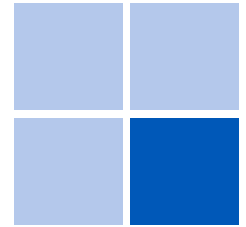


AAWS Highlights

Business of the Board



Meeting of the AAWS, Inc., Board of Directors

June 2024

AAWS Board of Directors

Carolyn W., AAWS Chairperson, Vera F., Reilly K.,
Deborah K., Clint M., Racy J., Ken T., John W., Bob W.

AAWS Internal Audit Committee

The Internal Audit Committee reviews important documents such as guidelines, policies, and bylaws.

Policy, Standard, and Procedure Definitions Document- The committee reviewed the Policy Standard and Procedures Definition Document at a high level. The approach outlined involves seeking input from the board for policy establishment and defining standards and procedures at the operational level with input from departments.

Conflict of Interest Policy - The committee reviewed and discussed updates to the conflict-of-interest policy, specifically changes to the related party language proposed by the CFO and recommended that the AAWS Board approve the revised Alcoholics Anonymous World Services, Inc. Conflict of Interest Policy.

Recommendations forwarded to and approved by the AAWS Board.

- 1. The AAWS Internal Audit Committee (IAC) recommended that the AAWS Board approve the revised Alcoholics Anonymous World Services, Inc. Conflict of Interest Policy.*

AAWS Nominating Committee

The Nominating Committee is responsible for filling vacancies on the A.A. World Services, Inc. board of directors.

Nontrustee Director Search – The Committee has begun the search process for two nontrustee director positions for the AAWS board in 2025. Announcements went out for the upcoming nontrustee director position(s) to begin after the 75th General Service Conference. The committee is receiving resumes and will begin the selection process in July.

The Nominating Committee had no recommendations to the AAWS Board. The Nominating Committee had no recommendations to

AAWS Finance Committee

The Finance Committee reviews and approves AAWS financial reports, annual budget, and the mid-year reforecast budget. The committee also approves literature price changes and discusses self-support matters.

AAWS/GSB April 2024 Financial Report – For the four months ended April 30, 2024, total operating revenue is \$6,956,850 which is 15% more than the year to date (YTD) budget of \$6,031,798. Total operating expenses are \$6,193,848, which is 6% less than the YTD budget of \$6,570,298. Operating surplus before depreciation is \$763,002 compared to a budgeted YTD deficit of \$538,500. Literature gross margin is \$2,575,200, which is 1% less than the YTD budget of \$2,590,292. Contributions are \$3,987,592, which is 23% more than the YTD budget of \$3,255,000.

The reserve fund is at 6.30 months of 2024 operating expenses versus a target range of 9 to 12 months. As of April 30, 2024, operating cash on hand was \$811K and accounts payable are current.

Self-Support Update- The committee approved the Self-Support Subcommittee slate with Vera F. appointed chair of the subcommittee, and continued participation by the AAGV Board through the invitation to appoint a director to join this committee, The committee welcomes David S, Class B Trustee and AAGV director.

Accounts Receivable Policy- The committee received an update on the accounts receivable policy and requested a revision. A revised version will be voted on at an upcoming meeting. This policy helps AAWS manage balances due to AAWS and cash flow.

The International Convention 2025- The committee recommended a revised International Convention budget to the AAWS Board. The updates were to reflect the virtual meeting component and the video product for the 3 big meetings discussed at the 74th General Service Conference.

AAWS Finance Committee (continued)

The Employee Retention Tax Credit (ERTC)- The AAWS Board previously reported that at our March meeting we approved the application for the ERTC (a tax credit to encourage businesses to keep employees on payroll during times like the COVID-19 pandemic). This decision occurred after several discussions that involved the General Service Board, the AAWS Board and the AA Grapevine Board. The AAWS Board carefully considered our Seventh Tradition, our existing tax relief due to our not-for-profit status and the Policy accepted by the General Service Conference which states "Whenever a discount or subsidy is that which would be offered to any other organization of similar size requiring a purchased service or product of similar character and magnitude, for example, convention rates at hotels, it may be accepted. Whenever a discount or subsidy is partly or in total offered because we are Alcoholics Anonymous, it must be declined." Ultimately the decision was made, and reported, that AAWS would apply for the ERTC tax credit for 2021 (the only year we believed we were eligible for).

At the March meeting we approved applying for the year 2021 in the amount of \$274,584 (the actual amount of payroll taxes paid). The initial calculations for the ERTC indicated that we were eligible for \$581,000 for 2021 but, as stated, our group conscience was to apply for a tax credit of no more than we had paid. After the AAWS Board approved proceeding with the application additional consultation with our auditor, BDO*, took place regarding submission requirements and eligibility. At the June AAWS meeting we learned that the auditor advised that although AAWS appeared to be eligible for the year 2021, submission eligibility is based on our consolidated (GSB, AAWS, and AAGV) financials and thus neither AAWS nor AAGV are eligible after all. We will therefore not be applying for the Employee Retention Tax Credit.

*BDO is the name of the company that we have engaged as our external auditor. They complete our annual audits and reporting and are available to us for tax consultation as needed.

International Literature Fund and World Service Meeting Fund Reports- The committee reviewed and accepted the International Literature Fund and World Service Meeting Fund Reports and recommended to the AAWS board that they be forwarded to the Trustees International Committee.

Corporate Credit Card with Royal Bank of Canada - The committee discussed the possibility of applying for a Corporate Credit Card with the Royal Bank of Canada and recommended that the Alcoholics Anonymous World Service Board, Inc. proceed with initiating an application for a corporate credit card with the Royal Bank of Canada.

Recommendations forwarded and approved by the AAWS Board of Directors.

1. *The AAWS Finance Committee recommended the International Convention budget to the AAWS Board.*
2. *The AAWS Finance Committee accepted the International Literature Fund Report and recommended to the AAWS Board that it be forwarded to the Trustees International Committee.*
3. *The AAWS Finance Committee accepted the World Service Meeting Fund Report and recommended to the AAWS Board that it be forwarded to the Trustees International Committee.*
4. *The AAWS Finance Committee recommended that the Alcoholics Anonymous World Service Board, Inc. initiate an application for a corporate credit card with the Royal Bank of Canada.*

AAWS Publishing Committee

The Publishing Committee is responsible for oversight of licensing and publishing activities of A.A.WS including recommending initial pricing for all A.A. literature. They also monitor progress of international translations and literature production.

Plain Language Big Book: A Tool for Reading Alcoholics Anonymous- The committee discussed the book's proposed format and design. Further information on timelines, print quantities and pricing will be available after the July AAWS and GSB meetings.

Committee Consideration to provide Reflexiones Diarias in a large print format- The committee discussed the to provide "Daily Reflections" in a large print format for Spanish-speaking members. This initiative addresses significant demand from the Hispanic community, which has consistently requested this format. The committee also considered future large print editions in French. A proposal was made to present a detailed print run and pricing sheet at the July board meeting for approval. The committee supports moving forward with the large print Spanish edition pending approval for print quantities and pricing at the upcoming board meeting and plans to have further discussions on the French edition.

Twelve Concepts Animated Video update in pursuit of Phase II Option I - The committee received an update that The Twelve Concepts video project is progressing towards completion, with a proposed deadline of December 15th. The initial draft of the narration and whiteboard animation, tailored for an American audience, is under review for minor adjustments. Collaboration with the UK-based production team is ongoing to finalize these changes. Following this, the focus will shift to translating the content into Spanish and French, facilitated by the language services department. The goal is to have the narrations recorded and ready for a comprehensive review by December.

Review Product Pricing for 2025 IC Souvenir Book - The committee heard details on the proposed pricing and discounts for the 2025 International Convention AAWS Produce Souvenir Book and recommended moving forward with the publication at a list price of \$18.00, a pre-order price of \$15.00, and an on-site price of \$17.00. The souvenir book, designed to celebrate the fellowship during the convention in Vancouver, features a draft cover with vibrant colors reflecting the event's spirit.

Recommendations forwarded and approved by the AAWS Board of Directors.

- The Publishing Committee discussed and reviewed the pricing suggestions provided by the Publishing Department and recommended to the AAWS Board to move forward with the publication of the 2025 International Convention Souvenir Book at a list price of \$18.00, a pre-order price of \$15.00, and an on-site price of \$17.00.*

AAWS Technology/Communications/Services Committee

The TCS committee works to improve services, enhance communication with the AAWS Board and Fellowship, and use modern technology to spread their message. They collaborate with the G.S.O. Website Committee to find innovative ways to support those struggling with alcoholism and communicate effectively within the Fellowship, proposing new policies and changes as needed.

Data Integrity Project- The committee received an update that the Data Integrity Project is focused on enhancing email distribution lists by aligning NetSuite and Campaign Monitor. Member Services initiated action to rectify invalid email addresses, primarily targeting 2024 position holders with erroneous entries in NetSuite, due to typos. The committee discussed suppressed contacts who had intentionally unsubscribed and agreed that there would be value in contacting delegates and trustees who had unsubscribed, understanding their reasons, and proposed improvements included updating registration processes and collaborating with registrars for better communication strategies. The aim was to prevent future discrepancies and ensure effective communication with all those we serve.

The AA Service Manual and Twelve Concepts for World Service Progress Update - The committee received an update on the progress of editorial changes to the Service Manual. All editorial changes have been successfully incorporated, and the draft has been submitted for review by the Trustee's Literature Committee and the General Service Board Chair.

Service Material Ad Hoc- The Service Material Ad Hoc Committee reported that the final iteration of the Service Material Procedures booklet has been completed. Approval to move this document forward as a reference for both the office and the board is being sought. The Ad-Hoc Committee approved the document and recommends that it be formally adopted as board policy.

Reports - The committee reviewed the 2024 first quarter LinkedIn Report and agreed to forward it to the Trustee CPC. They also reviewed the 2024 First Quarter Website Report, confirming no updates before preparing to forward it to the PI Trustees. Discussion on the Meeting Guide App's First Quarter Report noted no updates on the Maps Research Report but highlighted resolution of issues for Area 77 Puerto Rico with assistance from the original app designer. Minimal recent activity in the Meeting Guide Japan initiative prompted discussions about potentially concluding the pilot phase due to limited impact and resource concerns. Updates included progress on the YouTube First Quarter Report. Plans for a podcast launch were contingent upon filling the vacancy for a new multimedia production coordinator expected this summer.

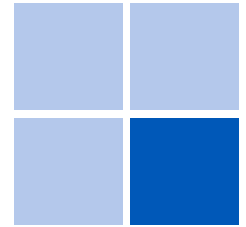
Recommendations forwarded and approved by the AAWS Board of Directors.

- The TCS committee recommended to the AAWS Board that the Analytics Working Group Progress Report be forwarded by AAWS to the trustees' Committee on Public Information.*
- The TCS committee recommended to the AAWS Board that the Board adopt the Service Material Procedures dated June 2024.*
- The TCS committee recommended to the AAWS Board that the 2024 first quarter LinkedIn report be forwarded by AAWS to the trustees' Committee on Cooperation with the Professional Community.*
- The TCS committee recommended to the AAWS Board that the 2024 first quarter reports on Website, Meeting Guide App, YouTube, Google Ads, Online Business Listings and Podcast be forwarded by AAWS to the trustees' Committee on Public Information.*

DATE	EVENT	VENUE
Jan 25	AAWS Board Meeting	GSO - Fl. 11 Conf. Room
Mar 7 Mar 8	AAWS Strategic Planning Session AAWS Board Meeting	GSO - Fl. 11 Conf. Room GSO - Fl. 1 Sockman Lounge
April 18 April 20	Corporate Board Dinner Meetings Corporate Board Meetings	Marriott Brooklyn Bridge Marriott Brooklyn Bridge
June 20 June 21	AAWS Orientation & Strat. Planning AAWS Board Meeting	GSO - Fl. 11 Conf Room GSO - Fl. 1 Dining Rooms A, B, C & D
July 25	AAWS Board Meeting	GSO - Fl. 1 Dining Rooms A&B
Sept 6	AAWS Strategic Planning Session	Virtual
Nov 1	AAWS Board Meeting	GSO - Fl. 1 Sockman Lounge
Dec 12 Dec 13	AAWS Strategic Planning Session AAWS Board Meeting	Virtual Virtual

AAWS Highlights

What's Happening at GSO



Bob W., General Manager

June 2024

Archives

There has been a significant uptick in reported requests, rising from 1,500 to over 2,500 per year. This increase is attributed to the implementation of a new tracking system and the ongoing digitization of conference and trustees' background materials.

Communication Services

The communication services team will soon welcome a multimedia production coordinator to enhance digital content creation capabilities. In recent discussions, staff have expressed concerns about the AAWS LinkedIn page, where there is no verification system in place to confirm employment with AAWS. Efforts are currently underway to conduct quarterly checks and address any unverified associations. Other strategies being explored involve posting notifications on the AAWS LinkedIn page and establishing direct connections for engaging with individuals who may have associated themselves with AAWS in error.

Finance

Recent financial activities include progress on audits for the 2023 Defined Contribution Plan, along with ongoing audits for the Defined Benefit Pension Plan and Defined Contribution Retirement Plan. Form 990 filings are advancing, with the draft for the General Service Board finalized and set for review at the upcoming Trustees Finance Committee meeting in July. The AAWS Form 990 is also nearing completion, undergoing internal audit committee review before moving to the AAWS finance committee. Customer experience training, conducted in collaboration with the HR team, aims to enhance interactions with the fellowship. Additionally, the department oversees a substantial volume of routine financial activities.

Operations

Emphasis was placed on collaboration with the publishing team to address questions about book quality, assuring minimal issues with printed materials managed with support. An upcoming Area registrar-sharing event on July 16th at 8 p.m. was announced with excitement. Additionally, news was shared of a small delegation from the operations team attending the upcoming intergroup seminar. The report concluded with the board expressing appreciation for the prompt and factual responses to recent inquiries about binding issues.

Human Resources

Updates were provided on the recently launched internal intranet 'GSO Connection,' developed by the tech services team. It now hosts resources such as contact lists, handbooks, and department-specific forms. There is a shift to using our employee records management software for total compensation statements to reduce costs. Upcoming initiatives include a compensation benchmarking study and an employee recognition event scheduled for July 19th. Implementation of the Pregnant Workers Fairness Act and accommodation for pregnant employees was discussed. The conversation also covered leadership development programs, performance management, and suggestions for enhancing the GSO Connection with a 'meet the board' page.

Language Services

Language Services updates included a decrease in pending requests for French and Spanish language services. The department has trialed DeepL, translation software, on ten files, considering subscription due to its effectiveness and potential integration with A.A. terminology and glossaries. Progress was noted on policies and procedures for the Language Services Department under development by a Working Group, addressing translation priorities, timelines, and posting guidelines. Preparation continues for the group's inaugural meeting in July, emphasizing collaboration with stakeholders and finalizing procedural timelines.

Staff Services

A detailed update on staff services was presented, highlighting key achievements and updates. The department managed 74,351 emails and 1,009 phone calls from January through May 10th, underscoring the significant workload during this period. Two new staff assistants have integrated well into the team. Discussions within the board on workload impact and office efficiency were emphasized, focusing on controllable factors. Collaboration with another department on leadership modules and plans for staff development in project management were noted. The department's commitment to employee well-being was highlighted, including recent discussions held in a park to promote self-care and organizational success.

Technology Services

Upgrades are currently being made to data platforms to enhance technical infrastructure. Monitoring and scanning software are being installed on all devices to boost information security. Designing and developing an intranet is in progress, which will serve as a central hub to support internal communication of information and documentation, streamlining operations and fostering better collaboration among team members.



Legal, Licensing, and Intellectual Properties

Ongoing efforts to streamline the multi-purpose licensing form were discussed, including plans for automatic renewal features after recent virtual meetings. Russian General Service Board Members Progress noted in translating the Big Book into Haitian Creole, pending review and approval from a Haitian literature committee before printing proceeds. Revisions to the FAQ and Translations Licensing Connection portal (TLC) for international licensing underway to incorporate specific feedback from zonal meetings. Addressed managing intellectual property requests across multiple languages, emphasizing collaboration with translation services for accurate representation of A.A. literature. Outlined plans to finalize procedures for the new licensing form within the next 90 days. Inquiries from the board regarding details on the Haitian Creole translation and user feedback from the licensing portal will be addressed in upcoming reports.

Publishing

The presentation emphasized the publishing team's commitment to high-quality standards. The board was assured of minimal issues relative to the large print volumes, underscoring rigorous measures for prompt resolution. Highlighting the success of the Big Book Special Offer, strong sales of the facsimile first edition were attributed to effective promotional pricing. The rising popularity of large print editions among A.A. members, including plans for Spanish-language versions, was discussed.

Completion of the Catalog with integrated French and Spanish updates was announced, along with upcoming distribution plans and an ad card for the International 2025 Convention. Updates on the Service Manual were met with enthusiastic support for plans to finalize it by year-end. Addressing inquiries about Corrections Committees' impact on digital distribution of AA literature into corrections settings, emphasis was placed on learning from successful regions and exploring new engagement avenues such as podcasts.

General Manager

The report highlighted several employee engagement events and significant organizational milestones, such as:

1. The success of individual breakfasts organized by managers for their teams, which replaced the traditional gratitude breakfast.
2. The retirement celebration of a longtime colleague as a touching event attended by family members.
3. The festivities marking the 85th anniversary of a significant publication, including a memorable cake-cutting ceremony.
4. The Founders' Day celebration was another poignant event where members shared personal stories about the impact of the organization.

Shifting to operational matters, the report discussed the ongoing efforts of an internal working group to assess workload alignment with organizational initiatives. It also outlined plans for upcoming travel, including a site visit to an International Convention, and preparations for an anniversary event focused on licensing literature. The report concluded with an update on strategic discussions aimed at enhancing office efficiency and supporting organizational activities.

The 2025 A.A. International Convention



Language of the Heart
Lenguaje del corazón
Le langage du cœur

Taking place once every five years, the A.A. International Convention marks the anniversary of Bill W.'s first meeting with Dr. Bob and the birth of Alcoholics Anonymous in 1935.

A.A. members and their families and friends from around the globe attend the event. At the International Convention people attend meetings, workshops, dances, and events. A highlight is the traditional flag ceremony to celebrate sobriety worldwide.

Vancouver will welcome A.A. members from around the world for the 2025 International Convention, marking the 90th anniversary of the beginning of our Fellowship's founding.

The International Convention will take place from July 3 - 6, 2025, at the Vancouver Convention Centre and BC Place Stadium.

As the Convention approaches, we will update our website with registration information. Let's celebrate sobriety together in Vancouver in 2025!

[For more information, click here.](#)