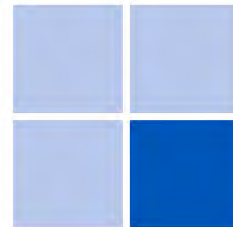


# AAWS Highlights

## *Business of the Board*



Meeting of the AAWS, Inc., Board of Directors

December 13, 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 examines significant documents, including guidelines, policies, and bylaws. Reviews are based on a RACI model, noting who is Responsible, Accountable, Consulted and Informed and then verifying the needed actions have occurred.

The Internal Audit Committee discussed a policy for appropriate usage of artificial intelligence. The importance of not using AI tools where identifiable personal information is involved was noted, as was the need for accuracy checking and regular reviews of this policy due to the evolving nature of this technology.

The annual Internal audit of requirements for financial governance and oversight (finance RACI) has been completed and was forwarded to the AAWS Board. This review includes confirmation that all requirements are being met in areas such as annual engagement of the auditor, contracting practices, financial records retention, compensation practices.

***Recommendations forwarded to and approved by the AAWS Board of Directors.***

***Recommendations to accept Tech Services policies.***

- ***The Internal Audit Committee recommends that the AAWS board adopt the artificial intelligence usage policy.***
- ***The Internal Audit Committee recommends that the AAWS board approve the finance RACI.***

### AAWS Nominating Committee

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

The Nominating Committee had no recommendations to the AAWS Board.

### AAWS Finance Committee

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

The Finance Committee continued development of the 2025 Budget which will be finalized and provided to the Trustees Finance and Budgetary Committee for consideration. The financial report for the year to date as of October 31 was reviewed and accepted.

The Self-Support Subcommittee reported continued efforts in the development of infographics to enhance communications about AA finances, requested updates to the Self-Support page on aa.org, and revisions to Self-Support service materials.

The Finance Committee had no recommendations to the AAWS Board.

### AAWS Publishing Committee

The Publishing Committee oversees AAWS's licensing and publishing activities, including recommending initial pricing for all A.A. literature. They also track the progress of international translations and literature production.

The Publishing Department reported that the second printing of the *Plain Language Big Book* is tentatively expected to be in the warehouse and available to order by January 13, 2025, and that e-book files have all been updated to reflect the revisions.

The AAWS Board reviewed feedback received regarding the impact of the *Plain Language Big Book* including from AA members who have brought it into AA meetings in treatment and correctional settings.

The Publishing Committee had no recommendations to the AAWS Board.

## AAWS TCS 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.

The TCS committee received an update on the data integrity efforts being made. Member Services contacted 1096 position holders who have email address issues or have opted out of communications related to their service position, perhaps in error.

Information from the Intergroup/Central Office managers quarterly call was shared, and this included updates on two offices affected by hurricane Helene.

Staff Services is moving forward by adding QR codes to the newest Service Kit lists.

A 2024 cyber security review was shared that included updates on the completion of necessary work to ensure that AAWS systems and data are sufficiently protected.

### ***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 and Dashboard/Data Warehouse RFP Progress Report be forwarded by AAWS to the trustees' Committee on Public Information.***

## Interim Language Services Committee

The Interim Language Services committee provides guidance and oversight to the Language Services Department, with a priority of policy development.

The Language Services Department reported that from January to October 15, 2024, the department has received 2101 requests for translation compared to 2150 for the full year of 2023.

Work continues on the departmental reviews and recommendations being developed to support prioritizing the limited human and financial resources available for the limitless possible translation work to be completed.

The Interim Language Services Committee had no recommendations to the AAWS Board.

## Intellectual Properties Ad Hoc

The IP Ad Hoc Committee has met five times in 2024 to review policies and procedures for protecting intellectual property. The committee supports the IP team's ongoing work to update and consolidate IP-related documentation.

## International Convention 2025

The AAWS Board, through its Finance Committee, oversees budget and financial reporting for the International Convention.

The AAWS Board received a report from Talley Management, the convention management vendor. It was reported that registration is currently trending on track as compared with prior conventions. Registrations through to November 30th are slightly higher than 2020 Detroit and lower than 2015 for the same timeframe.

It was reported that there are hotel rooms available in the room block, and additional rooms continue to be added as the hotels agree to provide more for the room block. Hotels outside the room block are also available, but these can be higher priced. There is also availability in the dorm rooms at the University of British Columbia and Simon Fraser University, these rooms are affordable and include private and semi-private room options.

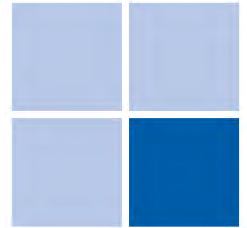
Further reporting on the plans for the International Convention will take place at the General Service Board meeting in the Trustees Committee on International Conventions and Regional Forums.

It promises to be an exciting event where AA members from all over the world come together to celebrate 90 Years of AA, with the theme of Language of the Heart.



# AAWS Highlights

## *What's Happening at GSO*



Bob W., General Manager

December 13, 2024

### Archives

The Archives Department remained highly active, handling over 5,400 research requests since January, including 110 group history inquiries. Notable acquisitions include a rare 1951 wire recording of Bill W., which is being prepared for digitization. Significant digital preservation work has been completed. A festive holiday exhibit featuring historical A.A. materials was curated, and the Archivist attended the 27th National A.A. Archives Workshop. Planning is underway for the Archives' 50th Anniversary in November 2025.

### Communication Services

The Communication Services team has made significant progress for a new dashboard and data warehouse with planning set for Q1 2025. The Podcast team is finalizing eight episodes for a mid-January launch. The winter 2025 issue of *Box 4-5-9* and the next *About AA* are in production, with a mobile-friendly *Box 4-5-9* also in development.

### Finance

The Finance Department has completed the 2025 budget proposal process and finalized IRS Form 990 and NYS Form CHAR-500 filings. In November, the team processed 4,879 contributions totaling \$700,720. Monthly financial statements and cash reports were presented to the AAWS Board. Additional activities included overseeing a Workers Compensation audit.

### Human Resources

HR successfully completed the compensation benchmarking study with adjustments planned for 2025. Key achievements include launching the GSO Connection intranet, completing the second year of the Leadership Development Program, and hosting performance management and communication workshops. Staff engagement highlights included a summer wellness program, and employee recognition awards.

### Language Services

The Language Services Department handled 803 language requests since June, significantly reducing pending French and Spanish projects. Key projects include completing the French *AA Service Manual* translation and nearing completion of the Spanish version. Recruitment continues for a Spanish Translator/Editor, while process improvements and cross-departmental collaboration are ongoing. The team expanded the use of technology resulting in estimated savings of \$4,470. Staff also attended the Eastern Canada Forum and presented at Area 90. Efforts continue on finalizing the WSM report and refining workflows.

### Operations

The Member Services team completed Phase III of the Data Integrity Project, reconnecting with 623 trusted servants and responding to over 11,500 emails and 8,300 calls. The team processed 13,025 literature orders and thousands of Fellowship updates in NetSuite and Fellowship Connection. The Mailroom processed over 18,700 pieces of mail. Staff engaged in online training in strategic planning and customer service, while Inventory and Warehousing collaborated with Group Services to update Service Kits and monitor stock levels using QR codes.

### Publishing

The Publishing Department distributed 72,500 copies of the *Plain Language Big Book* since its November 1 release, with over 13,000 backordered. A second printing of 100,000 copies is expected in January 2025. November eBook and audiobook sales totaled \$25,618.85, and 75 new correctional facilities accessed digital literature. Holiday special offers began December 2, featuring discounts on Big Books and a facsimile first edition. Recent releases include the *2024-2026 AA Service Manual* (English) and *Black in A.A.* (French & Spanish). Upcoming projects include QR code implementation and preparation for the 5th Edition Big Book.



## Staff Services

The Staff Services Department supported three Regional Forums, the World Service Meeting with 74 delegates from 49 countries, and the kickoff of 2025 International Convention registration. Key efforts included a “Social Styles” communication workshop and preparations for the 75th General Service Conference. The department also participated in the 2024 Day of Sharing with 14 other 12 Step Fellowships. Work continues on the Military Outreach Project and the Deaf A.A. Member Special Forum scheduled for January 2025.

## Technology Services

Technology Services has launched a new Staff Portal for streamlined access to service materials and management guidelines. System upgrades are on track for December completion, improving efficiency and accessibility. Key system enhancements include improved contribution statements, automated kit ordering, and stronger security measures against carding attacks. Progress continues on the Fellowship Connection and IC2025 app projects, with a focus on data integrity and cybersecurity improvements.

## Legal, Licensing, and Intellectual Properties

Since July, the team has managed 1,315 licensing requests, closing 1,175. The a-la-carte licensing form, supporting automatic renewals, is now in use. Internationally, the team engaged with eight countries during the World Service Meeting and held a virtual meeting with Kyrgyzstan. Work continues on the Haitian Creole Big Book review and several new translations. The department remains current on all tasks while managing Intellectual Property requests.

## General Manager

The General Manager extends gratitude to the GSO staff and Boards for their service, leadership, and commitment to the Fellowship. Efforts continue on a full office inventory to assess staff workloads, with completion scheduled for January 2025. Planning for the GSO renovations is progressing, and staff are encouraged to maintain work-life balance during the holiday season. Recent travel included a 2025 International Convention site visit, and the Southeast Regional Forum. Upcoming travel includes another 2025 International Convention site visit and the West Canada Region Service Assembly.

## Make plans to attend the 2025 A.A. International Convention scheduled in Vancouver, British Columbia, Canada



**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. This will mark 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!

*\* 2025 International Convention logo is an AAWS Service Mark and may ONLY be used with permission from AAWS.*