Distribution of 2016 and Collection of Stamp money thereof:

All countries paid up except three countries namely:

- Taiwan CHF 20: owing to wrong calculation. They have agreed to remit the same along with 2017 payment since it involves high bank charges.
- South Africa CHF 20: owing to lost stamp. They have agreed to remit the same along with 2017 payment since it involves high bank charges.
- Brazil CHF 410: Despite writing numerous mails and reminders there were no response from the Brazil Treasurer. The National Management Committee has agreed to coordinate with him and get this resolved.

All other countries brought up to date at the time of handing over to Mr. William.

5. Revision of 3 Year Budget:

As a consequence of the adjustments made to 2014 and 2015 financial statements in respect of unused stamps returns, the three year budget namely 2016 to 2018 (earlier passed in GA New Zealand) underwent a reduction which was passed in the EXCO Face-to-Face meeting at France. This was also communicated to IAC who accepted it.

6. Servas Registration:

Discussions on SI Registration and structuring of the organization SERVAS with SOL becoming operational were discussed whereby memberships to the organization could be done online and the member can browse and update his/her data instantaneously. The role of the membership countries and the EXCO's role were discussed but further discussions to the same expected in the ensuing face-to-face EXCO meeting at Valencia Spain.

7. Discussions with Netiapps Bangalore:

Attended meeting with Netiapps Bangalore with Mr Frediric from Servas France to discuss and hasten up the SOL Development done at their offices in Bangalore. This helped to expedite the work over commitments made over Skype and payments accordingly released.

8. Streamlining the accounting documents:

The flow of accounting documents to book keeper have been formulated and implemented to facilitate accounting/audit and also prepare the quarterly accounting reports as per IAC recommendation. This has been discussed with Mr. William at the meeting with the book keeper and auditors.

9. Search and selection for the new Treasurer to take over:

In view of my untimely resignation, I have assisted EXCO to find a suitable replacement. This has been successfully completed and Mr. William has been selected from Mangalore India to whom all the documents, stamp register and relevant accounting and email records have been handed over. He has taken charge from 1st February 2017 and has attended the EXCO face to face meeting at Valencia.

10. Banking Rights:

My banking rights have been revoked and Mr. William has obtained the banking rights for operation of SI Bank Accounts.

11. Expenses Reimbursements from SI during 2016

	Swiss Francs (CHF)
Face to Face meeting at France	32.00
Air Travel costs	1168.92
Lunch with the Hosts	371.66
Stamp Printing and Dispatch	115.00
Internet reimbursement 75%	179.00
Total	1866.58

12. Thanks

To the EXCO, IAC and all other committees for making my tenure very pleasant and memorable and best wishes to Mr. William to carry forward the responsibilities of the Treasurer position.

L V Subramanian

Bangalore, India

Servas International Peace Secretary 2016 Annual Report (since SICOGA 2015)

In 2016, in my capacity of Servas International Peace Secretary, I have been doing my best to fulfill my tasks, as described in SI Peace Secretary Job Description. Also as a member of EXCO, I have collaborated with my colleagues to address specific issues. As a reminder, this is the SI Peace Secretary Job description¹:

The Peace Secretary shall:

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

As a member of SI EXCO, I was in charge of practical Arrangements for the face-to-face meeting in France in April 2016. I participated in all monthly SI EXCO Skype meetings, including as the time keeper. I assisted the GS in Skype meetings with Servas Colombia and Servas Korea about SICOGA 2018 hosting.

I have encouraged Servas National Groups to nominate National Peace Secretaries and share peace activities with all Servas members. Through the Peace Calendar project, I have been able to collect contribution from Peace Secretaries and others.

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

I have tracked information to be published on Servas Facebook pages, on UN peace related issues and more generally to raise awareness about the peace aspects of Servas.

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

In March 2016, at the Human Rights Council 31st session, Servas International submitted a written statement, dealing with the refugee crisis.

I published and disseminated a call to celebrate World Environment Day on June 5, to raise awareness among Servas community about the environment and protection of nature.

I have arranged Servas representation by Servas Korea members at the 66th UN DPI/NGO CONFERENCE, Gyeongju, Republic of Korea. May 30 to June 1st 2016. The theme was "Education for Global Citizenship: Achieving the Sustainable Development Goals Together!"

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

In September 2016, I attended the 33rd Session HRC session in Geneva and the 4th Edition of the Geneva Peace Talks.

All through 2016, I organized team meetings, submitted written and oral statements, co-signed such statements with other NGOs and arranged translation of such documents when appropriate.

I prepared a presentation together with Alvany Santiago for the International Peace Research Association (IPRA) Conference in Sierra Leone in September 2016.

Projects/Short and long term goals

Lead a working group to develop an Ethical chart for travelers, to be published on Servas website.

Give more visibility to Peace activities organized by Servas countries, including through the Peace Calendar and Servas International website.

Strengthen links with other NGOs in 2017, and develop guidelines for deciding which peace organizations, apart from the UN, are appropriate. See Annex 1, *Intelligent Roadmap*, which I would like to discuss at our next EXCO face-to-face meeting.

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

Having a representation on the ground, particularly in Geneva, where most NGOs are based, would be very helpful. We are still working to get an address with the Maison des associations in Geneva.

Challenges

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

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

Annex 1: Intelligent Road Map (shared by previous SI Peace Secretary, late Luisa Corbetta)

² Working Hours devoted to the position during 2016: average about 80 hours/per month.

INTELLIGENT ROAD MAP (IRM)

SENTIERI PER LA PACE E NON VIOLENZA / PATHWAYS TO PEACE AND NONVIOLENCE

The goal of this project is to offer all Servas travellers the possibility of coming into contact with meaningful experiences committed to building a nonviolent society which are taking place in various geographical areas.

This will stimulate all those involved in working for a nonviolent future and will respond to their wish to meet and exchange with other people who have the same engagement.

NONVIOLENCE for us means a relationship (within ourselves, with the others and with the environment) based on solidarity, sharing, cooperation, constructive conflict solutions in the awareness and respect of differences.

CATEGORIES to be involved and presented on a separate LIST which will be attached to the Servas National Host List

- a) Documentation Centres, State or private Centres and Institutions involved in nonviolence in various fields, to whom Servas travellers can address in order to have information about experiences and activities taking place in those areas.
- b) Groups (Associations, Charitable Institutions, Cooperatives etc...) that work for the:
 1. Safeguard, knowledge and enhancement of the natural heritage.
 2. Promotion of natural, organic and fair trade products (where the commercial aspect is also a cultural research)
 3. Development of the community/ies in the area (meant as development of social relationships and cooperative education. Individual skills in handling nonviolent relationships in private and social life are developed and strengthened)
 4. Insight groupwork (where groups of people work on searching spiritual values connected to nonviolence)
 5. Solidarity, development of participatory empowerment and improvement of life conditions in developing countries.

P.S.: IMPORTANT

The following groups or organizations will not be included in the IRM:

- Partisan organizations or political parties
- Religious organizations
- Organizations not run democratically
- Organizations where there is not free admittance

This is the final document of a specific meeting IRM held among Servas Italy, Turkey, Pakistan in Istanbul, July 2007

YEAR

Treasurer Case # []



Servas International
ERF-Expenses Claim Request Form

Officer

Purpose

Name

E-Mail

BUDGET

SERRES Danielle

Servas position

S.I. Peace Secretary

Country

FRANCE

BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
EXCO 1	April 7	1st Exco meeting	2.70 x 2	€		5.40€	transport
EXCO 2	January 3 to July	Internet	309,65	€		116,11€	Internet
UN 4	June	Geneva UNO	144,24	€		144,24€	Flight
UN 5	June 23	24-25 Highway	7,30€	€		29,20€	travel
UN 6		fee between Annecy x 4					
UN 7		x Geneva					
UN 8	June 23	Parking Geneva	28	CHF		26,94€	Travel UN
UN 9	June 24	Parking Geneva	23	CHF		22,27€	Travel UN
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

75%
be 50%

Approval Notes

Total Advances:

Total Expenses

BALANCE

344.16 euros

Signature:

Date of claim: 4/2/2016

July 13, 2016

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

YEAR

Treasurer Case # []



Servas International ERF-Expenses Claim Request Form

Officer

Purpose
Name **SERRES DANIELLE** Servas position SI Peace Secretary
E-Mail _____ Country France
BUDGET **EXCO & UN** **BASE**

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	July to Dec	Internet EXCO	323,91	€		121,46	Internet
2	Sept 20/24	Geneva UN	131,22	€		131,22	travel
3	Sept 20	Navette Airport	8	€		8,00	travel
4	Sept 24	Navette Airport	8	€		8,00	travel
5	Sept 21	Bus to the UN	6,2	€		6,20	travel
6	Sept 22	Bus to the UN	6,2	€		6,20	travel
7	Sept 23	Bus to the UN	3,1	€		3,10	travel
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

Total Advance:

Total Expenses 284,18

BALANCE 284,18

Approval Notes

Signature :

Date of claim : January 13, 2017

¹ please write a separate financial report for each budget² Submit separate report for each year³ Put numbers on the Receipt as reference⁴ Write numbers on the Receipt as reference as numbered on report⁵ Please use same Base Currency for all of your expense request⁶ Internet and cartridges will be funded up to 75%

Reimbursement

PABLO H COLANGELO

hostlistcoordinator[at]servas.org

Skype: Pablo Colangelo

+54 (911) 5568-7446

JOB DESCRIPCION

SI Host List Coordinator - elected

Date: July 2014

Name (or Members): Pablo COLANGELO

Responsibilities:

SI Statutes:

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

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

Important tasks to be done next

- Sort out the requests coming from all over the world due to ServasOnline go online

Accomplished

Get deep connected with current status of technical issues and needs where I can be useful for ServasOnline startup.

A document regarding HL's, number of members, current status was presented.

Permanent contact with National Groups and Member countries giving them support regarding Host and Key Dolphin.

Update list of member countries and national groups was done.

Updated list of countries[at]servas.org emails was done.

A reminder to keep their countries host list updated and give support to those in needs was sent to all official email addresses.

Translate documents from english to Spanish and contribute to set up a new role in Dolphin for the Spanish Translator appointed by ExCo so the new appointed person can be in charge of that task.

Attended and participated at the monthly ExCo and ServasOnline teleconferences meetings since elected

Write a document with instructions regarding options for transition to ServasOnline

Prepared a document to be presented to every National ServasOnline Administrator about persons on the waiting list (to be interviewed or included in ServasOnline)

Identification of areas of Servas Online that can be delegated to other helpers so we recently included Guy Gourmellet from France as ServasOnline Transition Manager

Not to be done

Helping previous SI HLC with membership approval on the official Facebook group won't be done because ServasOnline is the current priority and this huge task is taking me more time than the time I can devote to Servas. I'm committed to the Official SI FB Page

Implement online application to send official emails from ExCo to member countries, national groups and individual members. On Hold

Prompt posting of information about events to www.servas.org, working with the technical team. Delegated

Planned Achievements during 1 year and a half remaining term:

Keep on working with the SI ExCo team and specially with SI president, national secretaries, host list coordinators and Servas Online team to contribute to Dolphin migration to Servas Online.

Succession planning for next SI HLC

Address 2015 GA decisions assigned to the SI HLC (being done)

Short Term Priorities:

Encourage 6 month updating of SI Host Lists until ServasOnline will be full operative. Then update will be daily.

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

SI Host List Coordinator

It is agreed that Servas International and the Servas National Groups shall

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

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

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

TO BE IMPLEMENTED SOON

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

Involving SI HLC young person in related work.

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

Succession planning

Not planning to do:

Deal with Dolphin training and huge requests, put energy in Servas Online – will tell key persons how to do by themselves instead.

Tasks that are part of other SI Exco member roles, unless asked to help

ICT technical issues, due Im not a technical IT person, pass it to a technical person to solve it instead.

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

Working Hours devoted to the position during 2016 about 90 hours a month

EXPENSES CLAIMS

YEAR 2016 Treasurer Case # []

Servas International

ERF-Expenses Claim Request Form HLC REGULAR EXPENSES

Officer

Purpose SI Face to Face Expenses (Cesseras) and Regular Expenses

Name Pablo Colangelo

Servas position

HLC

E-Mail pcolangelo@gmail.com

Country

Argentina

BUDGET EXCO

BASE

CURRENCY

AR\$

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount
None		€ -	EUR	0,0000	0,00

Total advance: 0,00

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	11/01/2016	Internet	313,22	ARS	0,0692	16,2561	internet
2	10/02/2016	Internet	313,22	ARS	0,0629	14,7762	internet
3	10/03/2016	Internet	313,22	ARS	0,0588	13,8130	internet
4	21/03/2016	Transfer Buenos Aires to Airport	175,00	ARS	0,0616	10,7800	Travel
5	11/04/2016	Internet	313,22	ARS	0,0604	14,1889	internet
6	07/04/2016	Transfer Toulouse airport to city	8,00	EUR	0,0000	8,0000	Travel
7	07/04/2016	Train Toulouse to Carcassonne	18,50	EUR	0,0000	18,5000	Travel
8	12/04/2016	Train Narbonne to Barcelona	41,00	EUR	0,0000	41,0000	Travel
9	17/04/2016	Transfer Airport to Buenos Aires	185,00	ARS	0,0631	11,6735	Travel
10	10/05/2016	Internet	395,87	ARS	0,0617	18,3189	internet
11	10/06/2016	Internet	478,51	ARS	0,0640	22,9685	internet
12	11/07/2016	Internet	478,51	ARS	0,0614	22,0354	internet
13	10/08/2016	Internet	478,51	ARS	0,0601	21,5688	internet
14	09/09/2016	Internet	478,51	ARS	0,0590	21,1848	internet
15	11/10/2016	Internet	478,51	ARS	0,0595	21,3643	internet
16	10/11/2016	Internet (includes discount on the bill)	229,93	ARS	0,0613	10,5659	internet
17	12/12/2016	Internet (includes discount on the bill)	227,75	ARS	0,0591	10,0950	internet

Approval Notes

Total Advance:	0,00	EUR
Total Expenses	297,09	EUR
BALANCE	297,09	EUR

Signature :

Date of claim : 42827

1 please write a separate financial report for each budget

2 Submit separate report for each year

3 Put numbers on the Receipt as reference

4 Write numbers on the Receipt as reference as numbered on report

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

6 Internet and cartridges will be funded up to 75%

Reimbursement

	%	discount	Total	
17 cables	222	34.05	0	202.73
			118.58	2

SI General Secretary Annual Report October 2015 – December 2016

1. Name of Committee:

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

2. Responsibilities:

From the SI Statutes:

The General Secretary shall:

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

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

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

- 7. Participate as one of 6 SI Exco members, dealing with issues as they arise and financial matters
- 8. Communications with National Groups and Member Groups about SI processes and handling to individual communications
- 9. Prepare and distribute minutes for SI Exco meetings and the next General Assembly in 2018, including posting online
- 10. Distribute minutes for the 2015 General Assembly
- 11. Manage the Action Chart of 2015 GA decisions, to guide SI Exco 2015-2018 in their work
- 12. Manage SI Exco decision-making between meetings through an email voting process
- 13. Manage and communicate, working with the Distant Vote Administrator, the SI Member Group Distant Vote process
- 14. Design, request and compile the SI Member Group Annual Reports
- 15. Design, request and compile the SI Committee and Officer Annual Reports
- 16. Take the lead for planning for SICOGA 2018, including organizing the host country selection process, coordinating the registration process with the main volunteer, taking a lead role in calling for motions for the GA and managing the preparation of the GA agenda, active role in communications for SICOGA 2018

17. SI Exco liaison with the ICT, as a member of the ICT; reply to webmaster[at] servas.org queries
18. SI Exco liaison with the SI Archivist, and support her work
19. SI Exco liaison with the SI Job Descriptions and Statutes Committee, and support their work
20. Recruit and liaison with Spanish Translation Coordinator and her team
21. Work with the SI General Secretary assistant and involve her in SI Exco activities as appropriate
22. Update SI Handbook and post online
23. Manage the transition of SI administrative pages and documents from the old www.servas.org to ServasOnline

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

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

4. Activities: Summarise your activities from October 2015 to December 2016.

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

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

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

In particular, I am proud of the following achievements:

1. Structured SI Exco meetings and decision-making between meetings, and timely posting of minutes online
2. Finalized 2015 General Assembly minutes documentation
3. Updated and posted SI Handbook, FOP, SI Committees
4. Created a central place to post Servas international events (on old www.servas.org)
5. Regular Spanish translation
6. Clarity in ICT contracts
7. Support to SI Treasurers and IAC, ServasOnline Teams and SI Exco face-to-face meetings

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

See separate expense form below.

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

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

YEAR

2015-16

Treasurer Case #

[]

Servas International

ERF-Expenses Claim Request Form

Officer

Purpose	SI General Secretary miscellaneous expenses FY ending Mar 31, 2016		
Name	Penny Pattison	Servas position	SI General Secretary
E-Mail	pmpattis[at]islandnet.com	Country	Canada

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	Nov 2015	Internet (.75*\$53CAD)	39.75	\$ CDN	39.75	internet	Shaw receipt
2	Dec 2015	Internet (.75*\$53CAD)	39.75	\$ CDN	39.75	internet	Shaw receipt
3	Jan 2016	Internet (.75*\$53CAD)	39.75	\$ CDN	39.75	internet	Shaw receipt
4	Feb 2016	Internet (.75*\$53CAD)	39.75	\$ CDN	39.75	internet	Shaw receipt
5	Mar 2016	Internet (.75*\$53CAD)	39.75	\$ CDN	39.75	internet	Shaw receipt
6	2016/2/17	F-t-F France flight	1005.52	\$ CDN	1,005.52	travel	email approval, ticket, boarding
7	2016/3/7	ServerLoft (\$1188USD)	1628.79	\$ CDN	1,628.79	Equipments	MC receipt

Total Advance:

Approval	Notes	Total Expenses	2,833.06
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BALANCE	2,833.06
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SERVAS ACTIVITIES DONE BY THE ASSISTANT GENERAL SECRETARY SINCE SICOGA 2015

- Writing the SICOGA report about the whole experience as a requirement for the opportunity that was given to me to participate in it.
- Writing a simple article to be included in the Britain newsletter as it was requested for by Margret Seelig a servas Britain member.
- Consistent email correspondence with my mentor Penny the General Secretary of SI. This correspondence has been continuous and involved a lot of information for me to learn about servas and how it operates at an international level.
- Looking into the annual report forms as submitted by different countries, comparing them (personally to see what we can learn as servas Uganda and Africa as a region from other countries and the activities we can also engage in) and also for participation in the evaluation process.
- Reading extensively about servas from how it started, its operation and keeping upto date with it. This has been done through reading the SI handbook, SI archives, SI website and its official face book. This is not only for SI but also other member countries that have facebook pages.
- Contacting national secretaries in the region of Africa who had delayed to submit their annual reports by sending them reminders on whatsapp as this platform could easily allow me to talk to them directly.
- Skype meeting with Penny
- Email correspondences with Fidele on the rejuvenation of servas in Africa
- Email correspondences with Margret Kakinda our national secretary about attracting more people in servas, having regular meetings with members and discussing on the activities were our members can take part since most of them are unable to travel and also receive little or no travelers.
- Helped in updating the hostlist.
- Participated in organizing our annual meeting.
- Always been of help when my NS needed a volunteer to help her with servas work.
- Email correspondences with Ann about the school tree projects and checking on the useful and relevant links she recommended.
- Receiving updates from SI and its committees about any important information and sharing with members if it is necessary.
- Updating my account (it was opened during SICOGA)on the new Servas website

SI COMMITTEE AND TEAM REPORTS

SI ARCHIVIST

SI ARCHIVIST 2016 ANNUAL REPORT

By Anna Koster, Servas International Archivist

Submitted May 23, 2017 for the Servas International 2017 General Assembly

I was elected Servas International Archivist in October 2015. Many Servas volunteers at the Servas International (SI) and US Servas (USS) level immediately had ideas about the Hoover Institution Archives (HIA) and making digitized documents available online, with suggestions, requests, and questions. Before proceeding, I needed to learn more about archive management in general and about the SI Collection at HIA.

I enrolled in a continuing education online course covering the basics of archive management and care, offered through the American Association for State and Local History. The course is “designed to give organizations and individuals who are responsible for the care of historical records an introduction to the core aspects of managing and protecting historical records collections, using appropriate principles and best practices.” The six-week course began with basic terminology and key concepts with the overarching admonition that parallels the Hippocratic Oath: “First, do no harm.”

I began familiarizing myself with the SI Collection housed in the archive at the Hoover Institution on War, Revolution and Peace (the full name of the Hoover Institution). SI’s 110 boxes of materials there represent just one of the 6,000 collections housed and protected by HIA. I visited the HIA on the Stanford University campus and learned about gaining access to the HIA and using the reading room there.

I was directed to and studied the finding aids available for the SI Collection that HIA published online through the Online Archives of California. “The Preliminary Inventory to the Servas International records,” including preliminary finding aids, are available to the public at http://www.oac.cdlib.org/findaid/ark:/13030/kt7870361q/entire_text/. I briefly examined the contents of about 18 boxes of SI materials and took some photographs to document what I saw there. I created a relatively detailed list indicating what is in folder 1 in box 7; that effort took about three hours.

In summary, in my first year as SI Archivist I have created a foundation for work that is now occurring in 2017 and efforts that will follow in 2018.

Servas International
Conflict Resolution Committee
Annual Activity Report
January to December 2016

This report describes the **Conflict Resolution Committee CRC)** main activities in the year of 2016. It is structured in eight points. We start presenting the committee members, then the committee main responsibilities, according to Servas Handbook and we highlighted our 2017 plans and expected outcomes until SICOGA 2018, in order to improve our actions as a committee.

1. Name of Committee: Conflict Resolution Committee

- a. Clare Mateke, Zambia, since Aug 2012 convener
- b. Martin Henner,U.S.A, since Oct. 2016
- c. Alvany Santiago, Brazil, since Oct. 2016

2. Responsibilities:

According to Servas handbook the main duties are:

To try to resolve conflicts within Servas

- To offer advice to Servas members about conflict;
- To offer advice to SI Exco about conflicts;
- When appropriate, engage conflicting parties in conflict resolution
- Publicize strategies for conflict resolution,
- Submit an annual activity and financial report,
- Develop a Code of Ethics and Behaviour for Servas along with International Peace Secretary.

Sources : Servas handbook.

Retrieved from https://servas.org/sites/default/files/uploads/handbook/2017/Job_Descriptions_Jan_2015.pdf. And SICOGA decisions.

3. Plans:

Improve communications among committee members and improve follow-up.

Develop a plan of activity for the Committee;

Publicise strategies for conflict resolution;

Meet SICOGA Decisions:

1. SICOGA Decision N°10 on 15 October 2015, that:

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

2. SIGA 2012. Decision N° 8., p. 6: “Each member, every committee, when possible, should appoint a young member as an assistant.”

4. Activities:

A first draft for The Code of Conduct and Behaviour.

No complaints were received.

5. Outcomes:

Improved communications among committee members;

Plan of activity for the Committee developed.

Strategies for conflict resolution publicised.

Draft of the “Code of Conduct and Behaviour” presented.

6. Financial Report.

No funds were expended.

7. Feedback:

Not, at this time.

8. Inactive committee members:

No.



SI Development Committee 2016 Annual Report

The team:

Ewa Dzierżawska (Poland)
Christina Buynova (Russia)
Maria Fernanda Vomero (Brasil) resigned in February 2017
Kiat Yun Tan (Malaysia)
Fidele Rutaysire (Rwanda)

The philosophy

We have kept to the same philosophy – first of all developing and helping, secondly - funding.

The meetings

During 2016 DC we only had two meetings with all the members present but had frequent consultations via e-mails. Kiat and me met at the regional meeting in Yogyakarta in August.

I would like to repeat what I wrote in the last year's report – we (the team) come from different continents (almost ☺). This gives us a great advantage which helps us to be efficient and, hopefully, successful in what we're doing.

The activities

Each of us concentrated on their own region. For details on Servas Africa and Asia please see Fidele's and Kiat's report at the end of my report.

Kiat did a great job helping organise the regional meeting in Indonesia. The conference was very interesting and was a step forward in developing Servas SE Asia. The next conference of the region took part in the Philippines in March 2017.

She has also kept encouraging Servas branches in other countries of SE Asia.

Servas Africa has grown with Fidele's help. He and Moses are planning an international meeting in Africa in August this year.

Fidele attended a UN conference in New York and contacted SI IN representatives there.

Christina and me worked together on Servas South America, Cuba and Central Asia (Kazakhstan)

We helped to re-establish Servas in Cuba, Nicaragua and Bolivia. We're still working with Servas Cuba. There's a worry that Servas South America isn't quite what it could be. Some countries are inactive. We're planning some action with Servas Argentina. However, Servas South America is a sensitive issue and we have to act reasonably and slowly.

Servas Africa

A. Active Servas national chapters in Africa

Servas in Africa has a quite number of active national chapters but also the majority of national chapters are dormant. Currently the active Servas national chapters in Africa include:

1. Servas Malawi,
2. Servas Rwanda,
3. Servas Kenya,
4. Servas South Africa,
5. Servas Uganda,
6. Servas Botswana,
7. Servas Gambia
8. Servas Nigeria
9. Servas Cameroon
10. Servas Zambia
11. Servas Ghana
12. Servas Tanzania

B. Passive Servas national chapters

1. Servas Ethiopia
2. Servas Congo Brazzaville
3. Servas Burundi
4. Servas Zimbabwe

C. Servas National chapters in the process of reactivation

1. Servas Madagascar: In process with the help of Mamy RABE though he is also slow in responding
2. Servas Benin (would like to get registered)
3. Servas Tunisia (exchanging mails)

D. Other existing Servas groups in dolphin but which don't exist in reality

1. Servas Algeria
2. Servas Egypt
3. Servas Mali
4. Servas Gabon
5. Congo Kinshasa
6. Servas Senegal
7. Servas Comoros

One of the planned activities for the near future is to activate the above Servas groups in those 7 countries and so far, I have contacted people in Comoros, Mali and Egypt.

E. Challenges

- In most African countries, members don't travel, they only host. Some of them complain and don't see the benefits of being a member of Servas
- Meeting: Because in some areas, meetings require money, they don't meet because Servas has no money. Each country was recommended to request members to contribute and also organize meetings where everyone can contribute.

Servas SE Asia

SEA meeting was held over the 4th March 17 weekend in the Philippines. Had a turn out of about 30 members from the Philippines, Indonesia, Thailand, Vietnam, Malaysia, China, South Korea & India.

Philippines-there are currently 9 members, hopefully by the next GA they will have 10.

Servas Vietnam has found country representatives for Cambodia & Laos. There's currently 1 member each in those 2 countries.

There used to be a country rep in Brunei but she's since left Brunei.

Indonesia, Thailand, Malaysia & Vietnam are all active branches, Indonesia can do with more visitors, they said.

SEA group as a whole is moving their hostlist onto SOL & is working on SYLE in the region.

SEA group is fully in support of the next GA being held in South Korea.

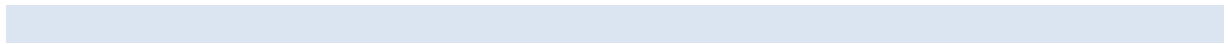
India, had their national meeting in Feb and a new Exco has been elected.

China 's membership is growing, their annual meeting will be in July.

Japan has a new NS as well.

Sri Lanka- I wrote to Ken & Visaki & they have agreed to be the country representatives since I didn't get any reply from the previous NS. K & V were subsequently listed as the country reps.

I have been informed recently by Ken & Visaki that through a common traveler in Sri Lanka they found out that the previous NS is still hosting and likely still thinks that he's the NS.



Servas International – Distant Vote Administrator

Annual Activity and Financial Report for 2016

Report Submitted by:

Chris Patterson, SI Distant Vote Administrator, New Zealand

Re-elected at GA in October 2015. First elected at GA in 2009.

Responsibilities:

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

Planned Activities:

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

DVMay2017 Closing date for submitting motions 31 January 2017

Closing date voting 30 May 2017.

DVNov2017 Closing date for submitting motions 31 July 2017

Closing date voting 30 November 2017.

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

Activities and Outcomes:

Two Distant Votes were scheduled for 2016, DVMay2016 and DVNov2016.

DVMay2016 was cancelled since no motions were received by the closing date for motions of 31 January 2016.

DVNov2016 had three motions, all achieved the “double majority” needed for them to be passed:

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

My report on DVNov2016 and the voting results was sent to EXCO on 19th January 2017.

No elections of SI Officers by Distant Vote were required.

Financial Report / Expenditures:

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

Comments / Issues / Recommendations:

Reflecting on DV Nov2106 and comments from my earlier reports, I note:

1. With motions notified close to the deadline there is limited opportunity to comment on the wording of the motions, before they are voted on. Also the supporting information provided with the motions to explain their intent and the reasoning behind them is limited.
2. Apart from voting, there is limited engagement with the DV process by Nat Secs, endeavours to promote discussion seem to disappear into a vacuum.
3. I have the impression that the use of mobile phones and tablets to read and respond to Distant Vote emails is a potential issue. The DV is a formal process and mailouts need to be clear and comprehensive – and thus may not be suited to easy consideration on mobile devices. I have no suggestions to address this.
4. The process for finalising the list of eligible voters worked well. Thanks to all involved and to EXCO for their timely confirmation of the voter countries.



SI Committee Annual Report Dolphin Team March 2017

Name: Dolphin Team dolphin.team@servas.org

Members

Rita Dessauvage, Belgium, Convenor, involved in Dolphin since the start in 2006

Pablo Colangelo, Argentina

Task

- Main task of the dolphin team is to give support to those key persons needing assistance on how to use the Dolphin System.
- Dolphin Team is looking for a solution when key people encounters a problem using the system (user/password/download/upload host list etc)
- Dolphin Team takes care of having an updated **key List**

Activity after GA of 2015

- During and after the GA we entered and updated in the key list the data of all **elected key persons** (Exco, Committees, Teams...)
- After the GA we entered and updated the data of key persons who are **appointed** by Exco
- We update asap the key list when we are informed that some data are no longer correct and/or when email addresses are invalid
- When National Groups have new board members we make the changes in Dolphin (on request) although National Secretary/President can manage the key people of their group themselves
- We update the country details in the key list if needed.
- We send extracts of the key list to key people requesting e.g. a list of all national secretaries (Excel file with names and email addresses)
- We verify if the websites that are listed are still functioning
- In April 2016 some 'Servas Regions' have been deleted in the Dolphin system. This had serious consequences for Host and Key Dolphin and is still causing a lot of problems

In Key Dolphin names and data of all key persons of these regions (Central America, South America, South Central West Asia) had to be reentered (about 100) New user and password to access had to be sent to the key persons.

In Host Dolphin all host entries were removed, a real problem for those countries making their list in Dolphin (13) Host list could no longer been updated.

Plans until the next General Assembly in 2018

- We will continue responding the various requests related to Host and Key Dolphin.
- We will go on updating the key list as soon as we receive the needed information

Feedback/Comment

In the future Host Dolphin will be less important although updated host lists has to be uploaded in HLSA of Dolphin as long as ServasOnline is not fully operationally.

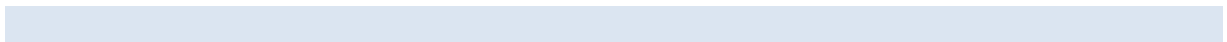
Since ServasOnline is introduced and launched on the 1st of February 2017 national groups are invited to join ServasOnline.

However in my opinion the Host List Storage Area with updated host lists has to be maintained until all national groups joined ServasOnline

Report submitted March 2017

Rita Dessauvage

Convenor Dolphin Team



SI Committee or SI Officer Annual Report:

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

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

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

Answering e-mails sent to [helpdesk\[at\]servas.org](mailto:helpdesk[at]servas.org) or to countries that do not have their own e-mail address and are then forwarded to the Helpdesk

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

4. Activities: Summarise your activities from October 2015 to December 2016. The number of e-mails sent to the Helpdesk have been steadily decreasing and are almost down to a couple per month.

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

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

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

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

Lisete MURIK
Servas International Helpdesk

SI Committee or SI Officer Annual Report:

1. Name of Committee: Servas Image & Design Support Team

Members:

ALAN STONE, SERVAS GREECE

Stefan Fagerström, Servas Sweden

2. Responsibilities:

Assist member country coordinators and secretaries with graphic design needs when requested.

3. Plans:

To continue providing above services. Add more members to the team.

4. Activities:

To date we have provided over 47 member countries with approximately 178 variations of the new Servas logo.

In March of 2017 we assisted Servas President Jonny Sågänger with a PowerPoint presentation and the SI Exco Bulletin Header.

In November of 2015 we created a Certificate of Appreciation for Danielle and the Servas International Peace Calendar Project.

In September of 2015 we provided designs for the Servas Ukraine & Czech Tee-shirts, Servas Georgia Coffee Cup

In February of 2015 we designed the 2016 Servas LOI Travel Stamp.

5. Outcomes: No idea

6. Financial Report. None

7. Feedback: None

8. Inactive committee members: None

Submitted by Alan Stone

5 May 2017

SI INFORMATION AND COMMUNICATION TEAM (ICT)

A 2016 report was not received.

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

Email contact: [innovation\[at\]servas.org](mailto:innovation[at]servas.org)

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

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

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

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

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

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

3. Plans: What do you plan to do until the next General Assembly in 2018? We plan to repeat this project this september, with more time for countries to prepare the activities, and if we can put into practice another of the ideas debated in SICOGA that will be great.

4. Activities: Summarise your activities from October 2015 to December 2016. Please see Draft Report attached to this mail

5. Outcomes: What do you think you have achieved in your role so far?. We could wake up some interest from Servas Countries to make activities related to servas values

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement. Nothing

7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations? I think we would like to continue with this type of activities.

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

See Appendix A for the International Servas Week Project Report

Servas International - Internal Audit Committee Plan

Committee

Convener: Graham Robertson (Servas Australia) elected SICOGA 2015

Members: Emanuel Kakinda (Servas Uganda) Re-elected SICOGA 2015

Ashley Burrowes (Servas New Zealand) elected SICOGA 2015

A. Internal Audit Function:

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

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

The practice of preparing an annual report on internal audit activities and results thereof is recommended as good practice.³

B. Plan to the 2018 General Assembly

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

- a. Make haste on the completion of the internal audit for the year ending 31st March 2017. Ideally the internal audit should occur throughout the year under review NOT post the event. This

³ Source: United Nations State of Internal Audit Function 2016.

includes the Treasurer publishing a year end close off timetable after consulting with the Internal audit Committee.

- b. After intense working with the treasurers and EXCO on the recent financial fiasco we are hopeful of implementing concurrent internal auditing procedures throughout the year ending 31st March 2018.

C. Activities and Outcomes from Oct 2015 to December 2016:-

1. Please read the internal audit reports attached for the 31st December 2014 year and the 15 month period ending 31st March 2016.
2. Assisting the Treasurer to revise the Servas International Budgets approved at the SICOGA for the years 2016 to 2018 to reduce the annual income from stamps (after returns) from CHF80, 000 to CHF60, 000 per year and reduce the expenses.
3. Assisting the Treasurer and President with documents to submit promptly to Credit Suisse for the change-over to the officers elected at SICOGA
4. Assisting the Treasurer and General Secretary to update the Financial Operating Procedures (FOPs)
5. Assisting the Treasurer through the Internal Audit – Audit Confirmation process to collect over 90% in value of the overdue Stamp and SOL Receivables.
6. Assisting EXCO review the agreement with Kevin Gautreau.
7. Assisting Exco in the recruitment of a new treasurer.

D. Feedback:-

- 1) The use of personal bank accounts for Servas income and expenditure is absolutely NOT acceptable. This practice should cease forthwith. The Internal Audit Committee has strongly recommended that the new treasurer, appointed in Feb 2017 be given a Servas International Credit card to avoid using personal bank accounts and minimize the amount of cash the treasurer is expected to carry.
- 2) It is expected in future that all expense claims will be paid by Servas International by funds transfer directly into the claimant's bank account.
- 3) The treasurer of SI is responsible for timely reimbursements to officers.
- 4) The treasurer of Servas International is the responsible officer for the yearly issuing and billing of SI Stamps to member countries, accounting for the returns of unused stamps and payments received in terms of

Servas International Statutes Rule II (2) and Rule IV (3). Any stamp account over 6 months after the due date of March 1 should be reported as delinquent to EXCO each month, together with details of any follow up he has done to collect the overdue amount. Where the Treasurer is having difficulty with these collections he should seek EXCO's help.

- 5) In this regard we strongly recommend an early appointment of **ASSISTANT TREASURER** as provided for in the constitution to assist with this work
- 6) In the light of the start of the SOL host system and the abolition of stamps, we strongly recommend that EXCO develop a financial policy for billing Servas National Organizations' at the start of each year based on the number of members in the SOL data base. The National Secretary / Treasurer for that Servas Organization will also have to confirm annually the details each financial member and ensure unfinancial members are deleted.
- 7) The Internal Audit Committee is still concerned that EXCO has not yet been able to find a person to handle the registration and incorporation of Servas International leaving its officers exposed to personal liability on Servas International debts.
- 8) Alongside this is the lack of public liability and directors and officers insurance for possible personal injury and sexual harassment claims. The cost even to defend a malicious claim could be many thousands of Swiss Francs.
- 9) Year End Review Write Off Procedures FOP 2.23 e iii Authorisations
This procedure needs to be revised to include levels of write off authority.
 - Up to CHF500 the treasurer can approve and notify EXCO
 - From CHF501 to CHF5000 EXCO can approve.
 - Over CHF5000 EXCO recommends to GA or Distant Vote for Approval

Payment Authorisation Levels FOP 2.1

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

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

10) Agreement Authorisation Levels FOP2.1

This procedure should also be revised to include levels of agreement authority

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

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

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

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

E. Financial:-

- a. The Internal Audit Committee budget is CHF1, 500 per year.
 - b. The Internal Audit Committee would like to have an Internal Audit face to face meeting in the immediate future. This will entail spending part of that budget.
 - c. We propose this meeting will occur mid 2017 in Melbourne, Australia based on Emmanuel obtaining a visa. Skype and telephone communications are very difficult from Australia or New Zealand to Uganda.
 - d. EXCO approval sought ASAP.
- 

20.Mar.2017

Job Description and Statutes Committee - Annual Activities Report - 2016

Dear Exco members and Servas friends

We are pleased to present the Job Description and Statutes Committee report for the year 2016.

Content:

1. Committee members.
2. Performed activities.
3. Future plans and desired achievements.
4. Expectations from SI Exco until SICOGA 2018.

1. Committee members

Chris Jones

Jack R. Huang

Amir Levy

2. Performed activities

Reviewed the decisions from the 2015 GA and verifying that there were not any changes to the 2012 version of the statutes.

3. Future plans and desired achievements

- Reviewed the current statutes and seeing if there are any recommendations for changes, which should be told to member countries to be considered and submitted as a future proposal.
- Reviewed the current list of Job Descriptions (JD) to see which ones are:
 - Missing.
 - Valid.
 - Need to be updated.
 - Need to canceled.
- Talking with old and current key persons and learning from them what need to be adjusted in their role compare to their existing description.
- Adjusting all required JD to the current way Servas is functioning and what the expectations from each role are.

- Presenting the new suggested JD list to ECXO and to relevant key persons.
- After approval, publishing the new JD list so every new nominee can learn and see if it meet his / her expectations and skills.

4. Expectations from SI Exco until SICOGA 2018

- Helping to encourage more young people to join Servas and become active.
- Helping to find proper candidates for all SI positions.

In peace and friendship

Chris, Jack and Amir



SI Committee Annual Report Membership Committee March 2017

Name: Membership Committee [membership \[at\]servas.org](mailto:membership@servas.org)

Members

Rita Dessauvage, Belgium, Convenor, since 2009 (before 2009 member of the committee)

Harald Seiffert, Germany, member, since 2009

Alexey Tereshchenko, Latvia, member since 2016

Task

- Membership Committee is in charge of verifying if Member countries (with voting rights) meet the requirements for keeping their Member status (see extract of SI Statutes at the end)
- Membership Committee is looking if national groups meet the requirements to become a Member country.
- Membership Committee makes recommendations for the General Assembly. By a majority vote of the GA a national group can be accepted as Member of SI

Activity after the GA 2015

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

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

Plans until the next General Assembly in 2018

- We'll look if more national groups could be granted Member of SI. A lot of mailing and investigation is preceding our recommendation to the General Assembly.
- We'll look if national groups that lost the member status in the past could be reinstated as member.

A good example is Servas Bolivia (lost membership in 2015). In 2016 members of Servas Bolivia were working on organizing for the first time a Servas meeting. In a second meeting on the 28th of January 2017 they had elections for indicating a new national secretary. Members are very motivated to become a strong national Servas group and want to get back the Member status. The membership committee, development committee and dolphin team are cooperating to put Servas Bolivia back on the rails.

- Until now there are no requests for Membership of SI. However from now on until the GA we'll look closely if there are national groups eligible to become Member.
- We'll also taking contact with the member groups of SI that are not meeting the criteria for keeping their member status. e.g. not having submitted the annual report 2015 and 2016, no updated host list, not having 3 key persons etc

Feedback/Comment

- It's clear that some committees although they have their specific tasks have to cooperate in order to help national groups in order to get a positive result (membership committee, development committee, dolphin team)
- Some national groups and member countries need more support from outside the country, some feel a bit isolated in the Servas world.
- Until the GA of 2018 two systems for host lists (ServasOnline and HLSA of Dolphin) are used. It will not be easy to verify if member countries have an updated host list. This problem will maybe remain in the future when ServasOnline is functioning.
- In the extract of the SI Statutes for Membership Distant Vote is not mentioned. Taking part in the Distant Vote could be added to the requirements for Membership.

Extract from the current SI Statutes 2012

Membership:

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

A group may be proposed for membership by

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

Report submitted March 2017

Rita Dessauvage

Convenor Membership Committee



1. **Name of Committee:** Nominations Committee

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

Norma Nicholson, Australia, from Oct 2015

Dianne Peterson, Singapore, from Oct 2015

Susanne Thestrup, Denmark, from Oct 2015

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

Recruiting people for the list of candidates/nominees before next GA

Practical preparation for elections at the next GA (nominations form, election procedure)

Registering volunteers

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

Encourage national groups to recruit among their members (notice in Newsletter, on Facebook, on servas.org, direct email to Key People)

Create a new nomination form template

Prepare and post incoming nomination forms online before the GA

Prepare and post voting procedure in due time before the GA

Prepare and post clear overview of committees which are elected and which are appointed

Cooperate with Job Description committee

Prepare material to be used in the elections (ballots template, poster-sized overview of committees and roles, template "for the wall" with nomination forms)

4. **Activities:** Summarise your activities from October 2015 to December 2016.

Communication about recruitment of new treasurer (unsuccessful). Fortunately it was solved by EXCO.

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

We have not started preparing for the next GA but will during 2017.

6. **Financial Report.** Itemise any expenditures as members of the committee for which you are requesting reimbursement.

None.

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

None at this time.

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee?

None

VIII Duties and Responsibilities of Officers.

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

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

SI Committee or SI Officer Annual 2016 Report:

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

Committee convenor Jonny Sångänger, Sweden, 2013 October
Project Manager Bernard Andrieu, France, 2013 October
Member administration Pablo Colangelo, Argentina, 2016 March

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

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

4. Activities: from October 2015 to December 2016.

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

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

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

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

Lilly Kerekes (Spanish Translation Coordinator) SI STC

In February 2016 I had the great Opportunity to be named as the new Official Coordination of Spanish Translation for SI.

With the very big help from Penny, Aneris Cao and specially Pablo Colángelo, finally we could recruited some volunteers around Latin America to begin the translation of different Official SI Documents from English to Spanish as the Bulletin, Official calls for Distant Vote, for example, as well as obligations from different officers around the globe.

I've been in contact with different volunteers specially from Argentina, but also from Spain, Venezuela, México, Colombia, Perú, Ecuador.

Because this is a volunteer work, some of them begin and then just disappear without any notice, but others have been very faithful and answer immediately, most of them are really young and very professional and I feel blessed because with this Coordination I have the opportunity to know much more about the actions, programs and activities around the world from Servas as well as people from Latin America and also know about the lifestyle, culture, the economy and political situation, like in Venezuela right now.

I would love to show for next Assembly a very small presentation of the people that had helped me in this coordination, all the volunteers, maybe a little video or presentation in Power Point or Prezi so we can know them by picture and give them voice, since they are invisible, we know their job but not their faces, lives and interests.

Also it would be an honor to have a little crew of translation in the next Assembly, maybe with other two people and to discuss details of how we can improve our job.

Some of the Translations that we have made were:

Distant Vote, Announcements (SI looking for ServasOnline Transition Manager), Agenda GA, AC Guidelines, Funding Form, Letters to NSV3, Report Servas Israel International Meeting, SI Bulletins, Initiative to use Storytelling to invite Servas, Making Connections, Generic Procedures, SICOGA 2015 Presentation...

I'd like to think that the volunteers and I are doing a very interesting and useful job so many members that speak Spanish can feel more joined to SI to read in their own native language all the official information about Servas.

I would like to have maybe an appropriate call so more volunteers can join and also a diploma or something symbolic for their job they are being doing with so much love and dedication.

I am very happy doing this and I hope I can still doing it in the years to come.

Lilly Kerekes from Servas México.

Some of our volunteers that have been participating (were and) are:

From Argentina:

Noelia Sosa, Guillermo Facundo Gini, Tatiana Paradiso, Macarena Altamirano, Marina Peñalba, Victoria Roisman, Daiana Marquardt, Melina Wolaniuk, Gonzalo Nediani, Arianna Baca, Micaela Hourcade Bellocq, Matías Gabriele, Romina Piscione.

Miguel Domínguez, Isabel Zunzunegui and Javier Cerro Sandoval from Spain.

Cynthia Granados Posadas, from México.

Daniel Alejandro Trujillo Landeta and Diana Rosales from Ecuador.

August, 2017.



SI Committee Annual Report:

1. Name of Committee:

Servas International UN Representatives

Email: [unobservers\[at\]servas.org](mailto:unobservers[at]servas.org)

Committee convenor:

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

Members:

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

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

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

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

HEIDEGGER Fabian - Austria start date: 2016-04-09

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

KUHN Christoph - Switzerland start date: 2016-01-12

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

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

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

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

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

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

4. Activities: Members in NYC, Geneva and Vienna regularly attended meetings and sessions, submitted written and oral statements, published information on UN activities on Servas Facebook groups and servas.org website, other Medias. We participated in the HRC regular sessions in Geneva. Representatives attended HRC meetings and relevant side events, actively engaging for our peace mission, particularly with regard to the elimination of all forms of racism and xenophobia. Active participation in sessions of the Human Rights Council is a great way to have our message heard. We helped Servas Korea members represent Servas at the annual UN DPI/NGO conference. We had new cards printed for UN NYC members.

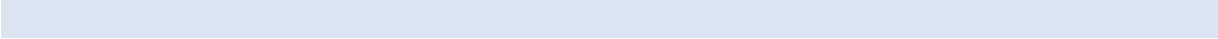
5. Outcomes: We have strengthened Servas presence and activities, recruiting 2 new active members in UN NYC venue (US Servas members). All SI UN members work in

close collaboration with SI Peace Secretary, through a more structured framework, including meetings through Skype and others. Individual members regularly report to SI Peace Secretary.

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

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

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



1. Name of Committee:

Servas International Youth and Families Committee

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

Dates in office: October 2015 until now.

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

Promoting new youth and families memberships.

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

Coordination and promotion of SYLE.

Managing a youth and families page on the International Servas web site.

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

Youth and families meetings, activities and competitions. E.g. an international youth and families meeting in Spain in 2016 and a youth meeting in Italy in August 20-27 in 2017.

Collecting information about youth travels and experiences for our web page.

Promoting the volunteering among the youth members.

4. Activities: Summarise your activities from October 2015 to December 2016.

4 Skype meetings (Nov 27 2015, Mar 29 2016, Apr 18 2016, Mar 3 2017)

SYLE coordination and information distribution.

Organizing youth and families events.

Integrating articles, photos and videos from various youth and families events in one place (Dropbox)

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

At the moment, Karolina and Susana are working hard and they have achieved all the tasks regarding the youth and families targets of the committee.

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

There will be only some expenses for the Servas youth meeting in Italy on 20-27th of August 2017. Susana has sent the application form.

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

We are organizing youth international meetings but in all of them we are offering the possibility to make proposals to improve the organization. We are collecting all proposals and in the next youth international youth meeting in Italy we are going to debate and create new motions about youth and families so we are able to propose them in the next International Assembly.

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

At the moment, Karolina and Susana are the active members of the committee.

SI AREA COORDINATORS

SI AREA COORDINATOR EAST ASIA (AC EA) (CHINA, HONG KONG, JAPAN, MONGOLIA, KOREA AND TAIWAN)

Dongwhan Song

AREA COORDINATOR of East Asia (China, Hong Kong, Japan, Mongolia, Korea and Taiwan)

East Asia Regional Conference

It was held at Buyeo, Korea from September 30 to October 2, 2016 and 67 members participated.

The Minutes of Servas East Asia regional Conference.

1	AC – 01 Next Meeting: The next EA Meeting will be held 2019.
2	AC – 02 Next Meeting: Servas Mongolia will host next EA Meeting through cooperation with Servas Japan.
3	JA - 03 To build some platform: (Servas EA to build some platform for sharing or exchanging Servas experiences and posting comments and opinions among members of EA countries) To consider some more time and methods.
4	JA - 04 To provide some systematic assistance for the development of Servas Mongolia: Area Coordinator ask SI EXCO and DC to provide some free stamps for members of Mongolia (6 persons) in order to encourage more or any travel.



Members of Servas East Asia

China	Hong Kong	Japan	Mongolia	Korea	Taiwan	Total
48	20	262	8	365	78	708

1. China

a. Key person

YI (PRESIDENT) Changxian		Nat. Secretary/President	01-Nov-14
LIU Dongyun		Nat. Treasurer	01-Nov-14
JIANG Yucheng		Nat. Host list Coordinator	01-Oct-14
ZHENG Tiffany		Nat. Deputy	01-Mar-14
HUANG (SECRETARY) Jack		Nat. Secretary/President	01-Mar-14

b. The problem(s) in China Servas

- 1) Short of assistance
- 2) Lack of strategic planning

c. Country's project for this year

- 1) National meeting
- 2) SEA Servas conference participation

2. Hong Kong

a. Key person

CHEUNG Iris		Nat. Secretary/President	15-Nov-15
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Almost all members are day host (19 of 20 members),

b. The problem(s) in Hong Kong Servas.

Hong Kong members are not active to join activities.

c. Country's project for this year

Hope that can organize some meetings and gatherings.

3. Japan

a. Key person

NAKAZAKI Shinobu		Nat. IT Coordinator	31-Jul-15
TSUMURA Nobuo		Nat. Peace Secretary	17-Mar-13
ONITSUKA Tomoko		Nat. Youth Contact	17-Mar-13
YOSHIZAKI Shuji		Nat. Deputy	01-Jan-12
OGATA Tomoko		Nat. Secretary/President	07-Jun-16
TAKEYAMA Motonobu		Nat. Host list Coordinator	01-Jan-06

Home Page <http://www.servas-japan.org/>

b. Activity in the last year

- 1) Kinki Region: Cooperative Study on Special Education with Mongolia
- 2) Tokai and Hokuriku Region: Regional meeting in Nature (Tateshina Highland) inviting Korea members
- 3) Kyushu Region: Regional meeting in Taketa historical city inviting Korea Servas members (Group visit to Yosu and Suncheon) and Taiwan
- 4) Hokkaido Region: Happy evening after the National Meeting with participation of Korean Servas members passing by Sapporo in March 2016.
- 5) Kanto Region: Approach to Students by preparing PR Poster and exhibition on the official notice-board of some universities and colleges

c. The problem(s) in Japan Servas.

1) Decreasing tendency of the membership in the following background

Aging (65% are over 60 years old. See the age distribution table below)

Age	20's	30's	40's	50's	60's	70's
Ratio	2.4%	7.3%	20.6%	13.6%	41.4%	24.8%

- Postponement of retirement age
- Hard and busier job conditions for working -age-people
- Still unsatisfactory housing situation
- Withering of the interest in world affairs of younger generation
- Lack of our efforts to recruit new members and appeal

2) Organizational problems

Spiritual gap (between old and new members concerning the Servas values) and Technological gap (among members in the IT literacy and

competence)

4. Mongolia

a. Key person

SAMBUU Hishig		Nat. Main Contact	01-Apr-08
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b. The problem(s) in Mongolia Servas

The type of residence is nomadic.

5. Korea

a. Key person

PARK Jae Kwoang		Nat. Host list Coordinator	27-Jan-16
PARK Jung Hee		Helper	01-Dec-15
SONG Sang Kee		Helper	01-Dec-15
LEE Byung Hun		Helper	01-Dec-15
LEE Jong Won		Nat. Deputy	01-Dec-15
KIM Kyu Ok		Nat. Peace Secretary	01-Dec-15
CHOI Byung-Wan		Nat. Secretary/President	01-Dec-15
LEE Jae Kyung		Nat. Treasurer	01-Dec-15
SONG Eun Duck		Helper	01-Jan-15
SOON Hur		Coordinator	01-Jan-05

Home Page <http://www.servas.or.kr/>

b. Activity in the last year

- 1) National Conference at Buyeo, from September 30 to October 2, 2016 and 150 members participated.
- 2) Regional gathering two times
Discover Korea in Busan and Buyeo.
- 3) Board meeting 3 times (on Jan. Sep. and Nov.)

c. The problem(s) in Korea Servas

There are not many young people.

6. Taiwan

a. Key person

SUNG I-YIN (HEDY)		Coordinator	05-Jun-16
WANG Mei		Nat. Secretary/President	16-May-16
WU Keith		Nat. Deputy	15-May-16
TSENG Norman		Nat. IT Coordinator	10-May-16
SUNG Hedy		Nat. Host list Coordinator	02-May-16
WU Tzu-hua		Nat. Main Contact	02-May-16

Home Page <http://www.servastaiwan.org/>

b. Activity in the last year.

For all members:

- 1) National conference (including sharing Servas experience-3 speakers)
- 2) Sharing Servas experience-3 speakers
For boarding members, area coordinators, staffs in Servas Taiwan
- 3) Board meeting two times (on 2 Aug. on 12 Dec.)

c. The problem(s) in Taiwan Servas.

- 1) Hosts are not enough / no hosts on the East Taiwan.

d. Country's project for this year.

For all members:

- 1) National Conference and sharing Servas experience
- 2) Sharing Servas experience gathering (Maybe 2 days 1 night)
- 3) Hiking Taipei (including sharing Servas experience-3 speakers)
- 4) December: sharing Servas experience gathering for boarding members, area coordinators, staffs in Servas Taiwan
- 5) Board meeting two times (in Jun. in Dec.)



(This report is presented by the SI Development Committee)

Servas Africa

A. Active Servas national chapters in Africa

Servas in Africa has a quite number of active national chapters but also the majority of national chapters are dormant. Currently the active Servas national chapters in Africa include:

1. Servas Malawi,
2. Servas Rwanda,
3. Servas Kenya,
4. Servas South Africa,
5. Servas Uganda,
6. Servas Botswana,
7. Servas Gambia
8. Servas Nigeria
9. Servas Cameroon
10. Servas Zambia
11. Servas Ghana
12. Servas Tanzania

B. Passive Servas national chapters

1. Servas Ethiopia
2. Servas Congo Brazzaville
3. Servas Burundi
4. Servas Zimbabwe

C. Servas National chapters in the process of reactivation

1. Servas Madagascar: In process with the help of Mamy RABE though he is also slow in responding
2. Servas Benin (would like to get registered)
3. Servas Tunisia (exchanging mails)

D. Other existing Servas groups in dolphin but which don't exist in reality

1. Servas Algeria
2. Servas Egypt
3. Servas Mali
4. Servas Gabon
5. Congo Kinshasa
6. Servas Senegal
7. Servas Comoros

One of the planned activities for the near future is to activate the above Servas groups in those 7 countries and so far, I have contacted people in Comoros, Mali and Egypt.

E. Challenges

- In most African countries, members don't travel, they only host. Some of them complain and don't see the benefits of being a member of Servas
- Meeting: Because in some areas, meetings require money, they don't meet because Servas has no money. Each country was recommended to request members to contribute and also organize meetings where everyone can contribute.



SI MEMBER GROUP REPORTS

SUMMARY OF REPORTS SUBMITTED

The 2016 member group annual report form was sent out on January 17, 2017. The reports were due on March 31, 2017.

By August 31, 2017, 58 of the 77 Member Groups had sent their annual reports.

The following countries have not sent their 2016 annual report. (If you know that there is an error in this list, please send the report to [generalsecretary\[at\]servas.org](mailto:generalsecretary@servas.org))

Colombia	Lithuania
Congo Brazzaville (RC)	Mexico
Croatia	Morocco
Ecuador	Nepal
Georgia	Nigeria
Honduras	Pakistan
Ireland	Paraguay
Kazakhstan	South Africa
Korea	Uruguay
Kyrgyzstan	

The annual reports are submitted as Excel spreadsheets, so that they can be combined and analyzed easily. The following sections contain a general impression of Servas Member Groups in 2016. The complete summary spreadsheet will be posted in the 'For Members' section of the www.servas.org Servas International website.

HOSTS, HOST LISTS AND SERVASONLINE

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

It is important to note that most countries replied to the question “What are your priorities for 2016 for Servas in your country?” that ServasOnline is a priority. And to the question “How can EXCO or other national groups help to improve your National Group?” several said that help is needed with the transition to ServasOnline.

Here is a summary of the answers to the question “What plans have you made to move to ServasOnline?”

- Many countries indicated that this is the important task for them in 2016 and 2017
- A few countries have all of their members in ServasOnline, and are using the system
- Several countries still need their members to complete their profiles in ServasOnline
- Most countries say that they are in the process of transitioning
- Many countries are arranging educational sessions for their members, or sending emails about the transition to their members
- Some indicated that they have their host list in Dolphin
- There seems to be some confusion about what ServasOnline is. Some replies say that they are working on their country’s website or social media such as Facebook or WhatsApp

Other comments related to Hosts and Host Lists:

- Many countries consider households as hosts, not each individual adult
- One country indicated that they have members from other countries
- Many reports did not say when their host list would be put into the Dolphin Host List Storage Area
- Most countries who answered the question “Do hosts in your country get a copy of the list?” said Yes, hosts in their country receive their host list

Social media popular among Servas member groups

The volunteers working for Servas member groups around the world use many different channels and platforms to communicate with the individual members. This conclusion can be made after an analysis of the Annual Reports that Servas national key persons have produced about the activities during the year 2016.

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

In some countries information is presented at gatherings where groups of people meet in person. A large group forward the SI News Bulletin, which is a communication channel for SI Exco, to the individual members.

Highlights/excerpts from the reports about 2016:

- * Servas Austria sent 70 messages to the membership.
- * Servas Brazil publishes travel reports, activity reports and invitations the blog www.servasbrasilis.blogspot.com.br
- * Servas France publishes Vagabondages Magazine three times a year.
- * Servas Rwanda sends their newsletter to the Africa area coordinator.
- * Servas Sweden has integrated their Facebook page with the group's website. This means that the information that is published on Facebook also becomes visible on Servas Sweden's website.
- * Servas USA sent 54 MailChimp campaigns. USA has more than 6 500 recipients in the MailChimp address book.

Servas International Peace Secretary comments on 2016 Annual Reports

Among the annual reports received by mid-August 2017, about 30 countries indicate they had a designated National Peace Secretary and/or Peace Committee in 2016.

About 20 of them seem to have been more or less engaged in a wide range of peace-related activities:

- Charity/welfare type activities aimed at vulnerable people, the elderly, poor and cancer children, orphans, the underprivileged children (e.g. food for the poor, prison clothes donation...)
- Peace training/education, introducing other culture, taking part in peace-related events, peace singing, peace building, conflict resolution.
- Solidarity/material help to migrants/refugees, visits to refugee centers and discussion, antiracism/peace/non-violence marches participation with other NGOs, cooperation with a migrant & refugee organization.
- Post natural disaster solidarity, e.g. fund-raising donated to UNICEF after earthquakes in Nepal and in Japan.
- Environment awareness, planting/giving trees, World Environment Day activities.
- Celebrating UN International Days, e.g. Women International Day, Peace Day and Servas International Week.

Recommendations:

Together we are stronger! Better communication through the National Peace Secretaries network could benefit all. There is an obvious need for more sharing of successful peace activities, giving more visibility to the involvement of our representatives at the UN, sending reports to Servas International Peace Secretary and to the network, using natpeacesecretary@servas.org and peacesecretary@servas.org

Summary: National events, projects and volunteers

Meetings and events

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

There were a number of cross border meetings in Europe such as between France and Belgium and France and Italy. Servas Vietnam supported new groups in nearby Laos and Cambodia. Israel and Poland had a joint project involving Servas Israel members visiting Poland. More such meetings between neighbouring countries are planned for 2017.

International meetings

Several took place including:

- Servas Germany hosted a meeting in the Ruhr.
- Servas Israel had a meeting about Water, Agriculture and Tourism.
- Servas Romania held a small meeting following on from the family camp in 2015.
- Servas Sweden welcomed members from 11 countries to their meeting in Uppsala.
- Servas Spain hosted a trekking trip in the Pyrenees.

Youth meetings:

- Servas Chile and Servas Rwanda had youth meetings for members in their countries.
- Servas Spain held an international youth meeting in Cadiz.

International Servas week

Servas Bangladesh, Servas Chile, Servas Thailand and Servas Brazil organised activities during the International Servas week in September.

Links with other organisations

A number of countries had activities linked with other organisations in their country:

- Servas Botswana joined in activities with Alternative to Violence Project.
- Servas Brazil connected with environmental and social action organisations.
- Servas Poland with members from Servas Russia joined an international bike trip organised by another peace organisation, CCE.
- Servas Russia worked with an education project supporting refugee children.
- Servas Malawi members gave blood through a blood donation organisation.
- Servas Suriname members were involved in a work camp and held a lecture which was open to non-members.
- Servas Sierra Leone members helped a group of women with agricultural work in a rural part of the country.

Regional meetings

The South East Asia regional meeting took place in Indonesia in March 2016 and the East Asia regional meeting was held in China in October 2016. An Africa regional meeting is planned for August 2017 in Rwanda.

Volunteers

Some countries report significant difficulty in finding volunteers to support Servas activities whilst others such as Servas Israel and Hungary said they had active involvement by members.

Countries use various methods to keep in touch with members including use of social media. For example Servas Sierra Leone keeps in contact with members and encourages participation through regular meetings on WhatsApp.

PRIORITIES, HELP NEEDED, OTHER COMMENTS

This analysis has been done using the 58 2016 Annual Reports that were submitted by August 31, 2017.

NS length in office until 2016:

Year began as NS	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	No year given	Total
Number of Years as NS	13	12	11	10	9	8	7	6	5	4	3	2	1	<1	0		Total
Number of NSs	1	1	1	3	0	4	2	1	2	5	1	9	10	11	3	4	58

Meetings and Board Meetings Held:

	Annual Meetings Held	Board Meetings Held
Yes	46	40
No	12	18
Total	58	58

Priorities:

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

ServasOnline – complete transition to ServasOnline

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

Increase membership – this includes promotion activities

Emphasis on Youth members

Engagement with current members, and also new members

Improve communications, including country websites and social media

Outreach to like minded organizations or to help the community

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

Peace activities, and related environmental activities

How can SI Exco or other National Groups Help:

23 countries did not reply to this question or said no help was required.

Again, individual; answers varied quite a lot. The main ideas from the 34 comments received are summarized here:

- Help with the transition to ServasOnline
- Funding support
- Support with promotion, websites, media, information, ways to attract youth and families
- Visit from or contact with SI Exco, and encouragement
- Share experiences of the different national groups
- International projects and maintaining links
- Support local events, including peace, support for the poor
- Improve fee structure

Other Comments:

There were 21 'other comments', covering many subject areas.

ServasOnline / Technology

- Same as last year, re SOLSYS: we are not aware of any information about how travellers will pay for their (virtual) stamps in future. So far we do not see in what way individual countries will come into money in order to pay for expenses (e.g. upkeep of websites) or to support peace projects (at the moment in Europe: programs in connection with refugees). We are also wondering why our offer to help piloting the migration of data from Dolphin to SOLSYS has been ignored.
- First, thank you for your work. Second, we are very excited about solsys, especially myself. It let the hosts feel themselves part of the international community, which is what it is all about, and in the future, I hope, will make the job of the national secretary easier and probably even formal, which is good. It's not about someone being the lord and the slave of the system, we are the people.
- How do we accommodate hosts who have limited computer skills to be still our active hosts when the SOL is replacing the old system?
- As you know world is a technology world and we are not sure about that we can use the technology as much as properly, for find new members or keep in touch our members an easy way. We know this is a opinion more than a suggestion but we want to consider this opinion that can turn it into something that will benefit us.

Future of Servas

- Servas is a very important, it teaches us a lot, we want travellers to visit our cour so they can learn about our country.
- Servas International as an world-wide peace building organization should also do some activity/projects for "children education" specially who are living in the street and involved in child labour
- Our shared mission is more important than ever! We must continue to do our best to maintain a functional, relevant organization during these challenging times!
- We would like to know how far is Servas International in the process of being registered in Switzerland.

- Establish Interest Groups that regularly link online sharing ideas and aspirations - positive outcome from SICOGA 2015 (ie SWGs)
- I worry for the future of Servas in Norway. Members enjoy hosting but have not been willing to volunteer to administrate Servas.
- Actually I have organized two gatherings but not many people attended. I.e. Around 5 each time
- Para los Directivos de Servas: seleccionar mejor a los viajeros, para que mas adelante se hagan anfitriones, por lo menos de dia (day host), y no tomen a servas como una organización que te ofrece hotel y comida gratis.
- I have only just taken over and the Servas group here was in a poor state. Hope to improve this in 17/18

Finances

- As the Swiss franc is still strong, we feel overburdened by the raised amount we have to pay to SI, especially that we have fewer travellers but no option to lower the fee as there's free couch surfing and our online system is still in development, we postulate return to previous, lower rates.
- We have paid a debt of 595 CHF from the lost stamps in 2014 according to the auditor report
- Our country is in a very difficult economic situation at the moment so people are not available to do voluntary work
- Due to unemployment level in Uganda there is need for support the youth in development projects in order ensure financial independence among the youth
- Join our whatsapp group. Funding to travel to rwanda

Thank You

- First of all, congratulations for the si exco work. We hope you will take our offer to organise a si exco meeting. We will continue our support to the translation team with the agreement with pucv. We continue to support servas Peru to recover their strength.
- Thank you all in EXCO for all the time and energy you spend on Serva's behalf. It is much appreciated.
- Thank you for your work - and sorry for us being delayed...



Project: International Servas Week

Connecting SERVAS: making connections with the world

WHAT?: Celebrate Servas once a year, the week of 21st September.

HOW?: Take part in global action to show ourselves to the world and so reinforce our values as an organisation.

IMPACT?: As Servas members make new connections among ourselves and with others who share common ground with Servas.

The Innovation Group, innovation@servas.org

30/06/2016

1. INNOVATION GROUP: PROJECT PRESENTATION

Name and theme: Connecting SERVAS: making connections with the world

Aim of the project:

What? Celebrate Servas once a year, during the week of 21st September.

How? Take part in global action to show ourselves to the world and so reinforce our values as an organisation.

Impact: As Servas members make new connections between us and with others who share common ground with Servas.

Annual Date: the week of 21st September, the UN international day of peace, to celebrate Servas values such as: Peace, Solidarity, Service, Hospitality, and Understanding.

First Time of the Project: the week from Saturday 17th to Sunday 26th September 2016

How can we contribute to this International Servas Week?

Making Connections: Servas members reaching out to connect with those in the organisation and those not.

During the Servas week we could organise activities in our neighbourhood, region or country to promote new connections with each other and with others outside of Servas. These activities could be related to Servas values such as: **Peace, Solidarity, Service, Hospitality, Understanding.**

The emphasis is on it being a creative process, each group deciding the activity that is best for them and so choosing how they will celebrate being members of Servas.

Some suggestions to make connections:

- With our neighbours and friends not in Servas.
- With other Servas members nearby.
- With different cultures as well as our own within our community.
- With our environment.
- With Servas national groups across nearby borders.
- Through our language, showing others how to improve communication.
- With other organizations

- And a big etcetera.

More ideas:

- Linking with others in our community from different backgrounds.
- Connecting with organisations that share common ground with Servas.
- Organising exchange visits between Servas groups in countries further away.
- Spreading the values of Peace, Solidarity Service, Hospitality, Understanding through your activities.

Some ideas about activities that national or local Servas groups could organize:

- A shared dinner with other Servas members, meetings in your area, cultural activities together...
- Invite another organization to speak about their projects, to collaborate in some solidarity event, to share voluntary work with another organization...
- Invite other Servas members to explore your environment or your city, do a walk or trek or a bike ride together...
- Plant a tree together...
- Organize a meeting with your neighbouring national group.
- Organize a workshop about peace, languages, Esperanto, communication...
- Organize activities about peace education in a school, storytelling for children, competition about pictures, drawings, videos, films...
- Publicise outside of Servas, eg via a local newspaper article/ TV , a display in libraries/community centres, ...
- Any event that promotes contact with people both within and outside of Servas.

Practicalities

Email contact: innovation[at]servas.org

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

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

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

2. REPORTS FROM COUNTRIES THAT ACCOMPLISHED THIS PROJECT

Here you will find the reports that we received in different formats and languages. It is possible that other countries celebrated this week but we don't have their reports. There are some countries that expressed their willingness to be involved but we didn't receive their outcome afterwards. We expect to have more countries participating this year.

2.1. SERVAS BRAZIL

COMEMORAÇÕES PELA SEMANA INTERNACIONAL DO SERVAS

Atendendo à proposta do Servas Internacional, através do Innovation Group, para comemorar a primeira edição do projeto Semana Internacional do Servas com o propósito de difundir os valores do Servas através de conexões individuais e coletivas, o Servas Brasil realizou diversos encontros.

A série de atividades iniciou com alguns servianos gaúchos e uma catarinense se reunindo em Porto Alegre, no estado do Rio Grande do Sul, sul do Brasil, no feriado de 07 de Setembro na casa da anfitriã Rita.

Informes sobre o Servas, boas conversas e vontade de se reunir novamente com maior número de participantes para desenvolver o Servas na região marcaram esse encontro.



O Servas do estado de Minas Gerais, região Sudeste do Brasil, realizou seu encontro nos dias 16, 17 e 18 de setembro em Divinópolis na casa do anfitrião Juvenil Oliveira. Durante todos esses dias foram momentos marcados por muita amizade, dinâmicas e reflexões sobre a paz, relato sobre a experiência de Isabela Campos, representante do Servas Jovem, durante o SICOGA, bem como discussão de propostas para desenvolver o Servas no Estado. No domingo o grupo de servianos realizou caminhada ecológica com o Projeto Gene, momento em que foram plantadas mudas de árvores.





Servianos de São Paulo, conjuntamente com amigos e familiares reuniram-se no dia 17 de setembro para uma caminhada ao Pico do Jaraguá. Os participantes relataram que foi um sábado muito especial em que puderam desfrutar momentos junto à natureza fazendo conexões de amizade e troca de informações entre servianos e demais participantes. Os organizadores ficaram felizes em ouvir que deveriam ser programados mais eventos desse gênero.



Durante a semana houve nova reunião de servianos paulistas e a visitante Alvany Santiago, membro de Petrolina, nordeste do Brasil. Dessa vez em casa da anfitriã Maristela, onde o cardápio foi pizza e bebida para todos os gostos, além muita música boa.



No dia 17 servianos de Petrolina, cidade distante a 800 kms de Recife, capital do estado de Pernambuco, nordeste do Brasil, e outros amigos reuniram-se em casa da anfitriã Alvany Santiago. O encontro foi marcado por informações sobre o Servas, discussões sobre a paz e a amizade e relatos sobre experiências pessoais de vida e viagem. O grupo tem a intenção de organizar novas atividades relacionadas ao tema paz, amizade e meio ambiente.

O primeiro evento combinado durante o encontro já aconteceu no dia 04 de outubro quando jovens Servas participaram de atividades em comemoração ao aniversário do rio São Francisco.



Seguindo com a programação relativa à data, o Servas Pernambuco participou no dia 21 de setembro de uma atividade organizada pelo Grupo de Dança Circular da cidade de Olinda, em comemoração ao Dia Mundial da Paz.

Dias 23 e 24 de setembro o Servas Pernambuco realizou seu encontro regional nas cidades de Olinda e Recife, com a participação de duas servianas dos estados do Ceará e Paraíba. A programação cultural desse encontro foi acompanhar a seresta no Sítio Histórico de Olinda e no sábado, dia 24, almoço em um restaurante de comida típica nordestina, em Recife.

A reunião de trabalho ocorreu na casa da anfitriã Luciléa Cisneiro, oportunidade em que foram passados esclarecimentos sobre o funcionamento do Servas para as convidadas presentes. Além disso, houve discussões sobre a pauta apresentada com informes gerais sobre o Servas Brasil.



Os estados do sul do Brasil também deram sua contribuição para comemorar a Semana Internacional do Servas. Servianos dos estados do Paraná, Santa Catarina e Rio Grande do Sul estiveram reunidos nos dias 24 e 25 em casa da anfitriã Dorly Schutz em Blumenau, no estado de Santa Catarina..

As discussões versaram sobre questões apresentadas no Panorama do Servas Brasil. Durante a reunião foi mostrado o novo website do Servas Internacional, seguido de sugestões de como poderia ser melhorada a comunicação na mídia e entre o comitê gestor e membros do Servas Brasil além de outros pontos relevantes a serem desenvolvidos pelo Servas Brasil.

Um momento muito especial foi a apresentação da viagem de Everton e Lisa do Servas PR, que durante o ano de 2015 viajaram por diversos países da Oceania, Ásia e Europa, tendo fantásticos encontros com membros Servas.



Conclusão:

A avaliação da comemoração da primeira edição da Semana Internacional do Servas no Brasil é bastante positiva. As discussões centrais foram norteadas pela necessidade de desenvolver o Servas Brasil nos diversos estados e regiões do nosso imenso país marcado pela diversidade cultural de seus habitantes.

O Comitê Gestor de Transição e a Comissão de Paz do Servas Brasil agradecem a todos que de alguma forma contribuíram para a realização desses eventos. Oxalá que em 2017, esse movimento seja replicado amplamente em todo país, fortalecendo os laços de amizades entre servianos e o **Servas como um todo.**

2.2. SERVAS CHILE

INTRODUCTION:

Servas Chile celebrated the World Peace Day and the Servas International Week during the week of September 17 to 26 with several activities in different cities across the country. Following we report about these activities, in addition to the Youth Meeting held in August and the National Meeting celebrated in October, which are part of the ideals of SERVAS.

WORLD DAY OF PEACE CELEBRATION IN TALCA, SEPTEMBER 24TH, 2016

The dialogue in this new world peace network was held on September 24th in Talca and 17 people attended. This dialogue began with:

- Individual introductions, because most of them did not know each other, who came from areas such as education (teachers and students), theater, yoga, from home, engineering, law, psychology, etc.
- The motivation included a document and a map of the main wars happening around the world where almost 5 million people have died and two countries are dealing with civil wars and war conflicts with neighboring countries. The document also shows our American continent and the armed conflicts in Mexico, Colombia (it will soon be solved after a four-year peace process and 52 years of the guerrilla movement), and Peru with 640,000 deaths. In addition, it appears a Nitrogen bomb threat from North Korea that represents a global risk.
- In Chile, we have problems regarding the indigenous groups mapuche and rapa-nui, the border with Bolivia, and about discrimination because of the arrival of immigrants (as in many places all around the world), etc.
- The initial question to begin with the dialogue was: What can we do to contribute to Peace?

In summary, after the debate, most of the opinions focused on pointing out that the only thing to do in order to solve the problems discussed in the debate was **to contribute from oneself and our own actions towards our close and daily environment**. Usually, there is a physical distance between us and most of the conflicts, we do not know much about them, and we believe that violence is not the way to solve problems in this century.

They also pointed out some gestures and attitudes that can be promoted, increased, and developed by each one of us and within our families and friends, in order to enjoy a peaceful coexistence among people: to love and caress, to accept our differences, to tolerate, to share what we have, to promote happiness, smiles and hugs, to listen more than talk, to sing. They also mentioned concepts such as hospitality, generosity, to know each other, to open our homes, not to judge, to bless, to help the needy, to generate inner harmony,

kindness, empathy, honesty, truth, gathering with others, to create networks, to look at the other's eyes, humility, etc.

On the other hand, they talked about social gestures and/or activities that promote, according to the participants, a contribution to people developments and equilibrium. At the same time, these actions help to promote peace in the world: the first and most important action is education and lead by example at home and school practicing these values mentioned above. At the same time, it is necessary to raise awareness about Peace, create and listen to music, practice yoga, promote spirituality, street mobilization for acceptance and peace, take care of nature, love all living creatures, read about self-help topics in groups, create ideas, practice bio-dance, theater, clowns; create networks and dialogue within groups.

After this conversation, we took some pictures and had dinner; we played the guitar and made new friends. We also proposed some ideas: to get together again and get to know more each other while enjoying a *curanto* (a typical Chilean dish) in order to work for Peace from our hearts!

Julia Ortiz Alvarez

Peace Secretary

Servas Chile

The following is the photographic record of the activity:





SERVAS INTERNATIONAL WEEK CELEBRATION:

This celebration included an activity for the Peace Day mentioned above, as well as meetings in Valparaiso and Santiago. This Project included the following objectives:

A. SERVAS V REGION: WE CELEBRATED SERVAS HOLDING A MEETING WITH THE UNITED KINGDOM REGION MEMBERS AND GUESTS.

In this meeting we met and got to know Servas members from the Region. We shared about the values that brought us into Servas, such as Peace, Solidarity, Service, Hospitality, Tolerance, etc. At the same time, we shared with two members from Servas United Kingdom who were visiting us: Eva and Sebastian. We invited them to our national meeting in Talca to enjoy the hospitality of Servas Chile.

We also talked about the activities held at the regional and international level, encouraging the assistants to participate more and to invite new friends to Servas.

Finally, we discussed about different activities to celebrate the Servas International Week next year. It would be interesting to clean the beach to raise awareness about the environment and the need to live in peace with it.

We want to thank again Paz and her family for opening their home for this Peace celebration (our host name in Spanish coincide with the Spanish word for “peace”) and the Servas International Week.

The following is the photographic record of the activity:



Aneris Cao

Lists Coordinator

Servas Chile

B. WE ALSO CELEBRATED SERVAS INTERNATIONAL WEEK IN SANTIAGO

As part of the planned activities, we invited potential new Servas members through our Servas Youth Coordinator, Luis Pizarro. He organized a small gathering at his home to talk about Servas values and the history of our organization.

The following is the photographic record of the activity:



Servas Youth celebrating in Santiago

2.3. SERVAS BANGLADESH

Mail received with pictures of the activity for International Servas Week:

Dear Sir,

Greetings from Servas Bangladesh.

As per instruction of Mr. Rezaul Karim, National Secretary of Servas Bangladesh

I am sending herewith an attach file of few activities photo of international servas week observed by servas Bangladesh.

For your information on this occasion servas Bangladesh distributed educational materials among 300 poor night school student and donated some necessary medicine to the health camp for slum poor people.

Best regards.

Ekram Ullah

coordinator

Servas Bangladesh







2.4. SERVAs THAILAND

*** THAILAND'S EARLY START IN INTERNATIONAL SERVAs WEEK

Servas Thailand got off to an early start with International Servas week, visiting the LifePrep Foundation in Samut Sakhon on the first day, September 17. They took clothes, books, toys and money for migrant kids whose parents came to Thailand to seek better economic opportunities. Many of the parents end up being taken advantage of in their new country. Later in the afternoon, the Servas Thailand group visited temples and enjoyed the sea view in Samut Sakhon, Thailand's seafood capital.

Servas Thailand was one of the first member groups to publicize their activities during Servas International week on social media like Facebook. The event takes place during the week around 21 September, the UN international day of peace, to celebrate Servas values such as peace, solidarity, service, hospitality and understanding.



Choosing letters for a group activity at the LifePrep Foundation in Samut Sakhon during the international Servas week in Thailand.



Servas Thailand members on a visit to migrant children at the LifePrep Foundation in Samut Sakhon during the international Servas week in September 2016. The Servas volunteers in the picture are, from left to right, Kiattikul T-mongkol (Lek), Areewan Tokrasae (Wan) and Soonthariya Rongrongmuang (Nan).



The Servas volunteers Rachada Arpornsilp (Tarn), Nadtaya Prakongsub (Aoy) Wansiri Rongrongmuang (Topsi) and Penpak Krergmatukorn (Pern) entertain migrant children at the LifePrep Foundation in Samut Sakhon during the international Servas week in September 2016.

2.5. SERVAS GUATEMALA

Mail recibido com información de las actividades realizadas por la Semana Internacional de Servas:

Queridos Amigos:

Compartimos con ustedes algunas de las fotos que fueron tomadas durante nuestra visita a la Granja de Macadamia "Valhalla", cerca de Ciudad Vieja de Antigua Guatemala, dirigida por Larry y Emilia Gottschamer socios desde hace mucho tiempo de Servas Guatemala, tuvimos muchas dificultades para llegar debido a la lluvia y el trailer que estaba accidentado en la carretera, pero con buena voluntad todos llegamos bien.

Después de un recorrido por la granja para aprender sobre el cultivo y comercialización de la Macadamia, degustamos nueces de macadamia y con chocolates, demostración de el aceite y cremas hechas de macadamia, nos explicaron que Valhalla mantiene un proyecto de ayuda a comunicados de escasos recursos proveyendolos de arbolitos de macadamia para su cultivo.

Posteriormente, fuimos servidos con una refacción de Panqueque de Macadamia con Chocolate, cortesía de Servas Guatemala para los socios, amigos y acompañantes, al final compramos galletas y arbolitos de macadamia para llevar a casa..

El lugar es muy interesante, educativo y de natural belleza.

Agradecemos a todos los asistentes, que dieron realce al evento con su presencia..

Un Cordial Saludo, En Paz.. Servas Guatemala.

Jose Roberto Montes, Secretario Nacional.





