



ANNUAL REPORT

JAN 2018 - DEC 2018



www.servas.org

Servas delegates and guests from around the world gather at the 2018 General Assembly in Seoul, South

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Bold investment in global IT system – pressure on resources

Dear Servas friends around the world,

2018 was a year when Servas International, SI, intensified the transition from our previous IT platforms to the universal platform ServasOnline System on the Internet domain servas.org. The aim is to make the ServasOnline System the one and only platform for two-way communication between travellers and hosts around the world, geographic search and other functions.

Another main task for SI's global board – SI Executive Committee – was to make preparations for – and execute – the SI Conference and General Assembly, SICOGA, together with the Servas member group in the Republic of South Korea and a group of dedicated volunteers.

One of the main decisions from a financial perspective that was made by SI General Assembly, SI GA, was to spend an increased amount of money during the period 2019–2021 on the development of the servas online platform. The aim is to make servas become a modern, social media savvy peace and hospitality organisation.

With the increased expenditure for Servas Online, Servas International will run at a deficit over each of the next three years and may potentially run out of money within the next few years unless revenues are increased.

It's now important that all Servas members around the world turn this insight into a call for action to make the organisation grow, both in numbers of individual members and in revenue/income. This is possible since Servas is part of a growing movement which has its roots in cheaper and more sustainable 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: An increasing number of travelers are looking for the unique experience it entails to get to know people from other countries and cultures and to share a wish to travel with a purpose.

Servas can offer such unique experiences and a platform for collaboration around activities that can contribute to a friendlier, more peaceful and less fearful world.

Another major decision was that SI will raise the consciousness about climate change and this issue's connection to responsible travels among the Servas global community.

Please read more about SICOGA and the decisions that were made during the SI General Assembly further down in this report.

Other key activities during 2018:

- * The improvement in the speed and quality in the process of SI financial reporting.

- * Increased activities in the United Nations system, especially in Geneva, New York and Vienna.

In this status report SI Exco, SI committees, SI key persons and SI country groups describe the main achievements during the year 2018.

Jonny Sägänger
President
Servas International

Duties and Responsibilities of Servas International officers.

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

SI Executive Committee (SI Exco) summary report

During 2018 Servas International, SI, was headed by two different Servas International Executive Committees, SI Exco's. The reason was that the SI Exco for the mandate period 2015–2018 handed over to the newly elected SI Exco on October 20 during SICOGA 2018.

SI Exco decided at its meeting March 30–April 2017 to choose Servas Korea as the host of the Servas International Conference and General Assembly 2018 (SICOGA 2018).

During 2018 the planning and preparations for SICOGA was the main priority for SI Exco, and especially for the SI General Secretary (SI GS) who had been chosen as Project Manager for the event. The SI GS established a working relationship between SI Exco and Servas Korea as well as a project and communication plan for the cooperation between the two groups. A SICOGA 2018 Organising Team (OT) was established and was part of the a structure for monthly SICOGA 2018 Team meetings that took place until the start of the conference that took place in Seoul.

A new SI Exco was elected at the SI GA in October 2018 for the mandate period 2019–2021.

Since SI GA is the highest democratic authority in the SI federative, country based organisation, SI Exco's efforts are focused on fulfilling the decisions that were made by this assembly.

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

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

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

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

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

- SI GA 2018 decisions. SI Exco's main task is to mobilise the resources needed to implement decisions made by SI GA, the highest decision-making body of Servas International.
- SICOGA 2021: SI Exco is looking for Servas volunteers in member countries that have the willingness and capacity to arrange the next Servas International Conference and General Assembly, SICOGA, which is planned for 2021.
- ServasOnline System, SOLSYS. SI Exco will promote acceptance and introduction of the host search and traveler verification, communications and membership administration solution ServasOnline in all member groups/countries.
- SI Registration. SI needs to get a formal registration to be recognised as an international nongovernmental organisation (iNGO) both to external players and internally in SI. SI needs to be able to prove that it exists. SI Exco will make a decisive effort to finalise the continuing work to register SI.
- Growth: Servas International should grow both in number of members and income in order to execute the organisation's vision and mission. As many people as possible should be able to enjoy the Servas experience. Growth is also needed since the Servas community now depends on a digital infrastructure that is costly to maintain and develop.

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

However, there's a working group that is working on a number of possible organisational and structural scenarios for SI, based on a motion from Servas Great Britain adopted at SI GA 2018.

Jonny Sägänger

President

Servas International

SI EXCO 2018-2021

- * PRESIDENT: Jonny Sångänger president@servas.org (Sweden)
- * VICE-PRESIDENT: Carla Kristensen vicepresident@servas.org (Portugal)
- * TREASURER: Radha B. Radhakrishna treasurer@servas.org (USA)
- * GENERAL SECRETARY: Kiat Yun Tan generalsecretary@servas.org (Malaysia)
- * MEMBERSHIP & TECHNOLOGY SECRETARY: Andreas Becker mts@servas.org (Switzerland)
- * PEACE SECRETARY: Paige LaCombe peacesecretary@servas.org (USA)



(L-R:) Andreas Becker, Membership & Technology Secretary; Carla Kristensen, Vice President; Radha B. Radhakrishna, SI Treasurer; Kiat Yun Tan, General Secretary; Jonny Sångänger, SI President; Paige LaCombe, SI Peace Secretary. Photo: A L

SI EXCO 2015–2018

- * PRESIDENT: Jonny Sångänger, President (Sweden)
- * VICE-PRESIDENT: Ann Greenhough, Vice President (Great Britain)
- * GENERAL SECRETARY: Penny Pattison, General Secretary (Canada)

- * HOST LIST COORDINATOR: Pablo Colangelo (Argentina)
- * PEACE SECRETARY: Danielle Serres (France)
- * TREASURER: Radha Radhakrishna, Treasurer (USA)

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

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

2018 Servas International Conference and General Assembly (SICOGA)

An increased amount of servas international's expenditures will during the next three years be spent on the development of the servas online platform - to make servas as a modern, social media savvy peace and hospitality organisation.

The above will be the effect of the decisions outlined below that were made by national delegates from almost 50 countries during the Servas International General Assembly (SI GA) that took place in Seoul, the capital of the Republic of Korea on October 13-20 2018. With the increased expenditure for Servas Online, Servas International will run at a deficit over each of the next three years and may potentially run out of money within the next few years unless revenues are increased.

Future of SICOGA is at risk

The SI GA delegates envisioned that Servas should separately raise donations to strengthen the finances of the Servas International movement. SI Exco needs your help to carry out the mission to raise money. Those with ideas and experience in fund raising, please volunteer your time and write to president@servas.org. The future of the triannual Servas International Conference and General Assembly (SICOGA) will also be at risk unless we independently raise money for this global event.

Another major SI GA decision was to make an amendment to the SI statutes. The statutes will after an amendment better reflect the principles, values, ethos, vision and mission that the organisation is based on: the belief in the equal rights of all human beings as a foundation for a more peaceful world.

We list below some of the principal decisions that were made by the national delegates.

Guide to the text: All the decisions and general assembly minutes can be found on this website:
<https://servas.org/sicoga2018/general-assembly-post-ga.php>

All the decisions have a serial number and a decision number.

Short summaries of a selection of decisions (the name and number of the SI GA motion is written in the headline):

- Establish Working Group to Manage and Develop ServasOnline (AUS-001)

A working group will be established to manage and develop the ServasOnline System which is the foundation for the website servas.org, the membership administration system and other functions on the Servas International platform on the Internet. Serial number 87, decision 40.

- ServasOnline priority (GER-001)

The completion of the transition to the ServasOnline System should be the number 1 priority for Servas International for the next 3 years. Serial number 86, decision 39.

- ServasOnline maintenance by professionals (FRA-001)

The ServasOnline System yearly budget for maintenance and development will be upgraded to 72 450 Swiss francs (CHF) per year during the period 2019-2021. Serial number 58, decision 28.

- SI DC was approved 18 000 Swiss Francs (POL-RWA-001)

SI GA approved a one-off contribution of 18 000 Swiss Francs (CHF) from Servas International to the SI Development Fund reserve to support the work of the Development Committee, SI DC, between 2019 and 2021. The amount is based on what SI has contributed for SI DC during previous years.

- App for mobile phones (SPA-ITA-002)

It will be investigated how Servas International can improve the new generation of communication tools, with special focus on mobile, easy to use communication tools. Special attention should be given to the modern tools used by young people and other tech savvy Servas individual members. Serial number 88, decision 41.

- SI Statutes change: Principles, organization, minimize ecological footprint (EXC-015)

Servas International's statutes will after a General Assembly decision better reflect the principles, values, ethos, vision and mission that the organisation is based on, as well as the organisation's goals on long term and short term. The first fundamental principle of Servas International is according to the amended statutes the belief in the dignity and worth of the human person, and in the equal rights of all human beings as a foundation for a more peaceful world. The second fundamental principle is to respect and care for the Earth and to live within its capacity to support life. The ethos and values are based on that the members of Servas believe that our lives are enriched when we meet, interact, share and learn from each other. Serial number 94, decision 45.

- Flat Rate Quotas (ITA-001)

The formula for the financial contribution made by member countries to Servas International will be changed. During a trial period (2019-21) the amount of contribution will be fixed, based on the average contribution paid for stamps in the last 3 years (2016-2017-2018). After that the contribution will be computed based on a formula that uses a combination of: a) average contribution of last three years b) number of members c) per capita income of country. This formula will be tested during the trial period (2019-2021). The next SI General Assembly will vote to decide whether to adopt the new system being tested during the trial period. Serial number 85, decision 38.

- Develop procedures for recruitment of new Servas individual members (EXC-016)

SI GA 2018 decided that a team should be appointed to explore methods, in coordination with the national groups in charge of interviews, for handling applications from people who would like to become members of Servas as travellers, hosts and day hosts. Serial number 42, decision 24.

- Servas commitment to gender balance in decision making bodies (EXC-018)

SI GA 2018 decided that SI should be committed to the active pursuit of gender balance in all areas of SI's work and at all levels of governance. Serial number 95, decision 46.

- Climate change consciousness: priority for Servas (CAN-001)

Servas International will raise the climate consciousness of its global community. Serial number 93, decision 44.

- Improve Servas International Conference and General Assembly, SICOGA (EXC-017) A team named SICOGA Development Team, SDT, will be appointed by the SI Exco for 2019-2021 to lead the project to develop the concept for the triannual Servas International Conference and General Assembly (SICOGA). Two main goals have been identified: a) Introduction of measures to increase active and passive participation from the Servas community by members of Servas who are not able to be physically present

at the venue in the country where the SICOGA takes place. b) Introduction of measures to minimize the environmental impact of the SICOGAs. Serial number 35, decision 20.

- Commission re: organizational change in Servas (BRI-002)

The SI GA approved the setting up of a Commission by SI Exco to investigate options for a new global structure that incorporates both Servas International and national member groups. The Commission will: 1. Identify where there are barriers to change. 2. Explore the viability of a range of organisational models to meet the changing needs of Servas whilst retaining its core values as a peace organisation. 3. Work to a clearly defined remit and prepare a report with recommendations for consultation with national member groups and the wider membership. Where options involve changes to the SI statutes these would be decided upon at the next General Assembly in 2021. Serial number 30, decision 17.

- Youth and Families Opportunities (SPA-ITA-003)

The SI GA encouraged the Youth & Families committee to develop new and existing programs, for example the SYLE and JUNIOR SYLE, UP & DOWN (young travellers hosted by elder members) and LET'S GO (group of youngsters from one country inviting other groups of different countries). Serial number 34, decision 19.

Belarus and Kenya among 49 member groups at SI GA

Belarus, Kenya, Bolivia and Gambia were granted SI Member Group status at the 2018 SI General Assembly, SI GA. The delegates from Belarus and Kenya participated for the remainder of the SI GA. This is the list of the 49 SI Member Groups with delegates present at 2018 SI GA: Argentina, Australia, Bangladesh, Belarus, Belgium, Brazil, Britain, Canada, Chile, Colombia, Croatia, Czech Republic, Denmark, Finland, France, Georgia, Germany, Guatemala, Hungary, India, Indonesia, Iran, Ireland, Israel, Italy, Japan, Kenya, Kyrgyzstan, Malawi, Malaysia, Mexico, Nepal, New Zealand, Panama, Poland, Portugal, Republic of Korea, Russia, Rwanda, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Uganda, United States, Venezuela, Vietnam. Jonny Sägänger, SI President

Visit SICOGA 2018 with your eyes and ears!

The Servas International Conference and General Assembly (SICOGA) 2018 was documented by filmmakers Loukas Konstantinidis, Elia Rodrigues and Mar Ferre. You can see the film SICOGA 2018 – the documentary is available at www.youtube.com/watch?v=or_wAO4K56Q

The film was made with support from Servas International, Servas Korea and Servas Spain. SICOGA 2018 was also documented in the podcast Six Nights in Banghwa: Tales of the Seoul International Conference. Through listening to a number of interviews and editorial comments. you can get an insight to what happened during the global Servas Conference in October 2018. You can listen to the podcast Letter of Introduction Episode 2 on both iTunes and Spotify: On Servas Australia's website you can listen to all the episodes of the Letter of Introduction podcast at: <http://servas.org.au/archives/8789> The podcasts have been produced by Lauren Gordon, the National Secretary of Servas Australia, who is also the editor of the Letter of Introduction podcast.

SI Registration

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

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

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

SI Exco wasn't able to execute the original SI Exco plan to present a proposal for formal registration and incorporation of SI at the SI GA 2018.

Exco Meetings

During the period of January to December 2018, 2015-2018 SI Exco had 9 meetings, 2018-2021 SI Exco held 3 meetings. The meetings were normally held on a fixed day every month via Skype. The Exco had a 5 day face to face meeting in Italy in March 2018.

All meetings are minuted and the minutes can be found on www.servas.org website.

SI Executive Committee (SI Exco) Members Reports

**Servas International (SI)
President Annual Report
2018
2018-01-01 – 2018-10-18
&
2018-10-19 – 2018-12-31**

1. Name of officer and function:

Jonny Sågänger (Sweden), President of Servas International Executive Committee (SI Exco), 2015 – 2018, reelected at the Servas International General Assembly (SI GA) in October 2018.

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 were:

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 (SI GA) in October 2015 and 2018 that are documented in an Action Chart of SI GA decisions.
3. Internal communicate (in cooperation with SI Exco) 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 (SINB), the SI website servas.org and other communication channels.
4. To be a member of ServasOnline Team (I left this position on October 18 2018 when my mandate period for 2015–2018 was ended and I entered on the new mandate period for 2019–2021).
5. External communication
6. Competitive business (CI) and business intelligence (BI)
7. Outreach (connecting with likeminded organisations)

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

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

4. Activities: Summarise your activities during 2018.

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

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

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

In particular, I am proud of the following achievements:

DEVELOPMENT

* The initiation of a SI Exco decision to position SICOGA 2018 and future SICOGAs as a global gathering with ambitions to become an environmentally responsible and sustainable meeting that leaves as small ecological footprint as possible. The initiative resulted in a reduction of use of disposables, one day with exclusively vegetarian meals and a start for a discussion about the SICOGA in perspective of climate change and the meeting's contribution to CO2 emissions because of extensive air travels. A *long-term perspective* on this initiative is to combine the decrease of the ecological footprint with increased participation and involvement of Servas national groups and individual Servas members during the SICOGAs by using electronic communication tools.

* The motion I wrote together with members of Servas in Scotland for SI GA 2018 with a proposal to amend the preamble of the SI Statutes (2012) to better reflect the principles, values, ethos, vision and mission that Servas as an organisation is based on: the belief in the equal rights of all human beings as a foundation for a more peaceful world. SI Exco supported the motion and it was adopted by SI GA 2018. The amended SI Statutes (2018) can be found here:

<https://servas.org/en/community/board-and-management/administration>

.

* The motion I wrote and SI Exco supported for SI GA 2018 with a proposal to increase gender equality in the composition of Servas teams, committees and in the organisation's decision making. Commitment. SI GA 2018 adopted the motion.

* I have contributed to and commented a draft vision paper on Servas (Vision for Servas Global) future that is produced by the SI GS. The vision paper is intended to stimulate informed debate about possible ways to develop and modernize the SI organisation and encourage increased member participation in our decision making and other processes.

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

* I had continued contacts with the ServasOnline Team and the convenor/coordinator of the ServasOnline Coordinators User Group (SOLNCU) and the subgroup ServasOnline Review Team. The ServasOnline System (SOLSYS) is Servas International's system for content management, communication and member administration on the internet domain servas.org.

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

SICOGA 2018

* I worked on general activities and planning for SICOGA 2018, in cooperation with SI GS (who was the project manager for the conference), the other members of SI Exco, Servas volunteers responsible for registration website and with the SICOGA 2018 Team.

* I was the convenor of a SICOGA 2018 Team which had monthly web meetings from the end of 2017 until October 2018.

* I was one of the convenors/moderators for the Subject Working Groups (SWG) that focused on the SI GA 2018 motions about the ServasOnline System (SOLSYS), the SI website on the domain servas.org et cetera.

* I was in charge of internal and external information and communication activities around Servas International Conference and General Assembly 2018 (SICOGA 2018).

The internal media activities included the setting up of a SICOGA Communications and Media Team which worked with the SICOGA Social Media Wall, a newsletter and other communication channels.

The SICOGA 2018 Social Media Wall can be found here: <https://walls.io/sicoga2018>

The external media activities included one interview about Servas and SICOGA 2018 with the newspaper Korean Times. The article can be found here:

<http://m.koreatimes.co.kr/pages/article.asp?newsIdx=257465>

* I prepared for and executed workshops at SICOGA about sustainable traveling, intercultural education/learning and the art of making people feel welcome. I initiated a workshop on the development of Servas introduction information/interviews.

* I participated in the team that worked with visa administration and preparations for persons needing such documents for SICOGA 2018 participation.

* I offered and gave guidance and support to the SI Nominations Committee (SI NC) before SICOGA 2018.

COMMUNICATION

* As Managing Web Editor for the modernized website I have handled my own and others texts, photos and other editorial content that since the launch in February 2017 is presented on what could be called Servas "show-window to the world". An "event webpage" has been established, and presents Servas activities around the world.

* I have – together with other Servas volunteers – worked with the editing, production and distribution of SI News Bulletin (SINB), a newsletter for news from SI Exco to national secretaries and other key persons in the Servas community.

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

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

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

SI REGISTRATION

* I cooperated with a legal expert in Switzerland to prepare for a formal registration of SI as a recognized international non governmental organisation, iNGO, with a registration number and tax exempt. In March 2018 I presented a report from the legal expert for SI Exco.

I have continued the work on a draft for rephrasing of the SI Statutes that will include a text about a possible future formal registration of SI as an iNGO. During 2018 I was also in brief contact with the group of Servas volunteers who will give support, advice and link the registration project with national Servas groups. The group is called Servas International Registration Team, SIRT.

FINANCE

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

The 2017-04-01–2018-03-31 financial statements were produced and presented in a timely manner. This achievement was made possible mainly thanks to a joint effort by the Servas bookkeeper, the current and past SI treasurers and by the SI Internal Audit Committee (SI IAC).

* I have together with the SI Treasurer presented and visualized the financial development for SI during the period 2009–2017. The presentation reveals a downward trend for SI's income for the period. The income has decreased from approximately 72 000 Swiss Francs (CHF) the calendar year 2009 to approximately 58 000 CHF for the 12 months period 2016-04-01–2017-03-31. The SI Treasurer and I have emphasized that this downward trend for SI's income needs to be turned

around, otherwise there will not be enough resources to pay the maintenance and development costs for IT-systems and other expenses needed for running the organisation. Income growth is needed.

* I found a person who volunteered to become an Assistant SI Treasurer, with the main responsibility to be in charge of SI stamps for Letter of introduction. The person was been appointed for the position by SI Exco.

* I found a person who volunteered to become an SICOGA 2018 Finance Coordinator. The person was been appointed for the position by SI Exco.

* I have handled Administration Rights for SI volunteers with SI's bank in Switzerland.

OUTREACH & SERVAS PROMOTION

* I participated August 15–17 at Children International Summer Villages (CISV) Global Conference 2018 in Veldhoven, Netherlands. I was invited by CISV to give a presentation about Servas and to participate in a Servas-CISV workshop as well as a panel discussion about possibilities and challenges with cooperation between organisations. I presented Servas promotion material during the conference, which had more than 550 participants from all over the world. CISV is an NGO focused on peace education and intercultural learning.

CONFLICT HANDLING

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

DAY-TO-DAY BUSINESS

The day-to-day business include to prepare for SI Exco meetings, approval of payments at SI's internet bank account, email communications, monitoring Servas social media accounts administrative person and editor. I try to be available to answer SI officers' and individual Servas members' questions and – when I can't answer them – I try to refer them to the persons who have the relevant knowledge and competence.

LACK OF ACHIEVEMENTS

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

* STREAMING SOUND AND VIDEO FROM SICOGA 2018

I worked on the initiative to – in cooperation with Servas Korea – to find international and/or Korean companies that can provide video and/or audio streaming services during SICOGA 2018 and to find out what the cost would be. The proposed idea was that the companies would

a) assist Servas International to stream audio and video from Seoul to people in the Servas community around the world.

b) save/store recorded audio and video so that we can get access to the content afterwards.

I found the companies, but we were not able to execute the streaming of video and sound from SICOGA 2018.

* SERVASONLINE MEMBER SYSTEM

I had hoped that SI Exco and the ServasOnline Team would be able to solve the interoperability issues between the global member administration system ServasOnline (SOLSYS) and in the US Servas membership system. By December 2018 the US Servas membership system was still not integrated in the ServasOnline System.

One of the ambitions was to present a report on the development and lack of development at the SICOGA 2018 meeting October 13-20.

* SI EXCO LIABILITY INSURANCE

I cooperated with a volunteer contact person in Servas Switzerland who is helping SI to get quotes for a) liability insurance for SI Exco and other SI officers b) insurance coverage for SICOGA 2018. The action was requested by SI Internal Audit Committee. The cooperation did not result in the signing of any of these insurances. The investigation showed that a specific SI insurance for SICOGA wouldn't be money well spent. It's still an open question whether or not SI Exco should be covered by a liability insurance.

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?

It was with great pleasure I observed how an increasing number of Servas country groups during 2018 left the old membership systems and instead join the ServasOnline system.

I hope that the previous years of downward trend for Servas International income was stopped and that we will experience an upward trend from 2019 and onwards.

For the new mandate period 2019–2021 the SI General Secretary (SI GS) and I have agreed to switch tasks in one particular area: The SI GS is the project manager for Servas International Conference and General Assembly 2021 (SICOGA 2021), while I instead take a responsibility for internal and external Servas communication.

During 2019–2021 hope to be able to prioritise and have more focus on:

* Growth of number of individual members and member groups

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.

9. EXPENSES CLAIMS

EXPENSES CLAIM 1:

YEAR 2018Treasurer Case # **[]**

Servas International

ERF-Expenses Claim Request Form

Officer

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

Advances


Date	Details	Receipt amou	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	2018-01-08	Flight Exco meet Italy	2 037,00	SEK			travel
2	2018-01-08	Airport shuttle Stockholm	281,00	SEK			travel
3	2018-01-18	Computer subsidy	2 609,00	SEK			Help services
4	2018-01-28	Internet connection: July-E	338,00	SEK			Help services
		Total	5 265,00				

EXPENSES CLAIM 2:

 Servas International Expenses Claim Request Form					
Officer					
Purpose	Film session at SICOGA 2018: The Dialogue by Crossing Border film, for intercultural learning and experience discussion.				
Name	Jonny Sägänger				
E-Mail	president@servas.org				
BUDGET	Servas Promotion				
Servas position	SI President				
Country	Sweden				
BASE					
Advances					
Date	Details				
Receipt amount					
Currency					
Total advance:					
Expenses					
id	Expense Date	Reason for expenses	Receipt amount	Currency	Expense Category
1	2018-10-04	Film session (the Dialogue at S	1 412,00	SEK	
2					
3					
4					
5					
6					
7					
8					
9					
10					
Approval by		Notes			
			Total Advance: Total Expenses 1 412,00 BALANCE 1 412,00		

EXPENSES CLAIM 3: 5 267 SEK



SICOGA 2018 - Conference Travel Refund Request Form

Please fill the following and submit with supporting documents. **This document has two pages. Please fill the entire document before sending it to the Treasurer@Servas.org with the required attachments.** Please type or write legibly. You will need to save this form on your computer (or scan it) and send it to us. If we cannot read what you send or if there is information missing, we will not be able to reimburse you.

FIRST AND LAST NAME	Jonny Sångänger
REGISTRATION USER ID	102
EMAIL (as in your registration record)	jonsag@gmail.com
PHONE NUMBER (Including country code and area code)	+46 706 20 28 43
AIRLINE NAME (S)	Air China
TICKET NUMBER	PDVHNJ
BOOKING REFERENCE (PNR) NUMBER	PDVHNJ

(Attach copies of the paper or e-ticket/itinerary/receipt. Update Section 5 of your registration record.)

DID YOU GET TRAVEL INSURANCE?	No
-------------------------------	----

(If you did, attach proof of insurance)

DO YOU NEED A VISA TO ENTER KOREA?	No
------------------------------------	----

(If you answered YES - attach copy of your valid visa.)

DID YOU ASK FOR AND RECEIVE A 2 PERSON ROOM?	Yes
--	-----

(If you applied for a two person room, any charges due for the two person room will be deducted from the refund amount allowed.)

PAYMENT INFORMATION:

CURRENCY USED	<input type="text" value="SEK"/>	AMOUNT PAID (IN THAT CURRENCY)	<input type="text" value="6 593,00"/>
---------------	----------------------------------	--------------------------------	---------------------------------------

(Please note that amount refunded will be limited to the amount approved. For this purpose, we will convert the amount paid by you to USD to determine what you are eligible for.)

✓ 2018-06-28

H28379720836

5.267,74

Valutadag 2018-06-28
Verifikationsnummer 5841990687

Avsändare

Namn SERVAS INTERNATIONAL
BECKHAMMER 32
8057 ZÜRICH

Avsändarens bank

CEDIT SUISSE (SCHWEIZ)AG(C)
8001 ZÜRICH

Betalning

Till konto 

Krediterat belopp 5.267,74 SEK

Växelkurs 8,913260

Belopp i SEK 5.267,74 SEK

Ursprungligt belopp 591,00 USD

Bankavgifter 0,00


Valutadag 2018-06-28

Betal-id H28379720836

Meddelande

VOUCHER 31 BNY CUST RRN - FTS1806270113700

Expense claim 4: 3781 SEK

		Servas International Expenses Claim Request Form			
Officer					
Purpose	SI Exco work				
Name	Jonny Sägänger	Servas position	President		
E-Mail	president@servas.org	Country	Sweden		
BUDGET	SI Exco	BASE	SEK=Swedish Crowns		
Advances					
Date	Details	Receipt amount	Currency		
		Total advance:			
Expenses					
id	Expense Date	Reason for expenses	Receipt amount	Currency	Expense Category
1	2018	Internet connection 2018 75%	675,00	SEK	internet
2	2018	Office O365 2018 75% of 989,0	742,00	SEK	internet
3	2019	Office O365 2018 75% of 899,0	674,00	SEK	internet
4	2018	CISV global meeting Aug 2018* See notes below			
4A	2018-08-11	Airport shuttle	198,00	SEK	travel
4B	2018-08-17	Bus tram from Shipol airport to	60,00	SEK	travel
4C	2018-08-17	Train Eindhoven-Shiphol airport	200,00	SEK	travel
4D	2018-08-17	Bus fr venue Velhoven to train	40,00	SEK	travel
4E	2018-08-18	Transport from hotel to Shiphol	277,00	SEK	travel
4F	2018-08-15	Bus fr trainstation Eindhoven to	62,00	SEK	travel
4G	2018-08-14	Train from Breda to Eindhoven	175,00	SEK	travel
4H	2018-08-17	Hotel de Beurs Hoofddorff/Ship	678,00	SEK	travel
		Total Advance:			
Approval by		Notes	Total Expenses		3 781,00
			BALANCE		3 781,00

The total expenses claim amount for the period 2018-01-01 – 2018-12-31 is Swedish Crowns (SEK):

Expense claim 1: 5 265 SEK

Expense claim 2: 1412 SEK

Expense claim 3: 5 267 SEK (travel Sweden to South Korea for SICOGA 2018)

Expense claim 4: 3781 SEK

Total: 15 724 SEK (which equals 1608,0 Swiss Francs/CHF)

Annual Report: January to October 2018

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

Elected: October 2015 to October 2018.

Previously elected: August 2012 to October 2015

Responsibilities:

Until standing down at SICOGA 2018 my main area of responsibility as SI vice president was 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 was the SI Exco link person with the Development Committee, the SI Youth Committee Team and the SI Innovation Project.

Activities:

During 2018 I continued to be active in SI Exco discussions and decision-making at monthly Skype meetings and by email. I attended an SI Exco face to face meeting in March 2018 in Italy and identified priorities based on decisions made at SICOGA 2015 that focused on various aspects of development.

I was also involved in a number of specific development activities and organisational tasks including:

SI Exco tasks

Among other tasks I took responsibility for:

- Completing a detailed review of SI committees and roles for consideration by the SI General Assembly including proposals for changes to the statutes.
- Planning for and putting in place the funding process for delegates and SI officers at SICOGA 2018. Then working with the SI treasurer, I coordinated the allocation of funds and supported delegates travel arrangements to Korea.
- During SICOGA 2018 I was responsible for coordinating the youth volunteers' involvement in organisational tasks during the General Assembly. I also shared in facilitating the non-GA activities and programme at the conference.

Servas Youth and Families

In 2018 I continued to work with the SI youth committee to promote youth activities. This included identifying various sources of funding for young people to participate as volunteers at SICOGA 2018. With this funding I coordinated the allocation of grants to young people and arrangements for travel to Korea and for the pre-conference youth meeting.

Once in Korea I participated in the preconference youth meeting mainly in support of the youth committee leading the meeting.

Regional Development

I continued to work with the Development Committee in its work to promote Servas in regions where it is not yet well-developed and to support applications for funding from the SI budget.

Making Connections Project

Due to demands from other Exco commitments I was unable to take the next steps in developing the Making Connections initiative. This meant delaying an update of the list of available opportunities offered

by national groups across regions. Without a members' only area it has so far not been possible to post this on the SI website.

Another part of the project will be to use Making Connections as a hub to bring members together to create shared interest networks on a variety of topics.

Innovation project:

Support was offered to the manager of the Innovation Project. As in previous years an international Servas week was held in September 2018, to coincide with the UN Day of Peace.

Outcomes:

In the period leading up to SICOGA 2018 I actively worked with others to progress a number of development activities together with a number of SI Exco tasks outlined above.

Financial Report. Expenses claimed are as itemised on the claim forms below:



Servas International
ERF-Expenses Claim Request Form

Officer

Purpose	Misc Expenses and 2018 face to face meeting expenses
----------------	--

Name Ann Greenhough

Servas position

Vice President

E-Mail anngreenhough1@gmail.com

Country

Britain

BUDGET

BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

[illegible]

Approval	Notes
----------	-------

Total Advance:**Total Expenses**

BALANCE

275.33

275.33

Signature : Ann Greenhough

Date of claim: 20/12/2018

please write a separate financial report for each budget
Submit separate report for each year



Servas International
ERF-Expenses Claim Request Form

Officer

Purpose	Misc expenses		
Name	Ann Greenhough	Servas position	Vice President to October 2018
E-Mail	anngreenhough1@gmail.com	Country	Britain
BUDGET	Expn expenses	BASE	Burley in Wharfedale

Advances

[illegible]

Total advance:

Expenses

[illegible]

Approval	Notes

Total Advance:	
Total Expenses	69.00
BALANCE	69.00

Signature : Ann Greenhough
Date of claim : 09/06/2019

¹ please write a separate financial report for each budget

² Submit separate report for each year.

Annual report: October to December 2018

Carla Kristensen, SI vice president

Elected at the SICOGA, in Seoul, October 2018

Responsibilities:

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

Activities:

During the period October-December 2018 I attended the regular ExCo meetings. I updated myself on a number of documents related to the past and present drift of Servas. Some decisions were taken during this period:

The General Secretary will be, under this mandate, the link person with the Servas Development Committee (and not the Vice President, as per the Job Description)

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

All the motions related to these two Committees and approved during the SICOGA 2018 will be followed up and I am devoted to giving high priority to these topics (youth and connecting people)

I collaborate with the information distribution through Social Media (mainly Facebook and servas.org) → international Servas events, Servas news, Peace news...

Outcomes:

During these 3 months, I have started being more acquainted with the ExCo's Meetings procedures, as well as different communication platforms.

I also participated in the discussions and decision making of SI ExCo.

There was also exchange of correspondence and/or skype meetings with my assistants, with the conveners for Youth & Families and Making Connections Committees, as well as Servas members who had some kind of question that they wonder about.

Plans:

- ✓ Attend the regular ExCo meetings, follow up and contribute for the discussions on line
- ✓ Support and work with the Youth & Families Committee. Create a space, on the website (for members only), with information about this Committee: events, SYLE, activities, photos, etc
- ✓ Support and work with the Making Connections Group. Create a space, on the website (for members only), with information about this Group: list of opportunities, list of candidates preferences, reports, photos, etc
- ✓ Being in charge of publishing the Events page (<https://servas.org/en/events-meetings>), an information tool about different Servas international events occurring in different parts of the world.

- ✓ Translate “Seeds of Servas” into Portuguese and possibly other languages.
- ✓ Focusing on gender equality, human rights issues, as well as ecological travelling and environmental protection must be Servas goals, that we defend and campaign for, and I strongly support.

Financial Report

Nothing to report.

Feedback

No

Inactive Committee Members:

No

Annual report: SI Treasurer Report for the period January 1 to December 31, 2018

Radha B. Radhakrishna

During the year I worked on the following:

1. Worked on completing the financial accounts for 2017-18 and maintaining the accounts for 2018-19.
2. I arranged for the internal audit and the completion of external audit and signing of the 2017-18 accounts.
3. I prepared the budget for the 2018-19 to 2020-21 period and presented it to the general assembly for final vote. The approved budget will be used to guide and manage expenses and to institute financial control procedures.
4. I prepared periodic interim financial reports for presentation to the EXCO, the general assembly and membership.
5. During SICOGA I ran several tutorial sessions to help the Servas membership understand our resources and financial situation.
6. I attended the face-to-face meeting in March 2019 to help plan the 2018 SICOGA. I worked closely with Penny Pattison (General Secretary) and Amir Levy (SICOGA Organizing Team), Gulsen Elyak (SICOGA Finance Manager), and The Korean Organizing team for SICOGA to manage all financial aspects of the conference and general assembly including budgeting, managing disbursements, and accounting for the conference and general assembly.
7. I investigated and wrote up reports on several projects for EXCO review (a) Accounting and control of E-LOIs, (2) Alternate banking and payment mechanisms, and (3) Data storage and archival systems for SI records. As a result of the first project, I was able to offer the Servas Online team some suggestions on the issue of E-LOIs that were implemented. The second project highlighted some of the benefits of registering Servas International – which EXCO is already pursuing. As a result of the third project, we implemented Nextcloud on Servas International servers as a private cloud storage for SI documents.
8. I assisted the EXCO in identifying a new bookkeeper and auditor for the next three years. The current bookkeeper and auditor will finish a term of 3 years with the completion of the 2017-18 accounts. The new bookkeeper and auditor have been appointed for 3 years 2018-19 to 2020-21.
9. I have been assisted admirably by Richard Cabassut, who was appointed as Assistant Treasurer when William D'Souza was treasurer, and has continued assisting me. Richard has managed the distribution of paper stamps to all the countries that have requested them. He has also managed the bank accounts, arranging to set up payments as and when requested. I would like to express my deep gratitude to Richard for his splendid support and help.

During the year, I incurred the following expenses for which I claimed and received reimbursements:

- | | |
|--|------------|
| 1. Airfare to Milan for face to face meeting | \$489.31 |
| 2. Airfare to Seoul, South Korea for SICOGA meeting – Amount reimbursed | \$1,020.00 |
| 3. Servas Accounting Software (\$367), postage of financial statements (\$64.25) | \$431.25 |

Servas International Peace Secretary 2018 Annual Report¹

Danielle Serres

In 2018, 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 description²:

The Peace Secretary shall:

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

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

I have encouraged Servas National Groups to nominate National Peace Secretaries and share peace activities with all Servas members. I updated National Peace Secretaries list, checking reliability with some countries.

Through the Peace Calendar project³, I have been able to collect contribution from Peace Secretaries and others. Thanks to Alan Stone's⁴ great help, the 2019 Servas Peace Calendar was completed and published beginning of December 2018.

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

I have collected testimonies on Women travelling with Servas, and communicated with *Servas Giovani* (Servas Youth Italy project) through emails and Skype meeting, and helped preparing an article about *Young Servas to Strasbourg* for SINB issue.

I have helped with the project Servas Artists lead by Jean-Luc Turlure, forwarding address and article for SINB.

Servas at the UN

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 completed accreditation process for SI UN Reps in NYC, Vienna and Geneva, updated information on Dolphin and on the UN database, updated SI UN committee members for 2018.

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

¹ January to October 2018

² Also detailed in the 2014 Handbook, under HANDBOOK 2014 Peace Activities.

³ Servas International Peace Calendar focuses on peace activities developed by Servas members around the world.

⁴ From the Servas Image and Design Support Team.

I attended a Meeting on **Peacebuilding and Sustaining Peace** with other Servas International UN representatives in NYC, on April 25, and prepared for participation at the 67th UN DPI/NGO Conference to be held at UN headquarters in NYC August 22-23. Better communication was highlighted as crucial for developing outreach activities, supporting UN mission as well as giving Servas more visibility among NGOs, in order to develop partnerships with like-minded organizations.

I met with Emmaus in September in Geneva and supported their presentation at the Human Rights Council.

All through 2018, I organized team meetings, submitted written and oral statements, co-signed such statements with other NGOs and arranged translation of such documents when appropriate.

Having a representation on the ground, particularly in Geneva, where most NGOs are based, would be very helpful. The UN team prepared a motion which was presented at SICOGA for Servas representation at the UN. Unfortunately, the motion was defeated.

SICOGA 2018

Ahead of SICOGA 2018, I was part of the Agenda Working Group (AWG). I created and managed the SWG Vision and governance 2 google group. I was involved in drafting several motions for SICOGA 2018.

I worked on SICOGA 2018 Programme for Non GA activities, interacted with several people offering contributions to the programme, working on Servas at the UN workshop, including preparing a PP presentation with Manon Y. and others. I worked on “Bob’s legacy” and “Ethical travel” workshops, and National Peace Secretaries role meeting, with help of SI Peace assistant.

I advocate for a Vegetarian DAY at SICOGA and wrote an article for the attendees.

In order to identify SI Peace Secretary potential candidates ahead of the GA 2018, and after refining SI Peace Secretary Job description, skills and qualifications, and looking for potential candidates with experience/expertise in peace building, I made contacts through various email correspondence and Skype meetings with several National Peace Secretaries, including Paige Lacombe (Servas US), Chloe Mason (Servas Australia), Barbara Rufo (Servas Canada).

Projects/Short and long term goals

I drafted a proposal for a review of the SI Peace Secretary Job description, and a new role has been created, starting at SICOGA 2018: SI UN Coordinator, reporting to EXCO via SI Peace Secretary.

I hope it will help share the load and make us more efficient.

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

We need to develop guidelines for deciding which peace organizations, apart from the UN, are appropriate.

Challenges

Achieving SI Peace Secretary goals being a volunteer is quite challenging, managing issues spread worldwide and requiring multiple skills. Of course it is possible to get help and collaboration on some specific tasks, for example recruiting Sara Gendel from Servas Argentina, as SI PS assistant for Spanish speaking countries⁵ was very helpful.

⁵ Sara created a Servas International Peace Secretary Facebook Page in Spanish.

If we are to make the founding values of Servas as a peace organization a reality, the SI Peace Secretary Job should require 2 persons working full time⁶, as well as a strong supporting team. Also each Servas country should have a National Peace Secretary, who would be part of that supporting team.

“By promoting a culture of peace, Servas members can contribute to make the world a better place!”

⁶ Working Hours devoted to the position during 2018: average about 80 hours/per month.

Servas International Peace Secretary (SI PS), Paige LaCOMBE

Annual Report to SI EXCO October 2018- December 2018

1. Name of Committee:

Servas International Peace Secretary (SI PS), elected at SICOGA 2018: Paige LaCombe, United States of America

2. Responsibilities:

From the SI Statutes:

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.

3. Plans:

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

In addition:

- Promote peace through a variety of communications with Servas International members, National Peace secretaries and through a Servas Peace page on social media
- Coordinate communication between National Peace Secretaries, SI committees and SI EXCO with news, events and updates within Servas..
- Support new initiatives to broaden “Servas Experiences” and “Making Connections” to include activities for families and youth.
- Encourage youth and family peace camps to spread to more countries. Send experienced peace camp organizers to support newly formed peace camps.
- Research Bob Luitweiler’s life and legacy through letters, videos and personal interviews and find an author to write a new biography to be available for all to read, members and the wider world.
- Increase education about the UN initiatives and 17 sustainable goals to build a better, safer, environment friendly world. Teach and write articles about the Declaration of Human Rights.

- Build UN internships and committees for members interested in attending or viewing UN sessions, hosting UN Reps, and networking with other NGOs as potential partners for creating peacebuilding events in local communities.
- Work with Servas volunteers and committees to develop leadership and growth within the organization.
- Promote a positive Servas PR using social media and news articles. Encourage Servas members to post travel and hosting pictures of experiences, as well as to write articles for social media, blogs and news articles.
- Team up with other SI EXCO members to achieve the mission and vision for Servas International.

4. Activities: Summarise your activities of 2018.

- ❖ I coordinated with Danielle Serres and Alvany Santiago to present Workshop at SICOGA about the founder of Servas, Bob Luitweiler's and his Life and I created a video available on YouTube with interviews from those that knew Bob L. VIDEO: https://youtu.be/2_JX8SX0iIU
- ❖ I Supported Danielle Serres in a workshop for Peace Secretaries and produced the UN 17 SDGs buttons to give to participants at the UN workshop.
- ❖ I created SICOGA buttons with help from Alan Stone and Jonny Sägänger for SICOGA attendees.
- ❖ I created a t-shirt for US Servas and Servas Canada that promote Servas as a peace Organisation with "Choose Peace" front & center.
- ❖ I met via Skype with 5 potential appointees for SI Peace Secretary team to share new ideas and Servas work. Created a file with documents relevant to the peace secretary work.
- ❖ I have met monthly with **SI EXCO** and I created an account for documentation through Nextcloud and Confluence.
- ❖ I met with Danielle Serres who shared the role and responsibilities of Peace Secretary and necessary documents.
- ❖ I helped Jeanne Devine create a UN Committee for the US Servas /DPI affiliation.
- ❖ I worked with David Schwartz (US Peace Secretary) on developing and recruiting a team for new pilot called "Servas Experiences" (tours for members given by members in their local cities). I am collecting data from Servas Experiences to see if there is interest from members and to see if this is feasible as a fundraiser for Servas.
- ❖ I have participated in many local **United Nations Events** through UNA Pasadena and plan to partner UNA with Servas at a UN DPI Conference in August 2019.

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

I have written a New Year **Greeting Letter for 2019** to the National Peace Secretaries.

I have nominated my **Peace Secretary Team** and met via skype with these 5 members.

I have accepted Danielle Serres as the UN Coordinator and discussed potential UN Representatives for Geneva, Vienna and New York.

I have contributed to SI Exco meetings and taken on my role as time keeper, and I am actively learning my responsibilities for my role as the SI Peace Secretary.

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

NONE

Annual Report Servas International Host List Coordinator (SI HLC)

Pablo Colangelo

January to December 2018

1. Name of Position: SI Host List Coordinator:

a. Pablo Colangelo, Argentina, since Oct. 2015 (former email: servasonlinehlc@gmail.com)
Current persona email pcolangelo@gmail.com

2. Responsibilities:

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

a) manage the standard presentation of traveller (Letter of Introduction) and host (host listing) information **CARRIED ON ACCORDING POINT 3-C**

b) manage the process of host list exchange, based on each country's rules; **CARRIED ON ACCORDING POINT 3-D**

c) monitor the publication dates of host lists and encourage regular updates; **CARRIED ON ACCORDING POINT 3-D AND 3-C**

d) work with the Vice President and Development Committee to help with the host list issues; **CARRIED ON ACCORDING POINT 3-E**

e) represent the interests of the national Host List Coordinators in the Executive Committee **CARRIED ON ACCORDING POINT 3-G* 3-H AND 3-I**

*see feedback at the end of this report

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

The committee was also tasked at SICOGA 2015 to:

SICOGA Decision N°19 on 15 October 2015:

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

SICOGA Decision N°16 on 15 October 2015:

- In his/her LOI it must be informed the letter was issued "in-transit", since he/she is not a current Servas member of that country;
- The National Secretary and Host List Coordinator of the traveller's country of birth or residence have to be informed before the traveller has been interviewed, and a copy of his/her LOI sent to them;

PAGE 2 of 10

- The interviewer commits to provide all necessary info about Servas procedures for the traveller;
- It is desirable that the traveller meets an interviewer in his/her country of birth or residence once he/she is back, in order to create a bond between him/her and Servas;
- Every time this "in-transit issued LOI" is used again, during its valid period, the traveller should inform both his/her interviewer and the person-in-charge in his/her country of birth or residence.
- By the end of the validity of his/her "in-transit issued LOI", the person can renovate it **ONLY** in his/her country of birth or residence.

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

- Traveller must not have any previous problems with Servas in his/her country of birth or residence. If he/she had belonged to Servas in the past and quit it for some reason, this information needs to be reported to the interviewer;
- Traveller has to be interviewed by a local interviewer, but in case of impossibility due to language barrier, the local interviewer becomes responsible for making contact with an interviewer from the traveller's country of origin and set up a Skype interview;

· The traveller must fill out the letter of introduction and pay for a valid one-year stamp. If the host country has no paper stamp to issue, an e-stamp should be issued by Servas Online;

IN PROCESS THEN TO BE DONE WITH SERVASONLINE WHEN FULLY IMPLEMENTED
SICOGA Decision N°14 on 15 October 2015:

The GA approves the promotion of opportunities for in-depth and longer-stay experiences alongside the more usual encounters between hosts and travelers during a two night stay. Such opportunities will be coordinated on the new SI website under one 'umbrella', a resource to be known as Making Connections. Information will be posted on the Making Connections page, creating links and bringing together interested travelers with those hosts who can offer a variety of opportunities for extended stays or more in-depth visits. Volunteering, work experience, language learning, sharing skills and knowledge and connecting with local peace organizations are examples of potential activities that could be arranged in this way. The aim is to encourage the exchange of ideas and experiences between a traveller and their host family and community with the emphasis on informal local networks known personally to the host. Guidelines for the project: 1. As well as information from individual hosts and travelers being posted the Making Connections page will also link to websites of countries where specific in-depth or longer stay opportunities are listed. 2. The idea of language learning with a purpose will be encouraged for all ages ideally through a specific activity, for example, a traveller exploring a special interest, acquiring new skills or volunteering.

3. Given the particular needs of young people, SYLE will continue to be about language learning for those under 30 although it will be possible to publicize the scheme under the Making Connections umbrella as well as it being part of youth activities. 4. Members of all ages will be able to take up the opportunities offered through the resource unless there is a specific reason to restrict to one age group. 5. Local groups of hosts will be able to connect with similar groups elsewhere with a view to exchange visits. 6. National groups will be encouraged to identify a lead person to promote opportunities in their country and to be a link to SI resources and information. 7. When going beyond a two nights stay, advanced planning for visits will be essential as it is likely to involve hosts making specific arrangements. As with SYLE, both host and traveller should make sure there is a clear understanding about expectations for the visit. 8. Those managing the resource will develop guidelines for hosts and travelers planning such extended visits. 9. Individual host entries online will in the future be able to give travelers more detailed information about a host's interests and community than has been possible in printed host lists. This could include links
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to websites of local organizations or projects known to the host. The proposed special interest network could be developed alongside this project with the possibility of sharing the same page on the SI website or being linked to it. **IN PROCESS**

SICOGA Decision N°10 on 15 October 2015:

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

3. Activities:

- a. Countries are being transferred to servasonline
- b. Working with ServasOnline IT Experts towards ServasOnline development and improvements
- c. Work on the Host list analysis towards unify HL criteria around the world - See appendix 1
- d. Working with the Dolphin team supporting HL and key list issues
- e. Working actively with VP and DC on any Host list and application need
- f. Work with Penny on the Eligibility chart for the SICOGA 2018 - CONFIDENTIAL
- g. Prepare a two days Workshop on Servasonline which is the reason of my motivation to attend SICOGA CONFERENCE in Seoul. See feedback at the end of this report
- h. I was the convener for the ServasOnline SWG at the SICOGA in Seoul – See Appendix 2
- i. Attended Most SI EXCO teleconferences and face to face meetings – See appendix 3
- j. Participate writing articles for the SIEXCO newsletter
- k. I was Administrator for Servas International Group and Page in facebook

4. Servas online Outcomes:

DOLPHIN SERVASONLINE WAITINGLIST

2010 15693 0 0

2012 13256 0 0

2016 Before ServasOnline 13000 0 0

2017 Current 13784 10170 2200
2018 Expected by the GA 14991 15000 2425
2019 Near Future 14991 20000 0
waiting
243 2425
45413

WAITING 9/2016 0

10/2017 2200

10/2018 225

CURRENT

DOLPHIN

10/2018 14991

Current ServasOnline 9903

5. Plans for 2019:

a. End of the term – Stop being Servas International Group and Page Admin in Facebook

PAGE 4 of 10

b. Keep on volunteering as member of the Dolphin Team

PAGE 5 of 10

6. Financial Report:

Paid on December 2018

Note: My flight ticket from Chicago to Seoul and back to NYC was covered from Servas and paid directly from Servas Bank account. I self-financed the Flight ticket from Argentina to United States where I stayed on my own expenses for other reasons different than Servas.

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7. APPENDIX 1

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8. APPENDIX 2

ServasOnline Subject Working Group -

Convenors Pablo Colangelo and Jonny Saganger

Motions for SICOGA 2018

Motion

Name Motion Title

Budget

Implications

AUS-

001

Establish Working Group to

Manage and Develop

ServasOnline

Yes

CAN-

003

ServasOnline 'Interest in Making

Connections' toggle

No

FRA-

001

ServasOnline maintenance by

professionals

Yes

GER-

002

ServasOnline_Risk_Management Low

GRE-

001

Removal, and Correction, of

Servas Online Member Database

Yes

SPAITA-

002

App for mobile phones Feasibility - No;

Implementation

- Yes

USA-

002

ServasOnline Annual Renewal

for SI members

Minimal

9. APPENDIX 3

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10. Feedback:

Would it be useful let me conduct the workshop on ServasOnline I was preparing for months before the GA and it was properly announced on the timetable. Therefore I was intended to perform during two consecutive sessions at the GA in Seoul .

The workshop was Specially designed for National ServasOnline Administrators and YOUTH whom were funded to attend to that workshop and get involved getting used to the system and learn how to work with it from the **NON I.T.** perspective.

ROLES AT THE GA

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2018 Annual Report: SI Membership & Technology Secretary (SI MTS)

Andreas Becker

October to December 2018

1. **Name of Position:** SI Membership and Technology Secretary:
 1. Andreas Becker, Switzerland, since Oct. 2018(mts.servas@mail.de)
2. **Responsibilities:**

The focus of the role is to maintain an international overview of membership issues including the recruitment of new members and the technology that supports them.
The Membership and Technology Secretary shall:

 - a) Promote accuracy and regular updating of members data in ServasOnline and the Dolphin storage area.
 - b) Be the SI Exco member with overall responsibility for the management of the technology that supports the membership systems
 - c) Be the SI Exco contact person for technology in Servas.
 - d) Be the SI Exco member with overall responsibility for the management of ServasOnline.
 - e) Be the lead SI Exco member in supporting the work of the ServasOnline team, the Dolphin Team and the ServasOnline Users group.
 - f) Work with others involved in the management of ServasOnline to maintain communication with ServasOnline national administrators.
 - g) Ensure maintenance of a list of key persons in Dolphin Key or its replacement.
 - h) Promote understanding and implementation of ServasOnline.
 - i) Work with the ServasOnline team and others to recruit and support a ServasOnline tutor
3. **Activities:**
 1. In order to facilitate collaboration related to ServasOnline platform and to other teams and committees with Servas, set up the platform “Atlassian Confluence”, using free of charge “Community licenses” granted by the software manufacturer to Servas International for being active as a peace and human rights organization with the UN.
<https://confluence.servas.org>
 2. Participated in ServasOnline team with focus on work organization, as well as contractual and financial aspects related to paid developers: renewed contracts, organized work + activity reporting using Atlassian JIRA + Confluence
 3. Built and provided a ServasOnline test system to be used for larger scale functional testing as well as testing profile imports
4. **Outcomes:**
 1. <https://confluence.servas.org>
 2. <https://jira.servas.org>
 3. <https://solsys-test.servas.org/>
5. **Plans for 2019:**
 1. Get ICT operation + development working in alignment with Servas "business" strategy and organization
 2. Create a single point of truth for core member data as foundation for mass emailing, single-sign-on and data exchanges
 3. all member countries' data in ServasOnline
 4. develop global "guidelines" for hosts + travellers
 5. create a single point of contact for members' questions and replace various existing helpdesks
 6. develop and harmonize data protection rules
6. **Financial Report:**

n/a

SI General Secretary Annual Report

January 2018 – October 2018

Penny Pattison

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:

- 8. Participate as one of 6 SI Exco members, dealing with issues as they arise and financial matters
- 9. Communications with National Groups and Member Groups about SI processes and handling to individual communications
- 10. Prepare and distribute minutes for SI Exco meetings and the next General Assembly in 2018, including posting online
- 11. Distribute minutes for the 2015 General Assembly
- 12. Manage the Action Chart of 2015 GA decisions, to guide SI Exco 2015-2018 in their work
- 13. Manage SI Exco decision-making between meetings through an email voting process
- 14. Manage and communicate, working with the Distant Vote Administrator, the SI Member Group Distant Vote process
- 15. Design, request and compile the SI Member Group Annual Reports
- 16. Design, request and compile the SI Committee and Officer Annual Reports
- 17. 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
- 18. SI Exco liaison with the ICT, as a member if the ICT
- 19. SI Exco liaison with the SI Archivist, and support her work
- 20. SI Exco liaison with the SI Job Descriptions and Statutes Committee, and support their work
- 21. Recruit and liaison with Spanish Translation Coordinator and her team
- 22. Work with the SI General Secretary assistant and involve her in SI Exco activities as appropriate
- 23. Update SI Handbook and post online
- 24. Manage the transition of SI administrative pages and documents from the old www.servas.org to ServasOnline

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

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

4. Activities: Summarise your activities from January 2018 to October 2018.

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 2018 achievements:

1. Project Management of SICOGA 2018, and the successful SICOGA event; this was a huge and complex job and took up most of my time during 2018.
2. Compilation of 2017 Annual Reports, including coordination of reports from SI Committees and Officers and summarizing of SI Member Group reports
3. SI Exco meeting minutes and publishing them, active role in preparing agendas, management of SI Exco email votes, daily minutes during the 2018 face-to-face meeting
4. ICT membership, including transition to Hetzner
5. SI Archive committee membership, including preparation for the next submission to the Hoover Institute
6. Support to Servas Canada in running the 2018 pilot of ServasOnline e-stamps
7. Regularly updated servas.org

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

See separate expense forms below.

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?

Expenses Oct 2017- Mar 2018							
id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	Oct 2017 - Mar 2018	Internet (.75*\$60CAD) * 6	360.00	CAD	1.00000	270.00	internet
2	2017/11/10	Postage - 2016/17 financial documents to W D'Souza	72.92	CAD	1.00000	72.92	postage
3	2017/12/6	Equivalent of return flight to Milan	1,461.99	CAD	1.00000	1,461.99	travel

Approval	Notes

Total Advance:
Total **1,804.91**
Expenses
BALANCE **1,804.91**

Signature :
Date of claim : 4/28/2019

- 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**

**Expenses Apr 2018-
Oct 2018**

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	Apr 2018	Internet (.75*\$60CAD)	60.00	CAD	1.00000	45.00	internet
2	May-Sep 2018	Internet (.75*\$65CAD) * 5	325.00	CAD	1.00000	243.75	internet

Approval	Notes

**Total
Advance:
Total
Expenses
BALANCE 288.75
288.75**

**Signature :
Date of
claim : 4/28/2019**

SICOGA refund approved: CAD 1219.09

TOTAL Oct 2017 – Oct 2018: CAD 3312.75

Annual Report: SI General Secretary, Kiat Y Tan, Malaysia (October 2018- December 2018)

1. Name of Committee:

Servas International General Secretary, elected at SICOGA 2018.

2. Responsibilities:

Based on the SI Statutes:

The General Secretary shall:

- a) handle the correspondence and information sharing of Servas International;
- b) collect information from national groups;
- c) send communications to national groups and maintain their contact information;

- d) Maintain SI records, including statutes and procedures.
- e) Ensure the updating of SI documentation following any changes to the statutes made at a General Assembly or via a distant vote. Also keep the statutes under review and recommend any required amendments to the General Assembly.
- f) Manage Distant Votes between General Assemblies.
- g) Be responsible for recording minutes of meetings and conferences. This includes the minutes of the General Assembly at the end of the term of office and Distant Vote decisions.
- h) Represent the interests of their assistants, national secretaries and main contacts in the Executive Committee.

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

For my Term of 2018-2021, I have swapped Communication Team (which was my original responsibility) with the SI President for Organisation of SICOGA (which was originally under the care of SI President). SI Vice President has kindly agreed to let me take over the responsibility of Development Committee which was originally under SI VP.

3. Plans:

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

4. Activities: Summarise your activities of 2018.

- Attended all Exco meetings
- Taking minutes for all Exco meetings
- Posting Exco minutes & Distant Voting
- Held discussions with the Development Committee
- Worked with some local Servas branches
- Sent Request for 2018 Annual Report to all Member Groups

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

As above.

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

None

7. Feedback: None

8. Inactive committee members: None.

Servas International 2018 Annual Report for the SI Archivist and SI Archives Consulting Group

1. Name of Committee: SI Archives Consulting Group

Members of the SI Archives Consulting Group:

Anna Koster, US Servas member and elected Archivist 2015-2018

Paige LaCombe, US Servas member and SI Peace Secretary

Mary Jane Mikuriya, US Servas International Representative

Penny Pattison, Canadian Servas member and SI General Secretary

(It should be noted that the SI Archivist and SI Archives Consulting Group have not been appointed by the 2018-2021 SI Exco group)

2. Responsibilities:

Anna Koster has been compiling electronic documents for the years 2008 through 2017 for adding to the SI Collection and submit to Hoover Institution Archives (HIA).

Additions to an existing collection are called a “new increment.” These are the designated categories* for the new increment:

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

*These categories were determined in a three-day meeting in San Francisco, California, USA, May 20-22, 2017. Penny Pattison, SI General Secretary; Mary Jane Mikuriya, US Servas International Representative; and Anna Koster, SI Archivist met at the home of Mary Jane Mikuriya. On May 22, we three went to Stanford University to meet with staff from the Hoover Institution Archives.

An additional responsibility of the Archivist is to advise people who want to do their own research in the SI Collection at HIA. This does not include doing people’s research for them, but telling them how to get started with doing their own research at HIA.

The 2011 Job Description for the elected SI Archivist cited in Jan 2015:

- maintain the archives on line
- store and make accessible minutes from SI General Assemblies
- store and make accessible other documents of historical importance to Servas
- coordinate with National Groups in the preservation and maintenance of historical records relating to national activities and interface with Servas International

The Hoover Institution Library and Archives has agreed to maintain and house the Servas Archives. Servas retains copyright and full access to all the items in the

archives. The Hoover Institution Library and Archives, located in Palo Alto, California, on the campus of Stanford University is one of the world's most reputable archives with modern provision for document safety and security. Our treasured archives will continue to be taken well care of, and we will be able to add to it over the next decades.

"Archivists bring the past to the present. They're records collectors and protectors, keepers of memory. They organize unique, historical materials, making them available for current and future research." Lisa H. Lewis, of the Catholic Diocese of Baton Rouge

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

3. Plans:

Anna Koster hopes to identify the appropriate staff member at the Hoover Institution Archives to take our new increment. After that, Anna Koster wants to work with other members of the SI Archives Consulting Group to set up a place online to compile documents for 2018 through decades into the future. Hoover Institution Archives staff does not want to get new increments from us often, perhaps every nine years will work. Anna Koster hopes to deposit the new increment (for 2008-2017) and set up a system to make the next increment easier to compile and submit.

4. Activities: Summarise your activities of 2018.

A few electronic documents from 2008 through 2017 were gathered in 2018 to add to the bulk gathered in 2017.

In 2018 Anna Koster began contacting HIA staff to begin the transfer of the new increment (for 2008-2017). Anna Koster emailed HIA staff and got no response. Then she visited in person, discovering that all the staff members whom she, Penny Pattison, and Mary Jane Mikuriya had previously met with were no longer at HIA. Danielle Scott Taylor, Curator- North American Collection/Collections Manager, was on maternity leave. Lisa Miller, Senior Archivist, and Elizabeth Konzak Phillips, Associate Archivist - Processing, had left HIA. Anna Koster asked the attendant that day whom to contact about depositing the new increment and followed up some weeks later. Anna Koster did not get a response. The HIA staff has been preoccupied with moving many physical collections to a new location.

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

Efforts stalled in 2018. Anna Koster has files compiled, but not in all the categories listed in #2 above.

- There are no photos (original prints or high-resolution electronic photos) of the General Assembly Conferences. Photos require associated info: captions. The goal is for five good photos (with captions) of each conference, but we have none.

- There are no documents in the category "SI International Meetings Other than General Assembly," including all three subcategories of 1. Annual Youth Meetings, 2. Multi-National Regional Meetings, and 3. Multi-National Social Events.

Anna Koster recently put the compilation in DropBox.com, and can share that with a select group of SI officers by adding their email addresses there.

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

No reimbursements were requested for 2018. If compiling documents for SI Archives, will continue, it would be advisable to pay for an upgrade to the DropBox account where the documents are now held.

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

A Dropbox or Box.com account administered by the SI Archives Consulting Group would be useful. Once the account reaches a certain size, it will no longer be free. That cost should be covered by the SI Archives Consulting Group's budget.

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

convener?

Servas International Conflict Resolution Committee

Annual Report

January to December 2018

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

1. Name of Committee: Conflict Resolution Committee:

Members:

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

2. Responsibilities:

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

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

The committee was also tasked at SICOGA 2015 to:

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

SICOGA Decision N°10 on 15 October 2015:

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

The committee responsibilities have changed after SICOGA 2018 to:

EXC-021 Appendix 1: SI Exco and its support networks

Conflict Resolution team: three appointed members Responsibilities include:

- *Trying to resolve conflicts within Servas;*
- *Offering advice to Servas members about conflict;*
- *Giving advice to SI Exco about conflicts;*
- *When appropriate, engaging parties in dispute in conflict resolution;*
- *Promoting strategies for conflict resolution within Servas.*

Skills and Experience required:

- *It is essential that members should be able to demonstrate appropriate conflict resolution experience.*
- *Proven conflict resolution experience in Servas is desirable.*

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

3. Plans for 2018:

- a. Publicise strategies for conflict resolution;
- b. Finish preparing the Servas draft Code of Ethics and Behaviour;
- c. Appoint a young member as an assistant (as per SIGA 2012 Decision No 8: *Each member, every committee, when possible, should appoint a young member as an assistant.* ”)

4. Activities:

- a. During the year the committee received and attended two formal complaints, coded as Case # 1 and Case # 2.
- b. The committee along with the Peace Secretary had presented the Code of Ethics and Behaviour for Servas.
- c. The Committee was represented at Sicoga 2018, and presented a workshop along the Peace Secretary on the Code of Ethics and Behaviour (Appendice A).
- d. The CRC representative during Sicoga 2018 held two orientation meetings with Servas Case #1 representative, who has decided to coordinate the board election upon returning home. She stated that both members involved in the conflict are good people and she expected that the matter would be resolved soon. Another meeting was with Case # 2 Servas representatives regarding the member who filled the complaint against .
- e. CRC representative in Sicoga 2018 helped the Nomination Committee to find new volunteers for the period 2018-2021.
- f. Thayse Gomes (Sevas Brazil) has been appointed as a young member assistant to the Committee.
- g. Alvany and Thayse drafted and article on conflict resolution.
- h. Committee improved its communication between members during the year, however in the end the convener was very busy.

5. Outcomes:

- a. Have improved in communication among committee members;
- b. Have presented the Code of Ethics and Behaviour for Servas;
- c. Have held a workshop along with Peace Secretary

6. Plans for 2019. To be decided yet with the members of 2019 to 2021, schedule for May 10. Who will be the young assistant?

7. Financial Report:

The Committee did not request or receive any funding during the year, except for its representative in Sicoga 2018, who received a registration fee waiver and she funded herself for the other expenses.

8. Feedback:

Treat all Servas officers and committees equally. CRC was the only Committee representative at Sicoga 2018 who received partial funding, while the others were fully funded.

9. Inactive Committee Members

None

Final report.

APPENDICE A : SERVAS CODE OF ETHICS AND BEHAVIOR

SERVAS CODE OF ETHICS AND BEHAVIOUR

Preface

The purpose of the **SERVAS CODE OF ETHICS AND BEHAVIOUR** is to ensure Servas objective as a peace movement/organization to promote peace and understanding between people by providing opportunities for deeper, more personal contacts between different cultures, regardless of age, race, religion, sexual orientation, socioeconomic and marital status, political position, allowing qualified contacts and positive interaction among its members⁷. Thus, Servas aims at seeking solutions to conflicts by peaceful means, resorting to a win-win approach. Servas's leaders and members are committed to maintain and promote a peaceful and enriching environment at its meetings, in organized communication, and other peace activities where Servas values and principles are reflected in their own conduct.

Vision and Mission: The aim of the networking is to create conditions for exchange of ideas, experiences and knowledge that promote tolerance and understanding between the peoples of the world.

The overarching and long-term vision of Servas International is a more peaceful world and the mission is to contribute to the progress towards this goal.

Principles: The first fundamental principle of Servas International is the belief in the dignity and worth of the human person, and in the equal rights of all human beings as a foundation for a more peaceful world. The second fundamental principle is to respect and care for the Earth and to live within its capacity to support life.

Ethos and Values: We, the members of Servas, believe that our lives are enriched when we meet, interact, share and learn from each other.

Members of Servas promote peaceful coexistence by embracing values of:

- * Friendship based on openness, trust and respect.
- * Hospitality and generosity, through travel, hosting and other opportunities for meetings.
- * Diversity and inclusivity, extending widely across cultures, traditions and religions.
- * The environment by reducing our impact on the earth, recycling waste, travelling lightly, and living simply.

Servas Ethics Statement to all Members and Leaders

I understand that the purposes of Servas are to promote peace and understanding between people by providing opportunities for deeper, more personal contacts between different cultures. I will do my part to further these purposes in my visits and in hosting Servas visitors.

As a Servas traveler and/or Servas host:

1. I will not discriminate on grounds of race, religion, socioeconomic and marital status, political position, age, or sexual orientation.
2. I will respect the privacy of Servas travelers and hosts during Servas visits.
3. I will not attempt to utilize an expired Servas Traveler Letter of Introduction.

⁷ Where a country has laws contrary to these principles (e.g. gender discrimination) that might cause any legal and other difficulties for the Servas national group to publicly affirm these principles, then the National group can have the opportunity to exercise discretion.

4. I will maintain the confidentiality of Servas members personal data. I will not use information about other Servas members, without their permission.
5. I will not use information from the Servas members personal data for commercial or other non-Servas related purposes.
6. While serving as an officer, committee member or in any other capacity with Servas, I will conduct myself with integrity and in such a manner as to avoid any conflict of interest between Servas and other organizations or businesses.
7. I am aware since Servas aims to encouraging friendships among people of different backgrounds, conflicts may arise, as in any other relationships. Thus, in case a divergence has arisen, I will be transparent and start open and direct communication with the person; if this does not resolve it, I will find a moderator and if it is still not resolved, I will refer to the Committee of Conflict Resolution Committee (CRC).

Signature/Name Local/Date

SI DEVELOPMENT COMMITTEE ANNUAL REPORT – January 2018 – October 2018

The team

Ewa Dzierżawska (Poland)

Christina Buynova (Russia)

Kiat Yun Tan (Malaysia)

Fidele Rutaysire (Rwanda)

Maria Fernanda Vomero (Brasil) – resigned in 2016

Responsibilities

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

Plans

To get well prepared for the coming SICOGA, to find and fund the NSs who have been active in their countries but did not meet Exco's requirements to be funded. To offer help wherever it was needed. To spread the idea of Servas and develop it in the countries where it doesn't exist.

Activities

Because of the coming SICOGA we discussed and made enquiries about who DC could fund to attend the conference. We also took part in various discussion groups preparing the SICOGA.

Apart from that we were active in our areas. Ewa also worked with Zafira Labadi of Servas Jordan to develop Servas in Arab countries. We managed to start Servas in Bahrain. We also worked on Servas Saudi Arabia but nothing much came out of it. We helped Servas Egypt.

Throughout the whole year Ewa was involved in the conflict in Servas Iran.

Servas in Africa has also been active through the facilitation of a DC member Fidele Rutayisire. For instance, in Servas Rwanda, the youth have implemented a project on engaging youth in peace building and preventing youth drug use. Servas Rwanda has now recruited 20 young people to join Servas Rwanda due that project.

Fidele visited Central Africa Republic and created Servas in that country. Now it is in early stage of starting.

Servas In Africa has also been active through WhatsApp communication.

Outcomes

We funded some new and promising National Secretaries to attend the conference in Seoul: Philip Olero (Kenia), Lourenco Gonsalves (Tanzania), Angelika Korob (Belarus). We also funded Karlygash Ishanova of Servas Kazakhstan but she didn't come. We helped to bring Zahra Karimi who represented Servas Iran instead of Nader Fatzadeh and co-funded some young people.

Financial Report

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

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

As the role of Development Committee has been evolving over the years from a committee dealing mainly with allocating funds to a group of people actively helping develop Servas all over the world and also stepping in wherever they could help, their job description must be changed. It would also be good if DC could work out and introduce certain regulations which would enable them to handle some difficult cases. So far we've been doing it without having fixed rights.

Young People in Servas are enthusiastic to work but they lack means. The DC recommends to support young people's innovative projects.

Servas International – Distant Vote Administrator Annual Activity and Financial Report for 2018

Report Submitted by:

Chris Patterson, SI Distant Vote Administrator, New Zealand
Re-elected at GA in October 2018. First elected at GA in 2009.

Responsibilities:

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

Planned Activities:

To advise on the schedule of Distant Votes through to the next GA.

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

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

Activities and Outcomes:

No Distant Votes were conducted in 2018 as the SI Statutes require voting to close more than six months before the GA, preventing DVs in May and November 2018.

No elections of SI Officers by Distant Vote were required in 2018.

I attended the GA in Seoul, October 2018, where Marijke Batenburg and I conducted a set of Moderator/Facilitator training sessions. I also provided support to the SI General Secretary during the formal GA sessions.

Financial Report / Expenditures:

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

Comments / Issues / Recommendations:

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

As noted in my recent Distant Vote reports:

The DV process as currently operated is highly dependent on up to date email addresses in the Dolphin Key List. With Servas On Line ramping up for Hosts and thus Travellers, I am concerned that the facilities provided by the Dolphin Key List continue to be available. In particular the ability to access and download emailing

lists for key officeholders in Servas Member Groups.

Annual report: Dolphin Team (DT)

1. Name of Committee:

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

2. Responsibilities

- Main task of Dolphin team is updating the **key list**, data of National Groups, Committees and Teams.
- We give support to key persons needing assistance, explaining how to use the Dolphin System, uploading member lists, sending password.....
- When we are informed that data aren't any longer correct (email addresses, board members..) we are looking by different ways to get the exact information

3. Plans:

- In the future the Key list will be available in ServasOnline, but as long as needed our team will update the key list in the Dolphin system

4. Activities: Summarise your activities of 2018.

-In 2018 the Dolphin team updated constantly the key list, entering and completing, the data of **key persons**

-We have updated 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 have made the changes in Dolphin

-We have updated the country details in the key list if needed.

-We have uploaded member lists in HLSA

-We have sent, on request, extracts of the key list to key people

-We have checked if the websites that are listed are still functioning

-We have cooperated with ICT if problems occurring in Dolphin couldn't be solved by the Dolphin team

-We have cooperated with ServasOnline if information was needed

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

The key list is important and we can be satisfied that we have a reliable key list.

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

N/A

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

We of the Dolphin Team can only update the key list when we get the needed information. It's important that the national groups and/or Exco are forwarding the information to the DT

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

Report submitted May 4,2019
Rita Dessauvage, Convenor Dolphin Team

Name of Committee:

SI General secretary (assistant) nominated at the SICOGA 2015. Prossy Nampijja.

2. Responsibilities:

To assist the general secretary in her roles and to also execute any other task assigned to me by the general secretary.

3. Plans:

- Summarizing the annual reports for 2017
- Preparing for the conference,
- Reviewing documents sent to me by the general secretary.
- Preparing to support the General Secretary during all GA sessions.
- Executing any other tasks assigned to me by the general secretary.

4. Activities: Summarize your activities of 2018.

- Reviewed and summarized the 2017 annual reports.
- Reminded the national secretaries from the region of Africa to submit their reports through emails and the whatsapp platform.
- Coordinated with the youth who helped in the minute taking exercise during the General assembly.
- Helped Penny to compile the minutes during and after the General assembly.
- Attended and participated in all GA sessions
- supported the General Secretary in a variety of tasks as required.
- Made a presentation about my country Uganda.

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

- The summarized annual reports were sent to the respective SI representatives for follow up.
- The annual report format was also revised and the revised edition was put into use.
- The minutes for the General assembly were compiled and approved.

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

Item	Amount (uganda shillings)	Amount (USD)
Internet	784,000	209
Travel to seoul for sicoga	5,786,068	1500

Total in Uganda shillings = 6,570,068/=

Total in US Dollars = 1709 USD

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

No

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

SI Help Desk Officer - Annual Activities Report - 2018

Dear Exco members and Servas friends

I am pleased to present the Help Desk Officer report for the year 2018.

Content

1. Name of Committee:
2. Responsibilities.
3. Plans.
4. Activities: Summarize your activities of 2018.
5. Outcomes: What have you achieved in your role?
6. Financial Report: Itemize any expenditures as members of the Committee or as SI officer for which you are requesting reimbursement.
7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?
8. Inactive Committee Members: do you have any Committee members who are no longer involved in the work of the Committee or do not respond to the communication from the convener?

1. Name of Committee and members

SI Help Desk

Amir Levy - Since 23.Nov.2018

Lisete Murik - From year 1998 till 23.Nov. 2018

2. Responsibilities

Receiving and answering all letters, queries, questions and guidance requests, which are being sent by Servas members and anyone else who wish to ask questions or need help regarding Servas matters.

3. Plans

To keep answering all received letters, trying to help and guide al in the best way possible.

4. Activities: Summarize your activities of 2018

- Answering a very few questions, which were received after taking over in late November 2018.

- From the former officer Lisete and from looking at the email account we learn that there were very few letters along the past year.

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

Answering the few received letters.

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

There were not any expenditures.

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

Since the era of having country@servas.org email addresses the amount of letter to the Help Desk has dropped since people write directly to the country they seek for an answer from.

However, there is still a need to have an Int. address, where those who know nothing about Servas or wish to ask about a country with lack of contact or activity can refer and ask about it.

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

There are not any.

Summery

I shall be glad to answer any further questions in case of need and being asked.

In peace and friendship

Amir Levy

SI Help Desk Officer

Name of Committee/Group/Team: IMAGE & DESIGN SUPPORT TEAM

ANNUAL REPORT - 2018

CURRENT TEAM MEMBERS:

Alan Stone, Servas Greece • Stefan Fagerström, Servas Sweden

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

Future Plans: To continue to provide design support, services and advice to the Servas organization and member countries as requested. To assist Servas Exco with promotional ideas and options for continued awareness and growth.

Activities - 2018: New Servas country logos created for: France (3), Kazakhstan (4), Armenia (3), Saudi Arabia (3), Morocco (3), Bahrain (4), Finland (3), Bhutan (3), Greece (1)
Special Servas logo projects: - Servas USA logo for Shopping Bag- Servas E-stamp design and production- Servas UN logo
Servas Tee-shirt Art for Servas Canada, Servas USA and Servas International
Servas 2018 EXCO News Bulletins: (4)
Servas 70 year Banner logos in PNG format
Servas 2019 Peace Calendar (for Danielle)
Servas SIOGA 2018 Korea Invitation (for Jonny)
Servas SIOGA art for country representative paddles (for Amir)

Expenses - 2018 1/3 cost of Adobe Creative Cloud Annual Subscription for access to suite of design & production applications and fonts: \$200.00 U.S.

Feedback: The Servas Image & Design Support Team would appreciate the additions of any Servas members who have the ability, experience, capability and time to participate our group. Applicants should send their resumé/C.V. to “designhelp@servas.org” with their request to be part of time.

Inactive Members: None

2018 SI ICT Report

1. Name of Committee: Information and Communications Team (ICT)

2. Responsibilities:

The ICT is an appointed team. The SI liaison for ICT is the Membership and Technology Secretary.

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

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

In mid 2017, the ICT initiated a plan, with SI Exco approval, to move to a single site in Europe, with 2 servers. That plan was completed in February 2018. In November 2018, payment responsibility was transferred to the SI Treasurer.

3. Plans:

Continue with the System Administration functions, with the same two servers at the same annual cost. Continue to advise SI on technical matters. Continue to work with other SI technical people on SI projects and tasks.

4. Activities:

- See above responsibilities.
- Configured and implemented NextCloud as a replacement for Dropbox, for use by SI Exco for document storage and sharing, as well as ongoing continuity for subsequent SI ExcOs.

5. Outcomes:

- SI has reliable infrastructure and security.
- Those advised have information upon which to make decisions.

6. Financial Report:

Domain renewal: EUR 73.00

Hetzner servers: EUR 1,899.21 (in future, this will be paid directly by SI Treasurer)

iWeb server: CAD108.03 (to complete transition to Hetzner)

7. Feedback:

ICT supports and encourages any steps SI Exco takes to coordinate and communicate better on technological functions. One suggestion would be to have a regular monthly meeting for all those involved with SI technology, using something like Google hangouts, with a specific agenda item for each meeting. This would let people get to know each other and share ideas, ideally leading to stronger understanding and trust.

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

Michael Silbert, Mark Hahn, Penny Pattison



Name of Group/Team: 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 our- selves and with others who share common ground with Servas.

***The Innovation Group,
innovation@servas.org
01/05/2019***

PROJECT: INTERNATIONAL SERVAS WEEK

Report of the activities: 15TH TO 22TH SEPTEMBER 2018

CONTENTS

1. Innovation Group: Project Presentation
2. Reports from countries that accomplished this project (other countries expressed they were preparing activities but we didn't receive reports)
 - 2.1. SERVAS BELGIUM, LUXEMBOURG AND FRANCE
 - 2.2. SERVAS IRAN
 - 2.3. SERVAS MEXICO
 - 2.4. SERVAS SLOVENIA, SERVAS ITALY AND SERVAS AUSTRIA
 - 2.5. SERVAS CHILE
 - 2.6. SERVAS SPAIN
3. FINAL CONSIDERATIONS

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 15th to Sunday 22th September 2018

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.

Also this year we encourage the Servas countries to celebrate the 70th anniversary of Servas International.

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.
- And of course, any kind of celebration about our 70th anniversary!

Practicalities

Email contact: innovation@servas.org

The Innovation Group: Aneris Cao (Servas Chile), and Susana Martínez Duro (Servas Spain),

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

2. Reports from countries that accomplished this project (other countries expressed they were preparing activities but we didn't receive reports)

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 willing to be involved but we didn't receive their outcome afterwards. We are happy because more countries were involved in 2018 activities, and we expect to have more countries participating this year for the 70 th anniversary of SERVAS.

2.1.SERVAS BELGIUM, SERVAS LUXEMBOURG AND SERVAS FRANCE

Transborder meeting which took place in Messines, Belgium.

Messines

2018

On 22 and 23 September, a cross-border meeting (Servas Belgium and Luxembourg and Servas France Nord-Picardie) took place in Messines, Belgium.

This meeting was held in the triple frame of the International Servas Week Special Edition 2018, the launch of the anniversary activities of 70 years of Servas and the celebration of the end of the hostilities of the First World War.

The Messines site was chosen for three major reasons: located on the front line in 14-18, it is also very close to the French border and the language border. In addition, a group accommodation center, predestined for a meeting Servas is located on the territory of the town : **the Peace Village.**

Some sixty participants (French, Belgian, Luxembourgish, but also two visiting Japanese and one Irish) were able to gather to participate in more or less cross-border activities, based on history, fraternity, exchanges, but also on nature (ornithological exit).

Different types (hiking or cycling, different lengths, visits to museums or historic sites), they allowed everyone to get an idea of this little corner of the world.

Even the weather was historic and could put everyone in the difficult conditions of those who have left their lives in the trenches of the area.

On Saturday, a friendly aperitif was offered to participants by Servas Belgium-Luxembourg accompanied by appetizers brought by everyone and shared. After the meal, Servas-France offered a beautiful concert in sensitivity proposed by two local artists, Wim Chielens and his daughter Trui. Their show told us the war through those who have lived and especially suffered. Personal creations in Flemish, French or English were mix with more famous songs : the Normans present in the room were able to resume with the artist their regional anthem: 'I will see my Normandy again'. All this ends in emotion with a resumption by all the room of the famous: 'We shall overcome', protest song against war if there is one.

On Sunday the rain was even stronger and visits to museums replaced several outings. But some brave ones have still hiked!

And then, everyone went back home !...

2.2.SERVAS IRAN

Referring to the invitation for doing activity during international peace week 2018, I, Mersa Saatchi, a member of Servas in Iran organized an event. Regarding topic, peace, Iran servas member had a half day tour visiting the cultural and artistic carpet Rasam Arabzadeh foundation in Tehran. Some carpets were exhibited in UN as well due to the concept of drawing which was inviting people around the world to Peace.

After visiting museum, Servas members had gathering in small Café and shared their personal experience as reaching to the inner peace.

Please find the picture of event as attachment. All pictures are taken by local guide of museum.



2.3.SERVAS MEXICO

Sevas Mexico had a plan to organize several activities to celebrate Servas in our community I send to you our activities Schedule (in Spanish).

ACTIVIDADES:

1) Sábado 1 de septiembre.

Con motivo de la reunión mensual, visitaremos el mercado del Carmen en la zona turística de Coyoacán en la CDMX. Cita 12:00 del día.

Conoceremos nuevos miembros, se harán entrevistas y se firmarán cartas de viaeros.

<https://www.google.com.mx/maps/place/Mercado+del+Carmen+Coyoacan/@19.3518615,->

2) Jueves 13 de septiembre.

Presentación de Libro “Caminando Tierra Santa”.

Instituto Mexicano para la Justicia IMJUS. De 19:00 a 22:00hrs.

Presentación y exposición.

Es un evento abierto a público en general con la finalidad de vincular a Servas con otras organizaciones y espacios culturales.

Caminando Tierra Santa - Exposición Fotográfica

3) Jueves 20 de Septiembre

Caminata por la paz. Subiremos al Pico del Aguila.

Cita: 4:00am enfrente de Six Flags. Regreso a las 21:00hrs

****Necesario confirmar asistencia hasta dos días antes vía WhatsApp 5531066929**

Dificultad del trayecto: Intermedia. Es necesario quipo básico de montañismo.

4) Sábado 22 de Septiembre

Taller Autoestima, maltrato y bullying.

Impartido por nuestra compañera, SERVAS Deputy, Ana Paula Jimenez.

Prof. Certificada Integración Emocional. Dip. Tanatología, Logoterapia y Reiki Master Teacher.

5) Del 1 al 20 de septiembre.

Siembra o adopta un árbol. (Se anexa invitación)

Al final elaboraremos un collage con las fotos de los participantes para difusión en el boletín internacional.

6) Lanzamiento de la cuenta en Instagram.

- Publicación de fotos de la Semana Servas.

- Difusión por medio de Hashtag

7) Marte 25 de Septiembre al 3 de Octubre.

Exposición: Una mirada al 68

Fundación Elena Poniatowska Amor A.C.

19:00HRS.

"Con estas acciones contribuimos a lograr la paz mundial"

Inauguración de la cuenta de Instagram
SERVAS MEXICO



Exposición Artística de Olyn



3.

Actividad de Desarrollo Personal.
Taller Autoestima, maltrato y Bullying.











Fiesta SERVAS.

Semana Internacional SERVAS.



Servas México invita a la celebración
de la Semana Internacional Servas



Este 22 de septiembre celebramos la Semana
Internacional Servas, Edición Especial.

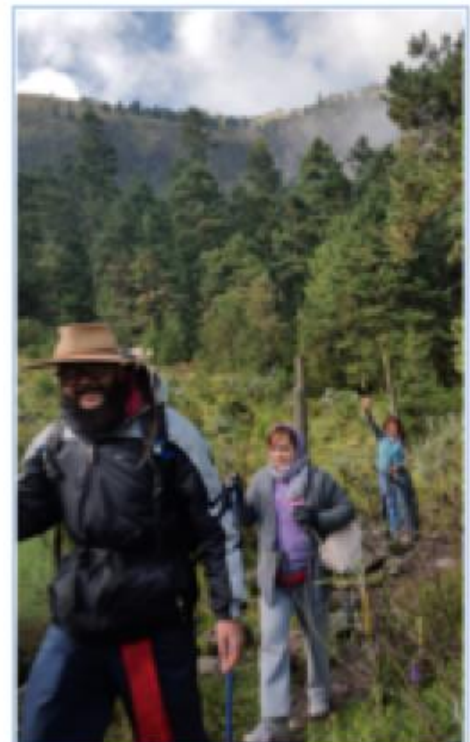
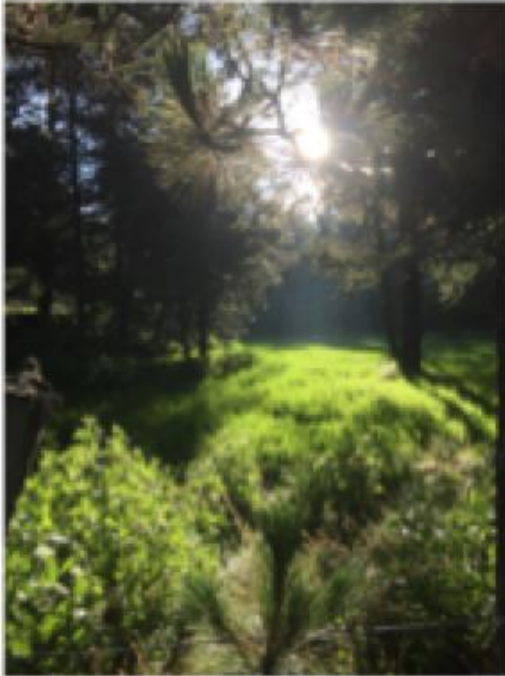




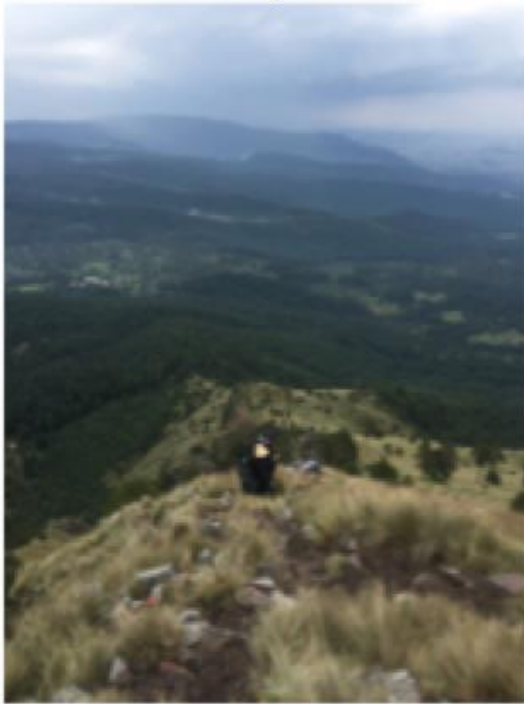


Semillas de Servas.
Sembrando y Adoptando Árboles





**Caminata por la Paz.
Ascenso al Pico del Águila.**



Presentación de Libro
Instituto Mexicano para la Justicia.



Actividades SEPTIEMBRE
MES DE LA PAZ
ANIVERSARIO DE SERVAS



Reunión Mensual Servas.
Mercado del Carmen Coyoacán.



2.4.SERVAS SLOVENIA, SERVAS ITALY AND SERVAS AUSTRIA

The "Alpe-Adria" Meeting, which takes place every year; this year it was jointly organized by Slovenia, Italy, Austria - in Kobarid, Slovenia (Sept.14-16), with the motto "Europe 1918-2018: celebrating the fact that countries at war a hundred years ago are living together in peace and friendship now".

The photo was taken by a participant, Helen Heim Hueber, from Switzerland.

Caption: Participants of the Alpe-Adria-Meeting, from Slovenia, Italy, Austria, Germany, Switzerland, France, Czech Republic, Slovakia, Turkey, on the "River Isonzo Peace Trail" on WWI battlegrounds.



2.5.SERVAS CHILE

Semana Internacional de Servas - Día mundial de la Paz 2018

(In spanish below)

Varias organizaciones que trabajan por la Paz en la ciudad de Talca decidieron hacer un gran evento público que constó de 3 partes:

1. Una marcha a través de 6 cuadras (1 km y medio) por la calle principal de la ciudad, con diferentes expresiones artísticas: tambores, teatro en vivo, payasos, abrazos gratis, espejo de las sonrisas....

A viva voz se invitó a toda la gente para reunirse en la Plaza principal de la ciudad.

Servas Chile decidió unirse a esta fiesta. Participó en algunas tareas de organización y se instaló con un puesto de información de modo de dar a conocer la institución.





2. Un acto donde se entregaron diplomas a diferentes líderes que trabajan por la paz: por ejemplo un Centro Cultural que se dedica a la educación complementaria de niños, a los clown que visitan hospitales, cárceles y a gente necesitada de cariño, al lonco (jefe) de los mapuches (etnia indígena más numerosa en Chile), profesores que trabajan por mejorar la educación formal para el próximo siglo, una poetisa, un sacerdote que trabaja y vive junto a los pobres.....



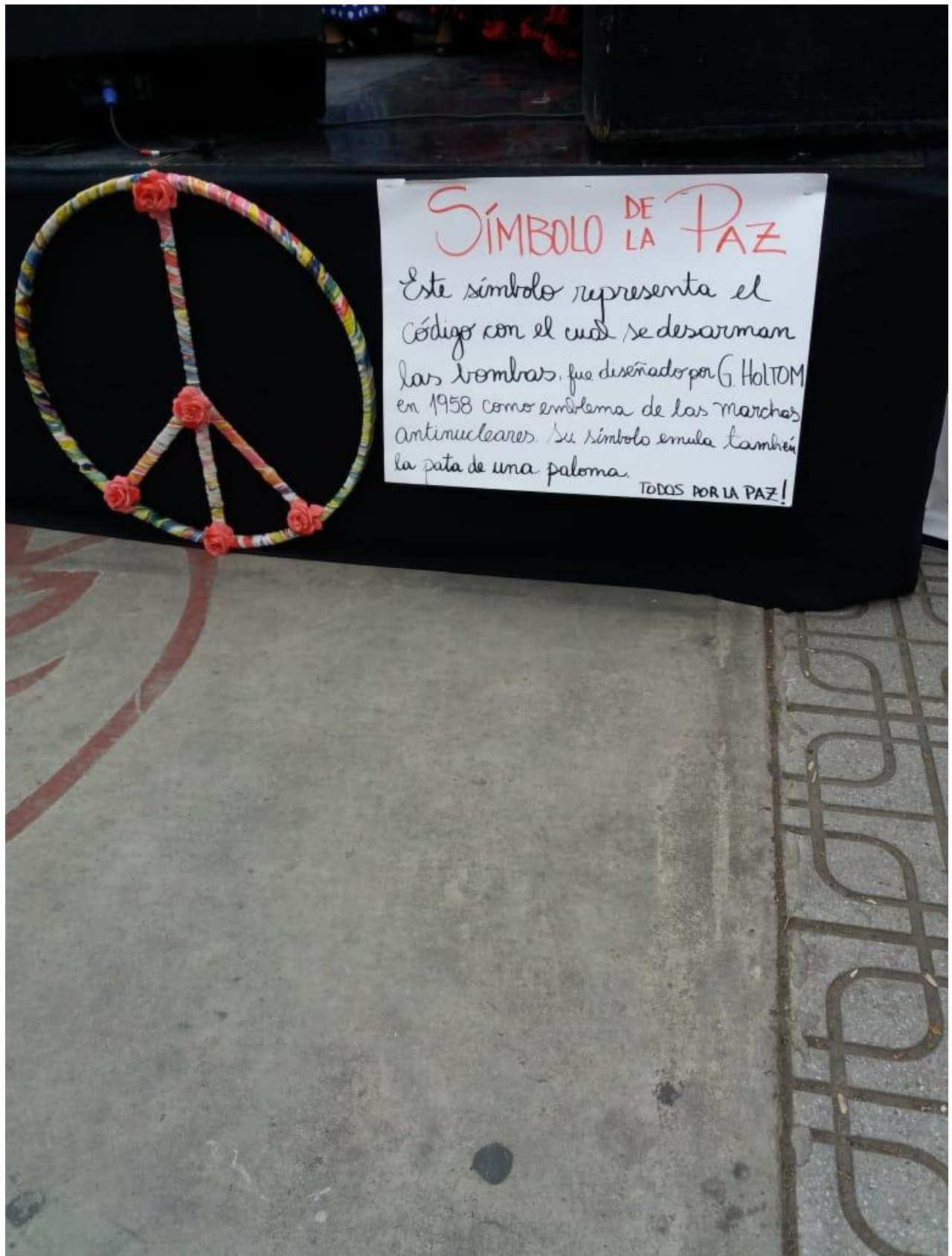
3. Un show artístico: un coro de niños inmigrantes que le cantan al encuentro y la Paz de los pueblos, danzas flamencas, biodanzas, magos, teatro de adultos mayores, poesía, danzas de niños con discapacidad...











SÍMBOLO DE LA PAZ

Este símbolo representa el código con el cual se desarmaron las bombas, fue diseñado por G. HOLTON en 1958 como emblema de las marchas antinucleares. Su símbolo emula también la pata de una paloma.

TODOS POR LA PAZ!

Estimamos que asistieron 300 personas.

2.6.SERVAS SPAIN

Servas Spain are organizing a lot of events to celebrate Servas and the 70th anniversary of our great organization. There is a list of events:

- Servas summer camp
 - International Pyrenees trekking
 - Transborder meeting with Servas France
 - Transborder meeting with Servas Portugal
 - Special assembly

Also we are organizing a lot of international events on 2019 to celebrate Servas with more friends, like a youth working camp in Valencia and an International hiking in Albacete.







5.FINAL CONSIDERATIONS:



We are sure there are many other countries were celebrating Servas in many other places, but we can not include them in this report, because they didn't send any letter or information to us, so we haven't any knowledge about it.

This is the last report from Innovation Group, signed by Aneris Cao and Susana Martinez. Both are in the Youth and Families committee now and from there we hope to push the people and the countries to contribute to celebrate Servas week as well. So we want to leave Innovation Group, and we hope another group of people can follow this work. It has been a pleasure for us to work this last three years with wonderful people from Servas world.

Warm regards from Aneris and Susana.

1. Name of Committee: Internal Audit Committee (SI IAC)

2. Responsibilities: To review the financial statements and report to the EXCO. Also involve in formulating the processes and FOP modifications wherever necessary. Act on advisory role on financial matters to the EXCO and other committees which may need support.

3. Plans: (a) To get the financial statements get signed by the external auditors along with the external audit report and get the original sent to the Treasurer. (b) prepare for the internal audit program for the year 2018-19 for which accounts are under preparation.

4. Activities: Since the outgoing IAC did not complete the audit report, the incoming committee namely us, reviewed the accounts and made the formal report to the EXCO raising audit points for clarification and implementation.

5. Outcomes: The report was received and responded by EXCO

6. Financial Report: Postage CHF 50 Telephone/Communication CHF 100 are likely to be incurred for this committee which is requested for reimbursement on submission of the claim form with the supporting bills/invoices. .

7. Feedback: Our main concern is about the SI finances which is likely to be impacted with the high cost of SOL maintenance expenses, budgeted and approved at the last GA in light of the decreased stamp revenues.

8. Inactive Committee Members: All our members are active and participating in our given roles.

Name of Committee/Group/Team: Servas International - Job Description and Statutes Committee 2015 - 2018

Email: jobdescrip-statutes@servas.org

23.Apr.2019

Job Description and Statutes Committee - Annual Activities Report - January-October 2018

Dear friends Here is the Job Description and Statutes Committee report for January-October 2018.

1. Committee members

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

Amir Levy - gm12345@gmail.com

Chris Jones - chrisinvic44@gmail.com - Has resigned in 2016.

2. Responsibilities - Performed activities After understanding that that our committee has no mandate to do or change anything in the statutes it became clear that there is no need to have a committee for that matter. And following the events of 2017 it became even more understood that the responsibilities and expectations from our team are a logical part of the Nominations one as the borders between those two are too thin and therefore our committee is not necessary and it should be integrated into the Nominations one.

3. Financial Report There were no expenses or any transactions related to our committee.

4. Feedback: Comments / recommendations / highlighting issues As said above, the statutes does not need to be handled by a committee. And the JD need to become part of the nominations committee.

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

In peace and friendship Amir Levy

Former Job Description and Statutes Committee convenor

1. Name of Group/Team: SI Membership team (SI MT) **membership@servas.org**

2. Responsibilities

Task of the MT is

- to check if National Member Groups (with voting rights) meet the requirements **for keeping their Member status** (according to the SI Statutes)
- to check if National Servas Groups meet the requirements **to become Member of SI**
- to check if National Servas Groups meet the requirements **to be reinstated as Member of SI**
- to check if National Member Groups not meeting the requirements will **lose their Member status**

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

3. Plans:

- Between 2 GAs the MT is constantly following up the situation of some 'critical' Member Groups. We contact them in time so that they can take care of meeting the requirements for keeping the Member status.
- We are looking if more National Servas Groups, not yet member, are eligible to become member and if needed we give them advice how they can perform the duties for membership.

4. Activities: Summarise your activities of 2018.

- A lot of mailing and investigation were preceding the GA 2018 in Korea
- We looked in detail at the situation of the National Member groups in order to know if all obligations of membership were fulfilled
 - We contacted by different ways national groups not fulfilling the obligations (minimum number of hosts (households), annual report, 3 key persons...)
 - We incited these groups to implement what was failing
 - Unfortunately some National Member Groups didn't react to our repeated requests
 - Extended communication with potential new Member Gr
- An interim report and a final report has been sent to the SI General Secretary before the General Assembly.
- At the GA the convenor of the MT has presented to the delegates a report with recommendations for membership
- After the vote of the GA the results of the vote has been communicated to the involved national groups

Result of the vote:

- 4 national groups were granted member status: Belarus, Bolivia, Gambia and Kenya
- 4 Servas member groups have lost their member status, they can continue as national group: Congo-Brazzaville, Ecuador, Lithuania and Pakistan,
- Total number of Servas Member Groups after GA 2018:77 (see attached Excel file)

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

As convenor of the MT I'm happy that the GA has followed the recommendations given by the the MT.

It means that the time and energy that we have invested in our task have been appreciated.

I'm happy that we could encourage some member groups to take care on meeting the criteria and so didn't loose their member status.

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

N/A

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

-Although each committee or team has specific tasks interaction with other teams is important.

Between Membership team, Development Committee and Dolphin team information and experiences have been exchanged.

-Some National Servas Groups need more support from outside the country, some feel a bit isolated in the Servas world.

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

Members of MT are active

Report submitted May 4, 2019

Rita Dessauvage, Convenor Membership Committee

Attachments area

Name of Group/Team: SI Making Connections Project

Annual report 2018

Group leader from October to December 2018: Ann Greenhough

Whilst SI vice president I promoted Making Connections as a new initiative to go beyond the usual two-night stay. It has aimed to link travellers with hosts offering opportunities to extend a Servas visit to include, for example, language and cultural experiences, volunteering, pursuing a special interest or connecting with local peace and human rights organisations known to the host.

During SICOGA 2018 ideas for the future of Making Connections were shared at two workshops as well as considering some of the issues concerning around managing and publicising the project. Since standing down as SI vice president I have worked with the new vice president in future planning to coordinate a Making Connections Project. Priority in 2019 will be put together an updated directory of opportunities offered by national groups across all regions and to look at the feasibility of posting it in a members' only area of the SI website.

I have not claimed any expenses for the Making Connections project.

Name of the Committee/Group/Team: 2018 SI Annual Report - Nominations Committee (Jan - Oct):

1. Name of Committee: Nominations Committee

Members:

Susanne Thestrup, Denmark, from Oct 2015 (convenor) Norma Nicholson, Australia, from Oct 2015
Dianne Peterson, Singapore, from Oct 2015 to March 2018
Jean Seymour, Britain, from April 2018

We all have experience from before the SICOGA in NZ 2015. Both Norma and Jean were members of the previous committee when I was recruited mid term in April 2015 for the elections in NZ. Then Dianne stepped in for Jean who was unable to attend and later Jean came back in April 2018 after Dianne passed away.

2. Responsibilities:

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

3. Plans:

2018 was election year and our plan for the year was to gradually intensify our activities in order to be ready for the GA in Seoul.

Planned activities:

- Encourage national groups to recruit among their members (notice in Newsletter, on Facebook, on servas.org, direct email to NS and Key People).
- Finalise new version of the nomination form template.
- Prepare and post incoming nomination forms online before the GA.
- Prepare and post voting procedure in due time before the GA.
- Prepare and post clear overview of committees which are elected and which are appointed.
- Incorporate former Job Description committee tasks as much as possible and update job descriptions before GA.
- 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. Summary of our activities from January to October 2018.

Before the elections:

- Finalised new version of the nomination form template.
- Posted finalised version of the nomination form template on servas.org.
- Contacted National Secretaries and other Key People to ask them to search for skilled members.
- Posted notice about recruitment on Facebook group.
- Posted voting procedure for GA 2018 on servas.org.
- Posted draft version of the job descriptions as they would look if motions at the GA were passed (new structure of committees and teams showing which are elected and which are appointed and updated descriptions of roles) on servas.org.
- Prepared templates for material to be used in the elections (ballots template, poster-sized overview of committees and roles, template “for the wall” with nomination forms). These had to be made in two versions to accommodate for the outcome of motions with impact on the

voting procedure and the structure of the committees. The motions were in fact passed as moved and the voting procedure and the structure of the committees changed while the GA was ongoing.

- Posted candidates available for the elections on servas.org.

After the elections:

- Posted election result on servas.org.
- Compiled overview of volunteers who had come forward for appointment by Exco after the GA. We wanted to make sure that the volunteers were recorded and available so that we would not lose their engagement.
- Posted overview of volunteers for appointment by Exco on servas.org immediately after the elections.
- Prepared job descriptions document for update by the appointed Nominations Team after the GA.

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

In 2018 we pulled the preparations for the GA together and arrived ready at the SICOGA in Seoul. We ran the elections and filled all elected positions. We documented the election results. We came out of the GA with a full list of volunteers ready to take on tasks if appointed by Exco.

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

We are not requesting anything further. Partial reimbursement for travel and participation in SICOGA 2018 has been settled with each of us in 2018.

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

Updating the Job Descriptions of the Nominations Team to include the former responsibilities of the discontinued Job Descriptions Committee is an improvement because recruitment and support to SI Exco in identifying those with the necessary skills and experience are closely related to the work of updating and developing the job descriptions. However, the work is highly dependent on feedback from the individual officers, committees and teams in the roles. They should review and provide input to the job descriptions mid-term when they are well established. This would allow SI to identify gaps in due time before the next GA.

The recruitment prior to the GA was a challenge because National Secretaries don't respond. It is hard for the Nominations Committee to know if they are in contact with their members. We have no concrete information on effect of the notices in SI News Bulletin. The most effective recruitment is through known long-time volunteers who are able to communicate with candidates about the role and the skills and commitment required.

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

All were active as described in section 1.

End.

This is our report.

We have not heard from SI Exco about appointment for the Nominations Team for the term 2019-2021. The members of the committee 2015-2018 (Sus, Norma and Jean) all volunteered for appointment. If

appointed, we will start with the update of the job descriptions in 2019 and move into recruitment and preparation for the next GA in 2020-21.

Best regards,

Sus

Convenor of SI

(on behalf of the committee)

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

Committee convenor Jonny Sågänger, Sweden, 2013 October

Project Manager Bernard Andrieu, France, 2013 October

Member administration Pablo Colangelo, Argentina, 2016 March

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

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

4. Activities: from January 2018 to October 2018.

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 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.

Special transition to ServasOnline report – status October 2018

Beginning of October 2018, there are 10,975 profiles in ServasOnline.

1. Countries having their members in ServasOnline with useful profile data:

Australia, Austria, Belarus, Brazil, Britain, Cambodia, Canada, Chile, Costa Rica, Cuba, Czech Republic, Denmark, Finland, France, Gambia, Guatemala, Hungary, India (very recently), Iran, Ireland, Japan, Jordan, Kenya, Lebanon, Luxembourg, Mali, Malta, Mongolia, Netherlands, New Zealand, Rwanda, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, Sweden, Switzerland, Tanzania, Turkey.

Among those having more than 40 members, around ten have chosen individual profiles. Fifteen others preferred creating household profiles, avoiding each member to have a personal email, which is in fact the case in many families. This is a big issue to solve in the near future, as ServasOnline was designed for individual profiles. This relates also to the LOI: should joint LOIs (LOI for two or three persons) be valid? With two, three eStamps on it? Or an eStamp with double or triple value?

The experience shows that the members aren't much "interested" to update their data, which has made and still makes key persons of many countries work hard to motivate them. This entails a question: were the pdf host lists accurate in the past (before Servasonline)? Or weren't they? ServasOnline has permitted to question this fact and has enabled key persons in different countries to tackle the problem and update their host lists (which sometimes was a herculean job!)

2. Countries having their members in ServasOnline with not enough useful profile data:

Argentina, Belgium, Cameroon, Colombia, Malta, Moldova, Mongolia, Nicaragua, Paraguay, Taiwan, Uganda, Vietnam

3. The following others are quite ready for the transfer, but are waiting for some fixes or modifications on the website before transferring the profiles: *Germany, Italy, USA, Israel*. *When these four countries are loaded in ServasOnline, 95% of the Servas community will be in the members' database*. Hopefully, if things go on with the same energy and resources, it will happen within the first months of 2019.

4. The ServasOnline team has already contacted the following countries in order to motivate them to load their host list, add missing members or update their data on the database: China, Korea, Norway, Netherland, Pakistan, Peru, Poland, Portugal. The team offers to help entering the data or filling in the import template file.

5. The following countries, having more than ten members, should be contacted to consider entering their members in ServasOnline: Bangladesh, Benin, Bolivia, Botswana, Bulgaria, Croatia, Honduras, Kazakhstan, Kyrgyzstan, Lithuania, Nigeria, Romania, Sierra Leone, Slovenia, Sri Lanka, Togo, Emirates, Zambia.

6. No country has addressed a formal refusal to join ServasOnline as far as we know (even Greece has their 13 profiles in the base).

Main goals to achieve as soon as possible:

- * A dedicated experienced team of volunteers, paid professionals and an adequate budget.
- * Each member to locate her/himself on the map, load a photo, check the language fluencies, fill in the person with whom they live.
- * Each key person to check the validity of their members email address, hosting data, including map location, membership validity, LOI validity, photo.
- * Each country board to contact their members having obsolete or empty data to update it. Motivate, show and teach how to use ServasOnline.
- * Each country to build their pdf host list from ServasOnline and load it in the Dolphin HL storage area.
- * All key persons to have a profile on ServasOnline.

By Bernard Andrieu

ServasOnline Application Manager & Project Manager

2018-10-05

1. Name of Committee:

Servas International Spanish Translation Coordinator.

2. Responsibilities:

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

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

3. Plans:

Andreas invited me to add to a new platform (JIRA) so we can do our job more quickly and transparent to all, but... since this team by nature is very floating, with members coming and going, this cannot be a good idea after all. Andreas or somebody else may train every now and then new members, by skype (some of them doesn't have an Skype account and doesn't know how to open one or are not interested just to do this). I am not sure if it's a good idea or even worth it.

On the other hand, all members of this team know about Servas and is indeed a great opportunity to gain more professionals and enthusiasts youngsters for SI, specially from Latin America. To create a formal invitation would be great.

I've been working closer with Jonny and Alan Stone to improve our job in all senses.

We hope that if we spread Si news in Spanish, all members in Latin America can feel more inspired and work together, as well as join activities and participate writing articles, some NS already asked me about it.

4. Activities:

The translation of notices, reunions, different activities around the world, EXCO activities, news, intern EXCO resolutions. All the SICOGA 2018 materials. Approximately more than 100 official documents and working part time.

The translations needed at SICOGA 2018 in all official meetings and all the materials produced after that with the extraordinary team of Susana Martínez.

5. Outcomes:

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

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

The extraordinary experience to participate at SICOGA 2018, specially with Penny Pattison, Susana Martínez and her team.

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

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

6. Financial Report.

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

7. Feedback:

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

This is just an idea: Maybe we could make a very short videoclip of our job for gain more volunteers.

8. Inactive committee members.

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

Lilly Kerekes

Servas International Translations Coordinator (Spanish).

1. Name of Committee:

Servas International UN Representatives

Email: unobservers@servas.org

Committee convenor:

Servas International Peace Secretary (till October 2018)

Servas International UN Coordinator (October to December 2018) (**appointed**)

Email: uncoordinator@servas.org

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

Members (appointed):

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

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

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

DUBOUT Lorette – France start date 2014-02-02

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

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

3. Plans: Cooperation with other NGOs is crucial for an effective and efficient work at the UN and we should enhance our efforts in this regard. We plan to organize and/or attend side-events and present statements. We aim to organize young Servas members' internships at the UN, with support from local Servas membership. We need to enhance the support of SI Reps including with approaching Servas countries and/or members for hosting SI UN Reps and/or interns.

4. Activities: Members in NYC, Geneva and Vienna regularly attended meetings and sessions, published information on UN activities on Servas Facebook groups and servas.org website, other medias. We attended a Meeting on Peacebuilding and Sustaining Peace with other Servas International UN representatives in NYC, on April 25. In Vienna, Servas International was involved mainly in Peace (NPT⁸) and Women's NGOs Committee. We participated in the HRC regular sessions in Geneva. Representatives attended HRC meetings and relevant side events, submitted written and oral statements, actively engaging for our peace mission, particularly regarding 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.

⁸ Non-Proliferation Treaty.

5. Outcomes: We have strengthened Servas presence and activities. It is amazing what we were able to achieve, despite very limited resources. All SI UN members worked in close collaboration with SI Peace Secretary, including meetings through Skype and others. We were able to prepare a Power Point presentation for SICOGA 2018, and we held a well-attended workshop there. We had worked on a specific motion to support SI representation at the UNOG, which unfortunately didn't pass at the GA. The process for approving Servas members to be official Representatives at the UN has been improved, including through amended Reps Job description and application form.

6. Financial Report: Total CHF 1,066

7. Feedback: We still need to recruit more members in NYC and Vienna. Servas countries should give more support to our work giving visibility to it on their websites/newsletters, blogs... We also need some communication support as SI leaflets to distribute, and specific "business cards". It has been quite challenging to withstand our responsibilities, with overstretched financial and human resources.

8. Inactive committee members: None.

Annual Report: January to December 2018

SI Youth and Families Committee Annual Report 2018

1. Name of Committee:

Servas International Youth and Families Committee

2. Members:

Susana Martinez (Spain), Jan Dzierzawski (Poland), Asii Zhakypova (Kyrgyzstan), Pablo Chufeni (Argentina), Karolina Paleckova (Czech Republic). Dates in office: October 2015

3. Inactive committee members:

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

4. Responsibilities:

Analyzing current youth and families situation and looking for suggestions how to improve that.
Promotion of new youth and families memberships.

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

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

5. Plans:

Publishing the outcomes of the SI Youth&Families surveys. (Attached survey outcomes)

Creation of motions for the SICOGA 2018.

6. Activities:

Summarise your activities from January 1 to December 2018.

International Youth Servas Summer Camp in Portugal (August 2017). Help in 12 SYLE programs and 10 Junior SYLE. Organize a new exchanges for youth people. Organize a Youth meeting before the GA Korea 2019. Organize a group of volunteers to help in the GA.

7. Outcomes:

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

8. Financial Report.

The only expences we had was in the Portugal Youth summer camp. (Attached the Summer camp report).

9. Feedback:

In my opinion, 2018 was a good year for our committee because in Korea we had a new committee. Last committee was 5 people but from the beginning only two people was working. I hope next three years will be different.

By Susana Martinez Duro

SI MEMBER GROUP REPORTS

SUMMARY OF REPORTS SUBMITTED

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

The 2018 member group annual report form was sent out on January 19, 2019. The reports were due on March 31, 2019.

By September 30, 2019, 71 Member Groups had submitted their annual reports to SI Exco and the SI General Secretary. This is the highest number of annual reports ever received.

Thank you.

Kiat Y Tan

SI General Secretary

2019–2021

The following countries have not sent their 2018 annual report. (If you know that there is an error in this list, please send the report to [generalsecretary\[at\]servas.org](mailto:generalsecretary[at]servas.org))

Bulgaria, Georgia, Honduras, Nigeria, Sierra Leone and Zambia.

The annual reports are submitted as Excel spreadsheets, so that they can be combined and analyzed easily.

The following sections contain a general impression of Servas Member Groups in 2018.

A complete summary spreadsheet can be ordered via an email sent to [generalsecretary\[at\]servas.org](mailto:generalsecretary[at]servas.org) with the words “Request for 2018 summary of annual Servas national reports” in the subject line.

The summary will be posted in the Community Board and management/administration webpage here:

<https://servas.org/en/community/board-and-management/administration>

MEMBER GROUP KEY MESSAGES HOSTS, HOST LISTS AND SERVASONLINE

-To the question “Are your Servas members on ServasOnline?”

Yes: 40

In transition: 13

No: 16

Compare to 2017:

Yes: 33

Some: 17

No: 20

Most countries provide access to the host information of their country to their hosts.

SERVAS COUNTRIES MEMBER GROUPS’S RECRUITMENT OF NEW MEMBERS

In the template that was sent to the Servas countries for the SI Annual Report the following questions was asked:

* Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?

A majority of the countries answer yes.

Here are the descriptions of the activities:

Argentina:

Thanks to the organization of our annual Servas trip we got 6 new members.

Australia:

Servas business cards for distribution to travellers and hosts. Three fold brochure for displaying at market stalls and peace events. Distribution at social events and market stalls.

Belarus:

We had local and country meetings and have invited people to get and know Servas. And all members are telling their friends about Servas.

Belgium/Luxemburg: we took part in the alternative travel fair in Bruges with our own stand to promote Servas especially to young travellers.

Brazil:

All Regional Meetings are a way of spreading the Servas seed and inviting people to get to know more about the NGO. The Regional Meeting are described in the Servas Events section. We are also carrying online interviews as a way of facilitating the communication with possible new members.

Cameroon:

Servas Cameroon took part in the Cameroon Youth Day 11 th February 2018 and Cameroon National Day 20th May 2018 to call for Peace and Harmony in Cameroon.

Canada:

Recruitment involves increasing our presence, simplifying our administration, and encouraging engagement among our members. Specifically, 1. Hired a web design team to completely rebuild our Servas Canada website with a focus on visuals, latest news blog, and very little text; this change will attract younger audience. Hire contract runs Dec 2018-Nov 2019. 2. Arranged for Servas Canada shirts - through bonfire.com; many complaints but about 25 English shirts purchased; not enough French shirts so order rejected. 3. Discussed creation of online survey for members (followed up and completed in Mar 2019). 4. Developed active Facebook presence with younger Servas member managing. 5. Simplifying our fees and fee structure (formally initiated 1 January 2019), 6. Informal distribution of small monetary contributions to support Servas gatherings; formal Board motion in 2019.

Chile:

It's not an specific activity, but we have invited some people to join us in our annual meeting, to talk a bit about what we do and introduce SERVAS to them.

Colombia:

Reuniones al mes con invitados. Presentaciones de Servas en Universidades y Escenarios Culturales. Acuerdos de Cooperacion. Caminatas ecologicas. Presentaciones artisticas. Proyectos sociales.

Costa Rica:

Reuniones mensuales con miembros de servas y otros invitados, actividades de bien social (asilos de adulto mayor, albergues de niños, centros de rehabilitacion social)

Croatia:

We all went cycling in Turkey, thanks to the member from Bodrum - Bulent Sovran and two new cyclist joined Servas.

Czech Republic:

We organized an event for both Servas and non-Servas members in December where photos from a walking trip from Prague to Rome were presented. We briefly introduced Servas and its activities to all.

France:

Participation in local meetings, in travellers events in regions and in exhibitions of art organised by Servas Artists.

Germany:

Yes, I'm holding reports about Servas and its idea, at the university, in peace groups etc. And there will be an interview for the radio.

Guatemala:

HEMOS CIRCULADO PAMFLETOS EN ALGUNAS ASOCIACIONES, PEQUEÑAS REUNIONES.

Hong Kong:

invite members for BBQ and lunch gathering events.

Hungary:

Participation at ethical travel conference.

India:

Yes, we have sponsored five youth in AGM 18. minimum concetional fees for youth members ,organising meeting with like minded people , contacting old drop out members , organising international events in cities.

Indonesia:

Holding Interviews to Candidates

Israel:

Potential members are invited to gatherings, emails to members to recommend Servas to their friends and children.

Italy:

Since the last three years we have been trying to sempliciate the way of travelling (c.f. Italian Motion 001 at SICOGA 2018).

Japan:

Each branch publishes its own brochure or flyers and they are used to recruit new hosts. One branch makes a big size of Servas posters and posts them on the wall of some colleges.

Kazakhstan:

Servas Kazakhstan was involved in UNDPI, Almaty ocial and Environmental Standards (SES) project which came into effect September 1, 2018. Participated in International Peace Day, organized by UNESCO, ALmaty. Video film and photos of the activities are posted in our FB page:

<http://www.facebook.com/servas.kazakhstan>

Kenya:

We organized a peace game among university youths. This was to create awareness on Servas. We recruited 4 youths who were ready to join and volunteer with Servas.

Republic of Korea:

Servas Korea informed the people of the news on SICOGA 2018 last year. A few years ago, the activities on Servas Korea were broadcated in the media and many new members joined in Servas Korea.

Kyrgyzstan:

For example, after SICOGA 2018 we organized special meeting about it. Also as a Coordinator of English Teachers` Association in Kyrgyzstan I presented about Servas. And as a Teacher Trainer I have new English Teachers from different regions of Kyrgyzstan every month and I always inform about SI.

Malaysia:

Organised get together, trying to get members to bring friends. We also wrote to those applied through ServasOnline.

Nepal:

Annual General Meeting and Meeting for attending SICOGA conference.

New Zealand:

Social gatherings in local areas.

Norway:

Appointed a Youth coordinator for outreach to younger people.

Poland:

Servas meetings, photo shows of travelers in public places.

Portugal:

Youth campus, local meetings.

Romania:

Sharing Servas experiences stories about traveling with Servas, the benefits of meeting people trough Servas.

Rwanda:

We did youth meetings and we implemented a youth project to fight against drugs in youth.

Slovenia:

Word of mouth, Servas meetings.

Suriname:

Workshops and motivational group travels.

Taiwan:

Sharing Servas experience gathering (Meeting).

Thailand:

Our Servas members share their Servas experiences via social media suchas Facebook and newsletter. One of our servas member is a teacher, he shares his travel expeirence with his class which received a very good feedback from many his students.

Vietnam: Our Servas members share their Servas experiences via social media suchas Facebook and newsletter. One of our servas member is a teacher, he shares his travel expeirence with his class which received a very good feedback from many his students.

Uganda: Conducted training on how to use Servas online, after the training new members expressed interest to join, interviews were conducted and new members were recruited.

Ukraine: website support, phone consultation according to Servas.

COMMUNICATION WITH MEMBERS

Almost all countries communicate with their members and majority of the communication is done via electronic communication channels and social media platforms. Emails, Facebook, Google newsgroup, website, Viber, Whatsapp, Mailchimp, Instagram, Skip, blog, SMS & phone call are the tools commonly used by countries to disseminate information and newsletter.

SI information is passed on to members by most countries.

SERVAS EVENTS AND PEACEBUILDING

40 countries state they had a designated National Peace Secretary in 2018.

“In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2018?”

- we organized many meals with the members. We organized 4 tango programs with different people who stayed in our country 3 weeks time.
- Updated our interview guidelines to emphasize peacebuilding aspect of Servase. Key workers when contacting referees inform them about the aims of Servas.
- Servas Russia and Belarus branches held a mutual video conference via Webinar App with the participation of members from both countries. The main theme was "Servas as an Intercultural Communication and peace organization". And aslo, in all regional meeting we dedicate time to talk about it
- we organised a week-end together with Servas France in commemoration of the end of WW I in the area of the battlefields at the boarder of our countries
- Servas Brasil has organized regional meetings always as a way to promote fraternization and the exchange of diverse experiences aimed at cultivating and
- maintaining peace. We also celebrate important dates of the Peace Calendar
- with messages or events with members and guests. Such as: Regional Meeting in São Paulo (January/18) to discuss peace and art (The Art for Peace); Meditation Meeting in Minas Gerais to celebrate the International Day of Peace (Sept, 21st); 4 Regional Meetings in the state of Pernambuco that had also members from other states and people interested in Servas; 3 Regional Meetings in Bahia, the first one with the topic of Bob Luitweiler and his legacy; and to conclude Brazil experienced very tense sociopolitical moments in 2018, Servas followed the events always emitting messages against manifestations of hatred,exhorting the good sense or suggesting positive thoughts, towards the Brazilian people, radiating PEACE and social justice.
- Day of peace event in September 2018

- We had a peaceful match with 32 members the National Youth Day sensitizing you on the need for peace and unity in Cameroon. We had similar match on the Cameroon Independence Day
- March 10 2019 Servas Canada Peace Secretary Report (2018) and Strategic Planning for 2019 In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2018? Servas Canada is going through a period of transition and we are examining ways to strengthen the organization and the peace mandate. During this period, the two peace secretaries have chosen to focus on the following priorities, which are in the early stages of implementation. We are striving to:
 - Examine a variety of ways that issues of peace can be communicated to and highlighted for Servas Canada members
 - Aim for democracy as a tool of peace within the organization
 - Ensure good relations among members
 - Network with other organizations that advance peace. Ways that our Servas Group advanced the "peacebuilding" mission of Servas in 2018:
 - For the International Day of Peace Celebration, September 21st 2018, the Peace Secretaries posted an inspirational peace message on the Servas website, encouraging members involvement in local peace initiatives.
 - We contacted a number of organizations to forge links and consider partnerships around peace issues
 - Preliminary work has been done on the conflict resolution and complaint process. Has your Servas group linked with/participated in/co-organized peace related events with other organizations? Yes If, yes, please give details
 - Met with the United Nations Association in Canada (UNAC) (Edmonton) to discuss partnership opportunities between UNAC and Servas Canada and explored ways to create positive public relations for both organizations.
 - Participated as the keynote speaker for the UNAC (Edmonton) celebration of the International Day of Peace on September 21, 2018 at Edmonton City Hall on The Right to Peace - The Universal Declaration of Human Rights at 70, the theme for the 2018. Do you keep a record and publish UN peace related activities?
 - Only via the board reports. Strategic Plan for 2019 The peace secretaries have discussed the following possibilities for 2019:
 - Choose two to three events that would encourage Servas Canada and its members to get involved in Peace such as -Participating in the September 15, 2019 global march on the environment, -Ensuring that Peace activities take place during the International Day for Peace.
 - Build an informal network of representatives for (two per province) to allow local involvement and transition planning.
 - Build partnerships with Destination Canada and First Nations in a spirit of openness and peace (Indigenous tourism).
 - Recruit members for the Servas Canada Conflict Resolution & Appeals Committee and review/revise the Terms of Reference for the committee
 - Ensure that Servas Canada is better connected to its members by proposing for this year a webinar focused on democratic participation and/or peace.
 - For the website -Try to put all comments in an appreciative perspective (in substance and in form); -In the members' obligations' section, add: "to contribute to the promotion of peace". -In the objectives of Servas: rather than target friendship, to promote peace and understanding, members should be encouraged to engage in exchanges that enable them to get out of their comfort zones and be open to other cultures and customs.
- For the third consecutive year, we suggested to our members to organize activities related with the International Peace Day and the International Servas Week. And our Servas members in Talca organised with other organisations the international day of peace. The pictures are in the Peace Calendar
- National gathering and daily conversation over SNS tools
- Adelantamos el Proyecto EPIICAS Exploraciones Integrales InterCulturales Accion Social ; en todo el territorio colombiano. Desarrollo social, intercambio cultural, musica, danza, gastronomia, arte, agricultura, asistencia humanitaria y trabajo con las comunidades indigenas y vulnerables.
- Atravez de las actividades voluntarias de bien social en diferentes sectores vulnerables de la poblacion costarricense asi como buenas relaciones entre los miembros de Servas Costa Rica y nuestros visitantes del resto del mundo
- By travelling, being hosts for travellers and a few member meetings.

- We participated in the run organised by "The Memory of the Nation" (organisation that gathers oral history from the Communist and Nazi era)
- Participation in the UNO debates in march in Geneva
- in the quest to operate legally in the Gambia, the members of the executive found it necessary to register the group at the level of the government requirement to enable us have our legal document in place. This is what warrant us to prepare a constitution for the group and start the registration process attach the national constitution
- Organizing meetings with neighbour regions and again the international Ruhr region meeting. On our annual national meeting we were visiting other volunteer organisations and asked them how they are recruiting new members esp. young ones
- just being nice people,
- SIEMPRE HACEMOS ACTIVIDADES, ESPECIALMENTE CON NIÑOS DESAMPARADOS.
- mentioned it whenever new members join
- organised 70 yr celebration , shared Gandhi peace caps and his message in GA18 , organised AGM 18 in IofC like minded organisation campus .
- By holding Annual Meeting
- visit to Ohel Imaot in Jerusalem - June 2018 organized by Women Wage Peace , Participation in celebrating peace agreement with Egypt - March 2018, International Peace day celebration - Sept 2019
- 1) Italian Servas Youth Group, supported by Italian National Board, promoted and took part to EU Parliament EYE (European Youth Event), Strasbourg, June 2018, introducing Servas and holding a workshop on the multi-cultural future of Europe and the idea of an "European Citizenship" 2) We sent several contributions to the "women travelling alone" project, proposed by Danielle Serres and partially issued in SI bulletin and SI homepage 3) we sent contribution to Servas Peace Calendar
- In the newsletter, we often talk about the peace
- During the peace week, we visited children at the orphanage and planted trees together with them.
- Seven Korean ladies participated in international biking event from April 14th through 18th in Saga, Kyushu. Servas International Peace Riding Club had their 10th event in June by riding in Tsushima Island in the far south Japan. All fourteen members joined the bicycling and rode total 156kms during June 12th – 15th. It was kind of a pilot event to practice and prepare for the SIPR right after the SICOGA2018. After SICOGA 2018, the SIPR 2018 was held along the Hang river from Oct. 21th to Oct. 24th.
- All our members always have meetings with Servas travellers-guests and discuss about intercultural understanding.
- by hosting
- Yes. We carry out various activities related to peace and we also establish links with foundations and organizations that pursue the same aims of world peace.
- Get together with new and old servas members
- We didn't to any specific activities for "peacebuilding" this year. However, we put information from / about different peacemovements on our blog.
- We make the activity that took place during the International Peace month on September 21,2018 was tell children about peace in school called Korea.
- We support migrants
- meetings and crossing partnerships with other institutions
- we organized the 1st international meeting in Russia
- Through organizing various discussions around peace and by attending international building conferences

- In September we co-organized an international 3-day Servas Alpe-Adria meeting in Kobarid at Soca River, remembering 100th anniversary of the end of WWI, participating Servas from Italy, Switzerland, Austria, Czech Republic, Croatia and Slovenia
- **PAYING ATTENTION TO THE POOR AND NEEDY PEOPLE IN OUR COMMUNITY**
- several peace-singing meetings (24 hours) in churches, organized by our peace secretary
- through project "bring the world to the remote schools" (bring traveler to have cultural exchange with students in remote areas)
- In June 2018, we went to Pattaya beach and collected garbage especially plastic/bottle/ glass/ can or metal to preventing it back to sea..
- In July 2018, "Live with us, Share with us" volunteer peace activity was held in Ekinzi Village of Antakya City.
- Visited a vulnerable group of people and provided them with physical items like clothes and also facilitated them with food stuffs
- Coordinated with UN USA and other peace-building organizations
- Servas VN members are encouraged to join peace related activities/initiatives held by other NGOs and community organizations.

“Has your Servas group linked with/participated in/co-organized peace related events with other organizations?”

About half of the countries which submitted their Annual Reports answered yes. The events were jointly held with religious bodies, organisations for the underprivileged and other peace & charitable organisations,

NATIONAL EVENTS AND PROJECTS

“Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?”

36 said Yes

“Is your Servas group registered?”

23 said Yes

National annual meetings:-

The majority of countries held a national annual meeting for members and some held national / local gatherings and meetings between nearby countries.

PRIORITIES, HELP NEEDED, OTHER COMMENTS

NS length in office until 2018:

Year began as NS 2004 and earlier: 3 persons

2005: 4 2006:3 2008: 2 2009: 2 2010:1 2011: 2 2012 : 5 2013:3 2014: 5

2015: 4 2016: 10 2017: 8 2018: 12

Priorities: the common ones are to complete migration of host list to ServasOnline, motivate members to use ServasOnline, recruit members & volunteers, develop internal processes, develop youth membership, organize meetings, 70th anniversary celebrations, hold election, participate in peace activities.

Help:

- Provide contact details of Key workers in other countries to learn from their experience with similar projects

- No help needed from EXCO, but we will need continual help from the ServasOnline team, as there are so many problems that need clarification, and glitches that need fixing.
- Facilitate to arrange servas peace event in Bangladesh. Besides SI EXCO can introduce a new campaign world wide which can be named SERVAS CHARITY.
- a few national groups are already helping and we have also an Int. key member who is guiding us along the year
- All national groups stimulate and help all their members to complete their online profile. The actual situation of the member profiles is incomplete, confusing and even demotivating for members and interviewers.
- We believe that a stronger group in Latin America would help Servas Brazil to get better and stronger. We believe there's a lack of involvement with the national groups in Latin America.
- Throught Volunteer work and Cultural exchange programs and to finance peace developmental programs.
- 1. Keep ServasOnline simple and efficient. 2. Add a toggle variable (one for hosting, one for participating) on ServasOnline that indicates interest in hosting or participating in Making Connections (language, cultural/experiential, volunteer) programming. This motion was put to the 2016 EXCO and was presented as a formal motion to 2018 SICOGA, where it was transferred to the responsibility of the ServasOnline team. 3. Create a French version of the Servas International Bulletin. 4. Simplify and correct the transfer of membership data downloaded from ServasOnline into Mailchimp for easier and more efficient national distribution.
- Maybe the most important would be to keep improving the development of SOL, so in that way more Servas member would be using it more fluently. And we keep thinking that it is totally necessary to improve the communication between the Servas members in Latin America, to be more coordinate and in contact.
- come and join us in our activities
- Necesitamos apoyo para pago internet, mantenimiento equipo computadora y cables, pagar un tiempo semanal a una persona para sacar adelante el directorio de Servas Colombia con buena informacion.
- Facilitar la participacion de más miembros de Servas Costa Rica en actividades internacionales de Servas para fomentar mayor conocimiento y empoderamiento de Servas
- We would appreciate guidance/advise in best practice how to attract new members and organize high participants rate events.
- Give main lines to develop activities or initiate new directions
- we as an organisation are not getting fund from any source, we are not sponsure, here in the gambia. We would like other national societies who has the financial, morally and technically in assisting our national society we will very much appreciate
- NECESITAMOS MANUALES PARA QUE OTROS MIEMBROS APRENDAN A USAR EL PROGRAMA SERVAS ONLINE.
- sponsor group events
- Keep up the good work with ServasOnline, there was tremendous improvement in the past year whenever requird , every body is helping , hope it will continue .
- By direct contact via email, support and counseling
- Redo ServasOnline to make it more user friendly. Change to household-based listing.
- like last year - how to attract youth and young families and if and how to promote Servas on media
- 1) spreading news/advertise events on international level 2) to improve SOL 3) support/funding of volunteers team 4) strong concrete support in visa procedures and release on intern.level
- Need adviced, instructions and support
- Help our country in the planning of the 2020 African regional meeting. We are planning to host following our registration hence we have the legal capability to host it.

- 70 percent of our members are youth. We have great wish and would like to participate in international youth meetings and all Servas projects. We need your help for participation. We will be happy if you organize some meetings including us.
- By sharing and communicating experience with one another
- To give us a platform where we can give information for travellers about The Netherlands. There should be a website for each country where countries can put interesting information
- Try to get travellers from other countries to keep their host list up to date as many who travel to not have it updated.
- somehow help the new NS (soon will have a new one) especially in using Servasonline
- Support our activities.
- data work; financial support for better and new encounters; initiatives with three countries; exchanging news - cultural and artistic
- helping in organising the meeting in 2020
- By mentoring us, supporting us by linking us to other international projects within servas
- Guests visiting Slovenia
- With your advice and your nicest wishes
- ANY HELP IS WELCOME. WHAT WE NEED IS A CONFERENCE ROOM FOR MEETINGS, BUT WE CANNOT FINANCE THAT AND IF POSSIBLE A LAPTOP
- getting Servas Online to work properly;
- better (& complete) translation of the German site of servas.org;
- getting all members worldwide on servas.org
- Exco should consider supporting our projects whenever proposals are submitted
- to enhance official web-site of Servas
- Encourage all national secretaries to update their host lists on a regular basis so our travelers are not frustrated
- reiteramos informe anterior
- It would be appreciated to seek fund for young members to join activities at international level in order to give them more chance to interact with young people from other countries

OTHER COMMENTS

- Servas International as an world wide peace building organization should also do some activity for children education specially, who are living in the street and involved in child labour.
- I would like to see EXCO and the development Comm. helping in making our neighbor countries such as the three Baltic one more active.
- stimulate the "making connections" project
- We are eager to grow more and do more activities. Unfortunately, money is needed. We have no funds, since we have never had any travelers, so no stamp selling.
- Servas is a very important, it teaches us a lot, we want travellers to visit our country so they can learn about our country.
- These are my personal comments: 1.To modernize Servas (and differentiate from other (peace) and travel communities, focus on member groups building local programming under the umbrella Making Connections. This type of programming is where peace-building and cultural learning REALLY happens, not in the day-to-day visits between travellers and hosts. Keep Servas administration simple, so that youth will want to participate.
- Promoviendo y apoyo en gastos de viaje a un miembro servas de la region para reactivar a otros grupos Servas, por ejemplo en Peru.
- As there are a few international committees we would like to see outcomes of their work and how it can help to our work we do locally.
- our take is as a national society we are see other national organisations who are representing other international organisation here in the gambia, they are creating avenues of funding for them to enable maintain their membership. But here members are pay for their membership dues of which

we are using the same fund to carry out certain activities. therefore if the international body can create a funding seling to enable assist national societies in Africa that will help them bust their advocacy and to strethen the level of membership mobilisation in the country. due many people are interested to be part of the society but they cannot countinue

- It would be good that Exco or at least experienced people help newcomers to get into the EXCO position and make clear how important a good team work is, esp. In volunteer organisations.
- I get 2,3 meeting notices a week, sometimes a day, that i am asked to forward to members. I'm not doing it. We need a central clearing house for meeting notices.
- ADJUNTO FOTOS DE NUESTRAS ACTIVIDADES, HEMOS ESTADO POR 3 VECES EN EL CALENDARIO DE PAZ,
- 2017 we used 37 stamps , this year 26 only . May I have your suggetions and input please to promot travelers ? For the international any servas event organising member country should get confirmation from NS of participant country to avoid any kind of mishap .
- Members of Servas Kyrgyzstan are very thankful to EXCO and other national groups for their immediately replies/advices. They are always very helpful.
- If there is any way how it could attract more host.
- Yes. Change the composition of the development Committee. I asked for help several times and never received it
- Yes. Servas International should put more efforts to raise funds to support young people to implement innovative projects which would increase the visibility of Servas in countries and attract more young people
- THAT EXCO CONTINUE HELPING THIRD WORLD COUNTRY MEMBERS TO ATTEND THE GENERAL ASSEMBLIES
- thank you to all EXCO members for your work
- Attract more young people to join Servas.
- using e-LOI and e-stamp
- Exco should also consider visiting member countries and meet with member groups that will promote a sense of membership to some of the members who have not got a chance to host
- Registration process on official site should be validated automatically. Right now all my UA registration from Servas world site didn't get answer
- Aun sigo con la expectativa de poder trabajar y publicar en ONU y en la UNESCO.
- Nosotros siempre hacemos actividades. Informamos a SI. Enviamos fotos de las actividades, nunca han publicado nada de lo que enviamos. Se ha cumplido con la responsabilidad adquirida al máximo. Nosotros todas las actividades las hacemos aportando el dinero de nuestro propio bolsillo
- When we now changed the fee system, people who are not travelling, think about leaving Servas. Because they pay now the same amount then people who are travelling. Especially if the don't get visitors, because they live in the country-side. When I made my report to the Servas assembly, I was asked why the GA is so expensive. They asked for the fee to participate and so. They realized that there are big differences, e.g. GA Poland was quite cheap, even NZ was still ok. But in Seoul this time they found the conference fee expensive. And they wanted to know how many people were sponsored and if they really work and help Servas in their countries to grow or to dedicate their time and work to SI. They got the impression there are a lot of people sponsored. So if they prizes will rise after the three years period, it's possible, that more people will leave Servas.
- NOSOTROS NO PODEMOS ORGANIZAR CAMPAMENTOS , POR LOS COSTOS QUE REPRESENTA, PERO NOS GUSTARIA QUE NUESTROS JOVENES PARTICIPARAN MAS EN LAS QUE SE
- TO RECONSIDER THE DECISION NOT TO FINANCE NATIONAL SECRETARIES THAT ARE LONGER THEN 6 YEARS IN FNCTION. THAT IS WHY SURINAME CANNOT ATTEND GENERAL ASSEMBLIES

- To automize Servas mina website verification process for new members
- I am member since 1993 , attended more than 10 international events including five GA.I feel this SI team is doing very good , well organise helpful and caring .
- Thank you very much for a lot of work to support Servas. We appreciate many people who work for us.

2018 Annual report Membership Team

Annual Report which includes the items 1-8 below:

1. **Name of the Committee:** Membership Team (MT) membership@servas.org
Members: Harald Seiffert, Alexey Terechtchenko, Rita Dessauvage (convenor)

2. Responsibilities

Description, see the Statutes of SI, 2012

Task of the MT is to check

- if Servas Member Groups (with voting rights) meet the requirements for keeping the Member status
- if Servas Groups that have lost the Member status could be reinstated as a Servas Member Group in case they are actually meeting the requirements
- if Servas Groups that are eligible for getting the Member status of SI are meeting all criteria
- the reason(s) why Servas Member Groups are not fulfilling their duties as Member

Important note: MT doesn't take any decision about the Servas Member Groups. After investigation we make recommendations for the General Assembly (GA). It's up to the GA to take in account the research, investigation and the final recommendations of the MT.

The convenor of the MT presents the final report to the GA

It's by a **majority of vote** that the GA can accept/reinstate a Servas Group as Member of SI.

It's by majority of vote that the GA decides that a Servas Member Group will lose the Member status.

2. Plans

Between two GA's the MT

- is constantly following up the situation of some 'critical' Servas Member Groups. We contact them in time so that they can take care to fulfil the requirements for keeping the Member status before the next GA
- we are looking which Servas Groups, not yet member, might get the Member status at the next GA. We give advice how to perform the duties for Membership.

3. **Activities:** Summarise your activities of 2018

- A lot of mailing and investigation preceeded the GA 2018 in Korea.
- We looked in detail at the situation of the Servas Member Groups in order to know if all obligations of Membership of SI were fulfilled.
- We contacted by different ways the Member Groups not fulfilling the obligations (minimum number of hosts/housholds, not an updated hl, not submitted the annual report, minimum number of 3 key persons...)
- We incited some Member groups to implement what was failing. Unfortunately some Servas Member Groups didn't react on our repeated requests
- Verification of the host lists/member lists was in many cases complicated due to the fact that not all Member groups had joined ServasOnline
- Extended communication with potential new Servas Member Groups
- We have sent an 'Interim Report' and a 'Final Report' to SI EXCO General Secretary.
- **Result by majotity vote of the GA 2018:**
Four Servas Groups were granted Member status of SI: Belarus, Bolivia, Gambia and Kenya
Four Servas Member Groups have lost the Member status of SI, they can continue as a Servas Group: Congo-Brazzaville, Ecuador, Lithuania and Pakistan
Total number of Servas Member Groups: 77 (see attached file 'Servas member Groups after GA 2018')

After the vote of the GA

- we have sent our congratulations to the new Servas Member Groups (a delegate of two of the four new Servas Member Groups were present at the GA: Belarus and Kenya)
- we have informed the Servas Groups that lost the Member status.

4. **Outcomes?** What have you achieved in your role?

As convenor of the MT I'm very happy that the GA has followed the recommendations given by the MT. It means that the time and the energy that we have invested in our task has been appreciated.

It's positive that we could encourage/convince some Servas Member Groups to take care of their duties. Thanks to the intervention and support of the MT they didn't loose the Member status.

It's sad that some Member groups lost the membership due to lack of an active board.

The question is how could inactive Groups get support to be reactivated?

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

N/A

6. **Feedback: Do you have any comments/recommendations? Would you like to highlight? any issues?**

Each Committee/Team has a specific task, however we consider the mutual interaction between MT and other teams/committees very important. There is a strong cooperation between MT, Development Committee and Dolphin Team

7. ***Inactive members***

None

Report submitted May 4, 2019

Rita Dessauvage, convenor Membership Team

	SI National Member Groups (with voting right) 77
	SI Genral Assembly 2018
1	Argentina
2	Australia
3	Austria
4	Bangladesh
5	Belarus
6	Belgium & Luxemburg
7	Bolivia
8	Botswana
9	Brazil
10	Britain
11	Bulgaria
12	Cameroon
13	Canada
14	Chile
15	China
16	Colombia
17	Costa Rica
18	Croatia
19	Czech Republic
20	Denmark
21	Finland
22	France
23	Gambia
24	Georgia
25	Germany
26	Greece
27	Guatemala
28	Honduras
29	Hong Kong
30	Hungary
31	India
32	Indonesia
33	Iran
34	Ireland
35	Israel
36	Italy
37	Japan
38	Kazakhstan

39	Kenya
40	Korea
41	Kyrgyzstan
42	Malawi
43	Malaysia
44	Mexico
45	Morocco
46	Nepal
47	Netherlands
48	New Zealand
49	Nigeria
50	Norway
51	Panama
52	Paraguay
53	Peru
54	Poland
55	Portugal
56	Romania
57	Russia
58	Rwanda
59	Sierra Leone
60	Singapore
61	Slovakia
62	Slovenia
63	South Africa
64	Spain
65	Suriname
66	Sweden
67	Switzerland
68	Taiwan
69	Thailand
70	Turkey
71	Uganda
72	Ukraine
73	United States - USA
74	Uruguay
75	Venezuela
76	Vietnam
77	Zambia

