



Annual Report 2017 - 2018

Annual General Meeting

1st March 2019

**General Service Board of Alcoholics
Anonymous in Ireland CLG**

(A Company Limited by Guarantee and not having a Share Capital)

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General Information

Directors:

Liam O'Broin

Patrick O'Keefe

Patrick Kennedy

Brian Fitzpatrick

Edmond John Dillon

Diarmuid McKeown

Company Secretary:

Anthony O'Carroll

Registered Office:

Unit 2, Block C, Santry Business Park, Swords Road, Dublin 9

Premises

The General Service Board of Alcoholics Anonymous in Ireland, (GSBAA) is in legal possession of two properties. These are The General Service Office (GSO) at Unit 2, Block C, Santry Business Park, Dublin 9. This property is held on a 20 year lease, which commenced in January 2007.

The second property is the Central Service Office, located at Unit 11, North City Business Centre, 2, Duncairn Gardens, Belfast, BT15 2GG. This property is held on a one-year renewable agreement.

Official Website: www.alcoholicsanonymous.ie

Bankers:

AIB, Swords Road, Dublin 9

EBS, 28 Main Street, Swords, Co Dublin

Bank of Ireland, Collinstown Cross, Omega House, Cloghran, Co Dublin

Solicitors:

Morrissey Clarke Solicitors, 1B Lower George's Street, Dun Laoghaire, Co. Dublin

Auditors:

Whelan Dowling & Associates, Chartered Accountants and Statutory Audit Firm,

Block 2, Unit 1 & 4, Northwood Court, Santry, Dublin 9

Company Registration No. 64287

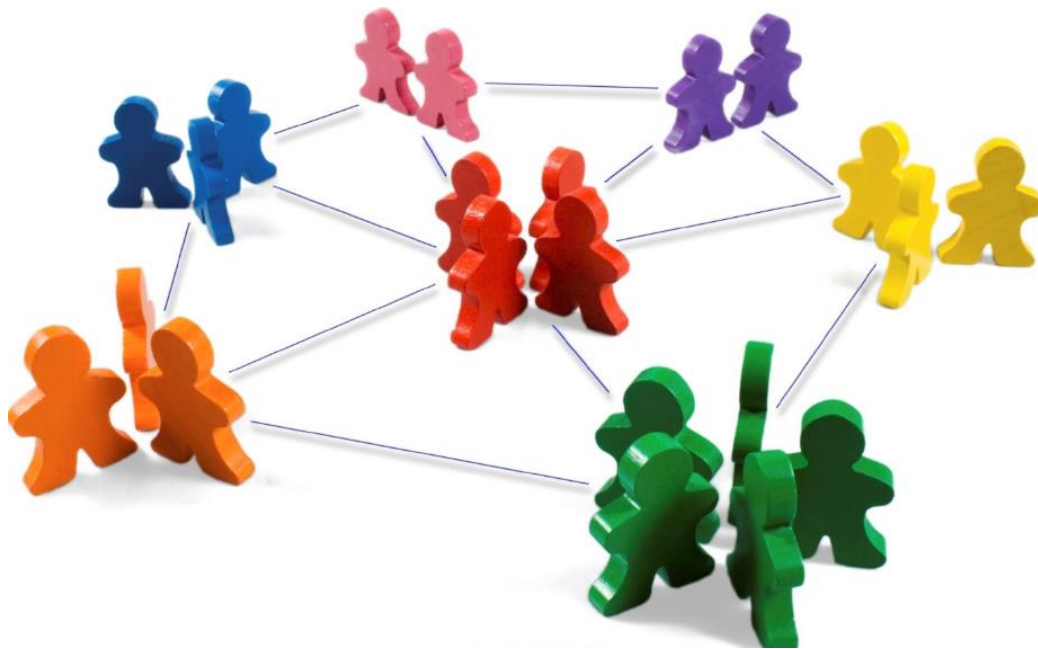
Charity Number: 6014

CRA Number: 20010010

Preamble

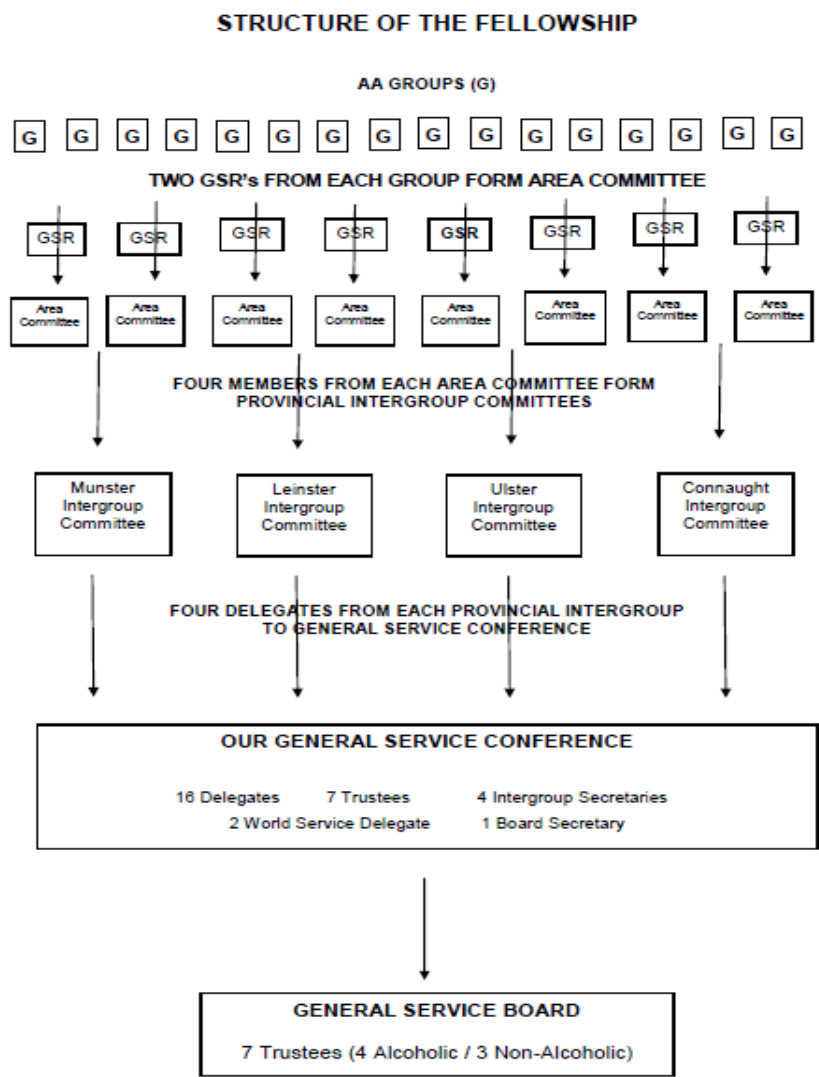
Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions. A.A. is not allied with any sect, denomination, politics, organisation or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.



Overview of AA Service Structure

'The strength of our whole AA service structure starts with the Group and with the General Service Representative (G.S.R.) that the Group elects, I cannot emphasise too strongly the G.S.R.'s importance'....Bill W.



Significant dates in the History of AA in Ireland

Alcoholics Anonymous was started in 1935 in Akron, Ohio, USA and came to Ireland in 1946.

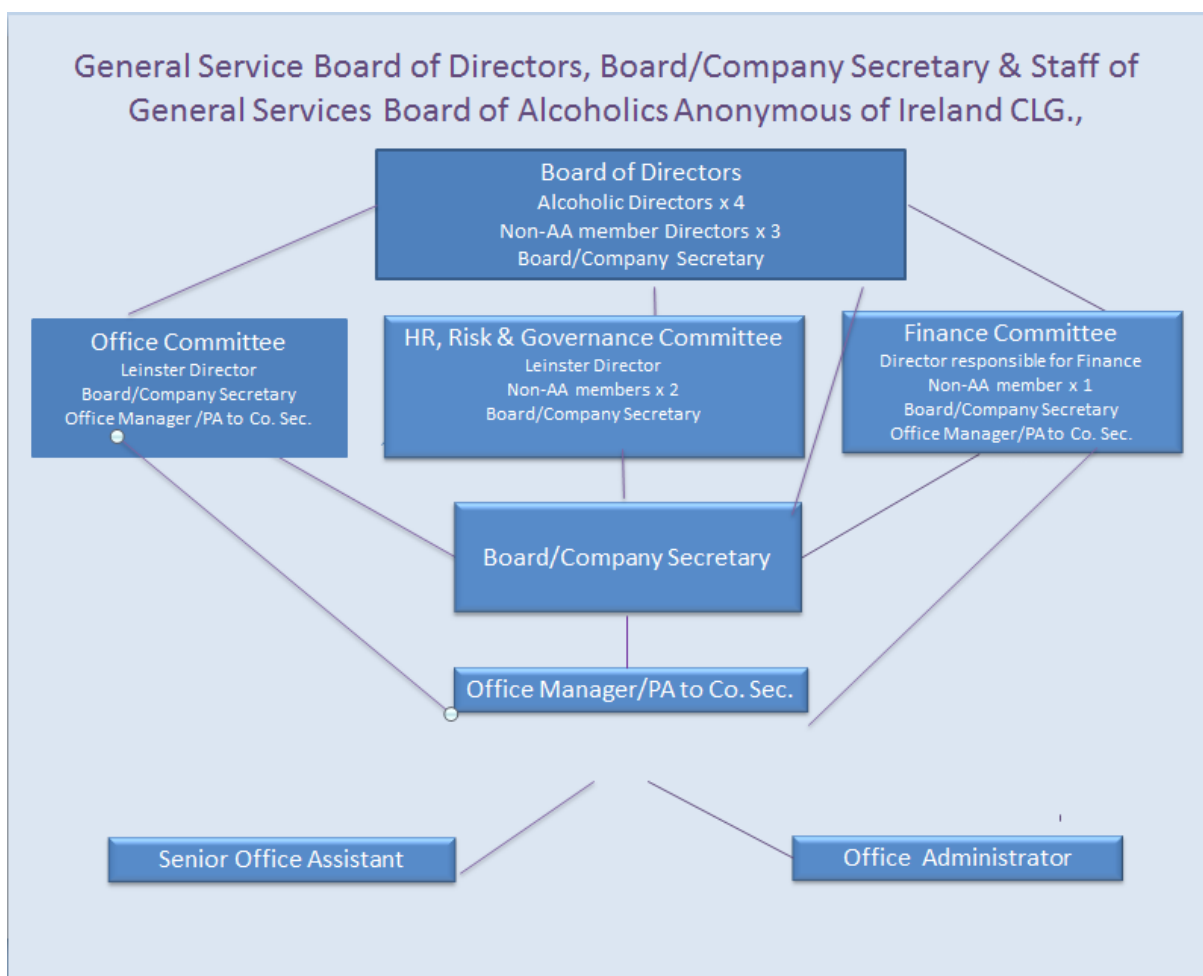
1946	18 th November	First Closed Meeting held in Dublin
1946	25 th November	First Public Meeting held in Dublin
1947	January	Departure of Conor F. for the USA
1948	April	Second Irish Group formed in Bundoran
1948	May	Group started in Belfast
1948	July	Group started in Limerick
1949	April	First issue of 'The Road Back'
1949	October	Group started in Cork
1950		Group started in Galway
1950		Bill W. and his wife Lois visit Ireland
1957		First All Ireland Convention held in Dublin. This Convention rotates yearly between Connaught Munster Ulster and Leinster
1968	24 th November	First meeting of General Service Conference held in Dublin
1970		General Service Office opened in Essex Quay, Dublin.
1974	April	Return visit of Lois to Ireland
1978	23 rd August	General Service Board was incorporated
1978	18 th November	First meeting of General Service Board held in Dublin
1978		Service Handbook for Ireland (Green Handbook) was published
1979	22 nd August	Sackville died
1979		Census estimated 6000 members
1980		Archival material was donated to General Service Board
1982		Ireland became a member of the new European Service Conference
1982	19 th December	Richard P died
1983	28 th April	Charity Status Number issued to GSBAA

1986		AA celebrated 40 years in Ireland
1987		General Service Office moved to new premises at 109 South Circular Road, Dublin 8
1988		Archives mobile display started
1992		Second edition of the Service Handbook for Ireland is published
1993	8 th July	Conor F. died in Philadelphia
1993		Census held – Conference decision to abandon it due to lack of response
1994		General Service Board acquired and developed the premises at 109 South Circular Road, Dublin 8
1996	13 th January	Opening of Golden Jubilee Year events held at the Burlington Hotel, Dublin
1996	25 th -28 th April	Golden Jubilee Year All Ireland Convention held in Killarney, Co. Kerry
1996	18 th November	Golden Jubilee Year Closed Meetings held throughout Ireland
1996	6 th &7 th December	Closing function of Golden Jubilee Year held in Newcastle, Co. Down
1997	August	Eva Jennings died
2001		All Ireland Convention cancelled due to outbreak of Foot & Mouth Disease
2005		AA in Ireland website launched
2007	July	General Service Office Office moved to new premises at Unit 2, Block C, Santry Business Park, Swords Road, Dublin 9
2009-2010		Census held
2011		The Road Back film was produced for use in Public Information
2016	October	Central Service Office, Belfast moved to new premises at North City Business Centre, Unit 11, 2 Duncairn Gardens, Belfast BT15 2GG
2016	18 th November	70 th Anniversary of AA in Ireland held in Green Isle Hotel, Dublin
2017	August	Mobile phone number especially for the Deaf and Hard of Hearing introduced by AA
2018	July	Launch of new website

Organisational Chart for the General Service Board of AA

Four directors are members of Alcoholics Anonymous with extensive experience in serving the Fellowship in the four provinces.

Three directors are sourced from outside the fellowship and fulfil an important role in governance and advisory capacities.



Directors' Reports

Patrick Kennedy (Leinster)

- a. Archives
- b. Publications
- c. Website

Liam O'Broin (Connaught)

- a. Road Back

Brian Fitzpatrick (Ulster)

- a. News Sheet

Patrick O' Keefe (Munster)

- a. Finance/Treasurer GSBAA
- b. Public Information

Non-AA Member Company Directors - Edmond Dillon & Diarmuid McKeown

- a. Risk & Governance

General Service Office

The General Service Office (GSO) of Alcoholics Anonymous in Ireland is situated at Unit 2, Block C, Santry Business Park, Swords Road, Dublin 9.

The General Service Board of Alcoholics Anonymous in Ireland is responsible for the General Service Office and its operations. They employ three full time staff to deliver the day to day services to AA members, AA groups and the general public.

The core objectives of the GSO include the following:

- Provide guidance for anyone contacting GSO. Calls known as 12th step calls within AA are given priority.
- Process daily general enquiries relating to AA (see telephone call report)
- Process orders for AA publications to individuals, groups and AA events via telephone, email, website and counter sales
- Ensure adequate stock of AA Conference Approved Publications is available to AA Groups & individuals
- Design and collate various In-House booklets for AA Groups
- Update our CRM (Customer Relationship Management) system with relative details relating to AA Groups, Committees etc.
- Process Public Information requests on behalf of the Fellowship
- House the Archives for AA in Ireland
- Manage the Official website for AA in Ireland (www.alcoholicsanonymous.ie)
- Process AA Group records
- Collate the Road Back magazine for distribution to subscribers
- Collate the News Sheet for distribution to AA Groups and AA GSOs overseas
- Organise an AA Conference approved publications display at the Annual All-Ireland Convention
- Provide administrative support to the General Service Board and Company Secretary
- Issue reports as required to the General Service Board of AA meetings
- Prepare accounts for annual audit

- Ensure accountability structures are upheld in relation to finance within the General Service Office
- Process Payroll and Revenue returns
- Co-ordinate annual Conference arrangements e.g., hotel venue, itinerary, invitations, documentation etc.
- Co-ordinate Annual General Meeting arrangements e.g. hotel venue, itinerary, invitations, documentation etc.
- Co-ordinate travel and accommodation arrangements on behalf of nominated Delegates from Conference travelling to overseas AA Events

Incoming Calls Report – General Service Office

The General Service Office receives a range of calls on a daily basis which vary from general enquiries, AA related enquiries, orders for AA publications and calls from those seeking help for an alcohol related problem, whether it is their own drinking or somebody else's drinking.


The term used to describe calls from for those seeking help for their own drink problem is 12th Step calls; these calls are given priority over all other work.

The length of time it takes to pass a 12th step call to the Fellowship depends greatly on the availability of accessible phone numbers and groups are requested to regularly update their contact list. It takes, on average, 20 minutes to pass a 12th step call from GSO to an AA member, but it can take up to an hour or more.

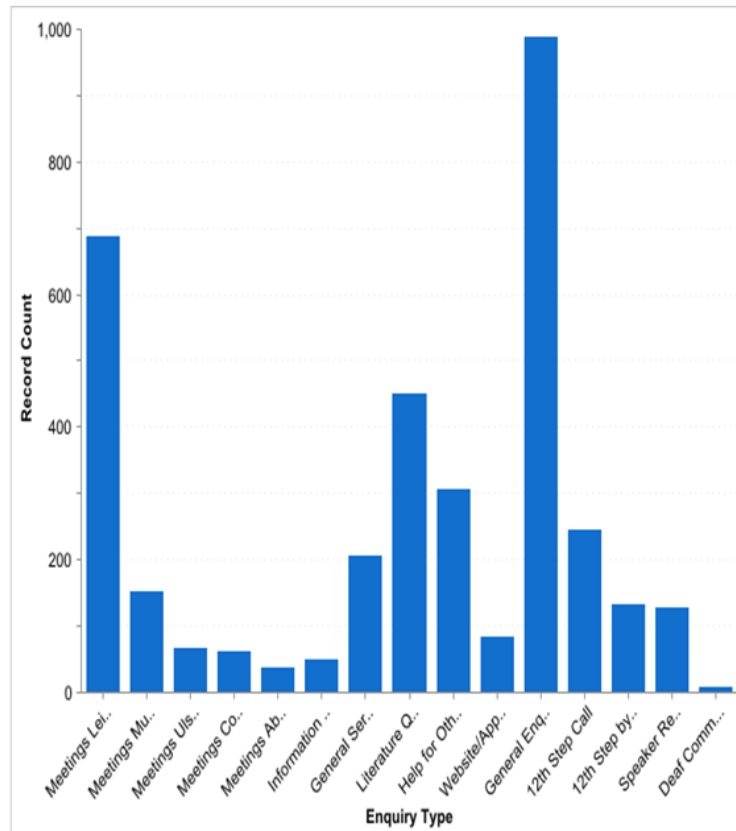
GSO is an important point of contact for requests for AA speakers for various organisations, including schools, youth groups, hospitals, adult education colleges, places of employment, churches and so forth. Where relevant, the office staff is responsible for obtaining the information and forwarding it to the relevant public information contact. It then becomes the responsibility of the local PI contact/committee to contact the organisation/group making the request. PI contacts/committees are reminded that problems can arise when those responsible do not follow up with the organisation requesting the AA visit e.g. where teachers organise their timetable around the AA visit. To avoid any misunderstanding it is vital that we respond to all requests.

The General Service Office does not store any personal information on those who contact our office, we only store information on the types of queries so we can continue to improve our services to the fellowship and the public.

Breakdown of monthly calls received 1st February 2018 to 31st December 2018

Analysis of Monthly Telephone Calls from 1st February 2018 to 31st December 2018																														
	Meetings Leinster		Meetings Munster		Meetings Ulster		Meetings Connaught		Meetings Abroad		Information on outside Organisations		GSBAA		Literature		Help for Others		Website/App		12 Step		12 Step by email		Speaker Requests / P		Deaf Community Text Service		Totals	
	Leinster	Munster	Ulster	Connaught	Abroad	Information on outside Organisations	GSBAA	Literature	Help for Others	Website/App	General	12 Step	12 Step by email	Speaker Requests / P	Deaf Community Text Service	Totals														
Feb. 2018	59	10	3	2	4	4	25	51	25	1	96	13	14	13	1	1	13	1	321											
Mar. 2018	57	10	4	5	3	5	24	34	28	4	86	32	15	13	0	0	13	0	320											
Apr. 2018	62	8	1	4	1	8	26	35	34	3	90	36	9	11	0	0	11	0	328											
May. 2018	47	9	7	5	3	7	28	54	38	2	74	24	10	9	0	0	9	0	317											
June. 2018	58	7	4	4	3	4	17	29	23	1	109	16	10	2	0	0	2	0	287											
July. 2018	82	18	7	7	4	6	24	39	29	4	107	24	3	9	1	1	9	1	364											
Aug. 2018	92	18	16	12	4	2	14	34	30	23	89	24	13	8	2	2	8	2	381											
Sept. 2018	56	11	5	10	7	3	15	31	17	16	79	16	14	14	3	3	14	3	297											
Oct. 2018	70	18	8	6	4	8	11	55	30	14	106	16	18	15	0	0	15	0	379											
Nov. 2018	71	28	6	3	3	1	15	60	34	6	96	24	12	21	0	0	21	0	380											
Dec. 2018	33	14	6	4	1	2	7	28	17	8	55	19	14	11	0	0	11	0	219											
Totals	687	151	67	62	37	50	206	450	305	82	987	244	132	126	7	7	126	7	3593											

A snapshot of calls received and the subject they relate to.



Enquiry Type: Meetings Leinster (687 records)
Enquiry Type: Meetings Munster (151 records)
Enquiry Type: Meetings Ulster (67 records)
Enquiry Type: Meetings Connaught (62 records)
Enquiry Type: Meetings Abroad (37 records)
Enquiry Type: Information on Outside Organisations (50 records)
Enquiry Type: General Service Board Members (206 records)
Enquiry Type: Literature Queries (450 records)
Enquiry Type: Help for Others (305 records)
Enquiry Type: Website/App Query (82 records)
Enquiry Type: General Enquiry (987 records)
Enquiry Type: 12th Step Call (244 records)
Enquiry Type: 12th Step by Email (132 records)
Enquiry Type: Speaker Requests/PI (126 records)
Enquiry Type: Deaf Comm. Text (7 records)
Grand Totals (3,593 records)

Archives

This year saw the creation of the part time position of an AA archivist. A long standing member of the fellowship has taken on this voluntary position. The parameters and responsibilities for this role were laid down by the General Service Board and work has commenced on the appropriate preservation of archival material with a view to making this material available for uploading to our website.

With responsibility for the archives, the Leinster Director took a number of initiatives to update the archives policies and procedures. This includes contact being made with the National Archives of Ireland for advice and information. The office of Data Protection was contacted for guidance on retention of historical data. Future plans include the transfer of old film reels to an up to date media storage system.

It is intended to create a PowerPoint presentation of a selection of archival material for use at Conventions etc. and with the potential of it being added to the website.

The archives can be viewed by appointment only by emailing archives@alcoholicsanonymous.ie

Publications

During 2018, Conference authorised and approved of a number of new AA publications, which have been added to AA's list of approved literature for sale and distribution to the Fellowship. These new publications include a notice for the Deaf and Hard of Hearing, which has been distributed to all groups in Ireland, free of charge. This initiative for the deaf included the purchase of a dedicated mobile phone for exclusive use by the deaf and hard of hearing to message GSO with enquiries and for assistance. Other publications include a new set of "Guidelines for Public Information". This was a huge task and involved the work of a committee over two years and then the collation and editing of all the material, the assembly and printing of same, final approval by Conference and then the sale and distribution to PI Committees and other interested parties.

The next new publication on the list was the re-writing of the old Treasurers Handbook to bring it up to date and to comply with reporting regulations. This was done and the booklet was renamed the “The AA Group Financial Guidelines and Record Book”. Following Conference approval this was distributed to every group in Ireland. Again, there was no charge to groups for this booklet.

The new Constitution of The General Service Board of Alcoholics of Ireland, which replaces the existing Memorandum and Articles of Association of the Company, was written and then officially approved by the Companies Registration Office. Following this it was brought to Conference and approved. It was published in booklet form, comprising 29 pages, and is available from the General Service Office.

The Group Information Sheet has been updated and is available on the AA Website, (q.v.) and also in hard copy. This is now coloured green to distinguish from previous versions. A “Newly-elected Officer Form” has been prepared which is intended for use by Areas and Intergroups to provide relevant contact information for officers.

The “Directory of AA Groups in Ireland”, called the “Directory”, has not been reprinted since November 2017. This is due to the additional information required to comply with GDPR. It is intended to print an updated, GDPR compliant version of the Directory in early 2019.

The “Service Handbook for Ireland”, called the Green Handbook, is in the process of being updated in anticipation of being brought to Conference for approval.

AA Website Report www.alcoholicsanonymous.ie

On August 22nd 2018, at 1.00pm, the new AA website went live online. This very important event in the AA calendar was the culmination of countless hours of behind-the-scenes work and decision-making. Preparation for the new website was begun in 2016 by the then Ulster Trustee. The Leinster trustee then took over the role of bringing this major project to completion. There are many new inclusions on the website. There is now an online payment system in operation which is working successfully and is being availed of by members all over the country. There are also a number of new areas on the website such as the Members Only area where all members can view

minutes of meetings such as Area, Intergroup and Conference. There is also an email facility included on the Members area where members of groups can email other groups and areas and keep each other informed of AA news and events.

On the public area of the website there is complete information available on AA meetings throughout the country. Also, there is an area for professionals in the healthcare field to get information on AA's services. The AA film, "The Road Back" is freely available to view or download. There is also a short animated film for members of the public to view which offers information on possible alcohol issues.

A new area containing excerpts from our archives about significant events and dates, including photographs and letters from our founders etc. will soon be coming online.

A link to all officially required information on the registered charity that is Alcoholics Anonymous, including list of directors, annual accounts and company reports is now included on the homepage.

In addition to these new developments the website contains the latest updates on AA events both in Ireland and abroad.

The AA website has been very successful since its launch and is receiving record numbers of "hits" for information on meetings and other useful material. As the service matures and 'beds in' it is expected to be of even more use to the fellowship.

Leinster Trustee/Director.

The Road Back – A Meeting in Print

The Road Back magazine is a very special magazine and its history dates back to the earliest years of AA in Ireland. In fact it will be 60 years old in April of 2019 D.V. Sackville championed the publication for many years and was its editor until the 70's when it was then incorporated more fully into the services of the GSBAA itself.

The Road Back has always been a subject of discussion as it cyclically prospers and wanes over the decades. It has had near death experiences on more than one occasion but has fortunately survived the guillotine by the hand of Providence.

The Road Back is the Fellowship's "meeting in print" and has been well received by our members both here at home and by AAs abroad.

The Road Back was given a new look and a more friendly saluting image in recent years and the table of contents now reflects a more balanced production. We have in addition to the illuminating testimonials of our members of their recovery experience in AA, their individual interpretation of our Twelve Step programme and above all their 'full and thankful hearts' for the gift of sobriety and the privilege to be of service in AA in all its many facets.

The magazine is published bi-monthly and the Editor of the magazine is the Board of AA itself. I merely compile and set out the magazine for the Board. When it is signed off on the office staff then copy edit the production and finally it wings its way to our printers.

GSO mails to collective and individual subscribers. Special thanks to GSO staff in ensuring timely copy to the Fellowship.

The last year of production saw the Twelve Steps featured. Contributions from members may take the form of story, article, joke or wisdoms heard at meetings, photos, therefore offering a wide diversity of ways in which members can contribute.

In addition we garner copy from similar publications e.g The Grapevine, AA New York, AA UK's Share, Scottish AA's Roundabout and AA mags from 'down under' and these publications in turn use the contributions that have their unique origins in our very own Road Back.

The magazine has been more than reasonably priced to date and like all successful service projects in AA requires members to take ownership of their Group's Road Back needs, ensuring subscription renewals and promoting our 'meeting in print' at Group level and especially to newcomers.

Surplus copies have been brought to Area and Intergroup Committees for distribution to Hospitals, Treatment Centres and Prisons.

In keeping with new age trends and technologies the publication is moving to an online facility and may be purchased from the AA website as a digital copy. It is hoped this new online facility will be available to the membership in due course.

While we realise that we are based on attraction and not promotion, the Road Back may be one such exception that deserves its attractiveness to be very much promoted. It is one of our many vehicles of service for accomplishing our primary purpose i.e. Primarily carrying our message to the alcoholic who is growing and sustaining their recovery inside the rooms. "We cannot transmit what we haven't got " our book 'Alcoholics Anonymous' reminds us and the Road Back is one very effective means of transmitting the miracle of recovery throughout our Fellowship and possibly helping others experience that same miracle through the grace of God.

The challenge for Conference and the Fellowship at large is how best can we carry our message - and how best can we utilise The Road Back towards this end.

The News Sheet – an aid to service

In the sixties AA World Services in New York launched a News Sheet which was, and still, is called Box 459. The title was taken from the P.O. box number of AA in New York

Box 459 is a quarterly News Sheet with objectives such as AA recovery and service, events and news worthy items.

Box 459 in the beginning was distributed to all groups in Ireland. It was then decided by Conference that AA Ireland needed a similar format hence the News Sheet was introduced.

The News Sheet is a bi-monthly publication and produced by the General Service Board of Alcoholics Anonymous in Ireland. It is an aid to recovery and service, and lists AA conventions and one day events.

Each group in Ireland receives approximately five copies per issue. This publication is now available to view under the member's area of our website at www.alcoholicsanonymous.ie so members can log on and enjoy it what it has to offer. The distribution of hardcopies to each group every two months is under review because it is easily accessible to view and download on our website.

National Public Information

In April 2018 a new Public Information folder was prepared and published for use by AA members involved in carrying the AA message of recovery to the wider public. Thus far, this is proving to be an essential item in the AA toolbox. This Public Information folder is currently available from our General Service Office in Santry.

Another initiative undertaken during the past year was the establishment of contact with RTE and Virgin Media in relation to having AA's contact information listed on their helpline and their Support section. It is intended to make contact with other relevant media organisations with a view to making information available to the general public about our services.

Our Film, The Road Back, which depicts the lives of people in recovery from alcoholism, continues to be popular with institutions and the wider public, both in Ireland and further abroad. Indeed, it has been subtitled in various languages throughout Europe, and is even in use in the American prison system.

Further information for Healthcare Professionals is available on our updated website along with short animated film titled 'one minute to save your life'.

We will continue to be proactive in the area of Public Information in the coming year.

Non-AA Member Directors' Report

The current non-AA member Directors are Eamonn Dillon and Diarmuid McKeown. Diarmuid joined the Board of Directors in 2018 and they continue to meet the challenges and responsibilities of these roles.

The Service Handbook for Ireland states that the General Service Board is the chief service arm of Conference, it is responsible for the business affairs of the Fellowship. The Board consists of seven Directors, four AA members and three who are non-AA members. The AA member Directors are long standing members of AA and are well known not just to their fellow members in their provinces but to the Fellowship throughout Ireland. The non-AA member Directors are selected for their expertise in governance

matters. The role is voluntary and unpaid, save for the reimbursements of expenses. The role that was originally envisaged for the non-AA member Directors - to provide an outside and independent voice and viewpoint and to safeguard the assets and reputation of AA - remains critically important.

This past year, 2018, brought many challenges for the fellowship and for the board. These challenges, for example were corporate governance matters, Charities Regulation Compliance, GDPR related matters, have all been dealt with in an appropriate manner.

These ongoing efforts by the General Service Board and in particular the Office Committee have resulted in a more efficient and timely implementation of processes and procedures

The ongoing changes to the Charities Governance Code launched in November 2018 require us as a board to continue to be proactive in fulfilling our fiduciary duties as directors.

As statutory requirements continue to be updated, the Board continues to meet its ever-evolving responsibilities. There are further challenges ahead in the areas of corporate governance and compliance. The Board welcomes the increased transparency that these present. These changes in compliance requirements enable us to better provide our full range of services in a more open, transparent and accountable manner.

GSBAA continues to strive to meet its responsibilities under company law and operates in a manner consistent with the requirements of the Charities Regulatory Authority (CRA).

Draft Financial Statements

The auditor, Whelan Dowling & Associates presented the draft Financial Statements for the year ended 31st October 2018 to the General Service Board of Alcoholics Anonymous CLG in December 2018.

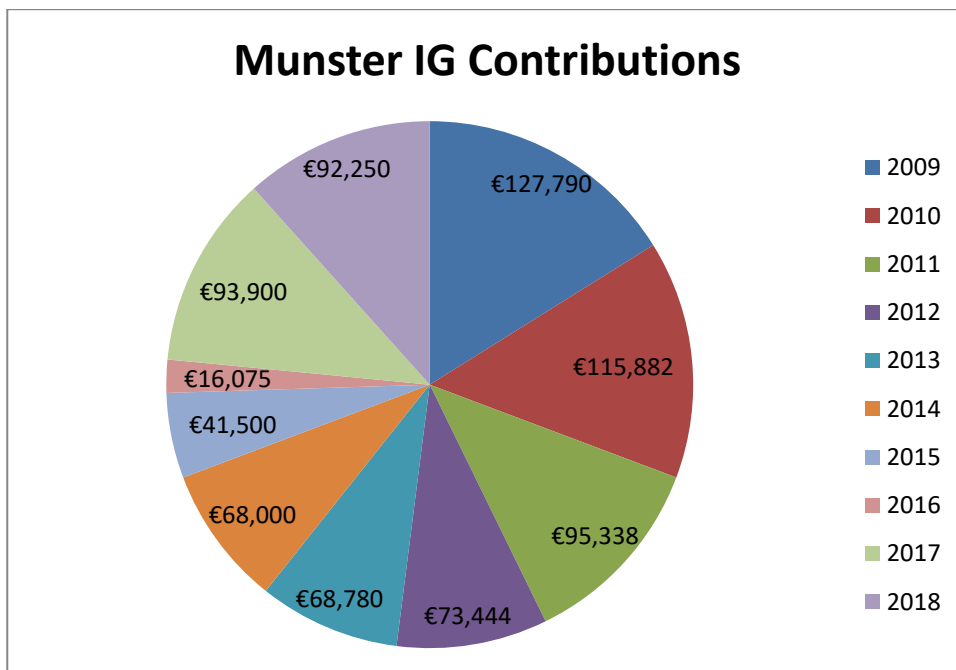
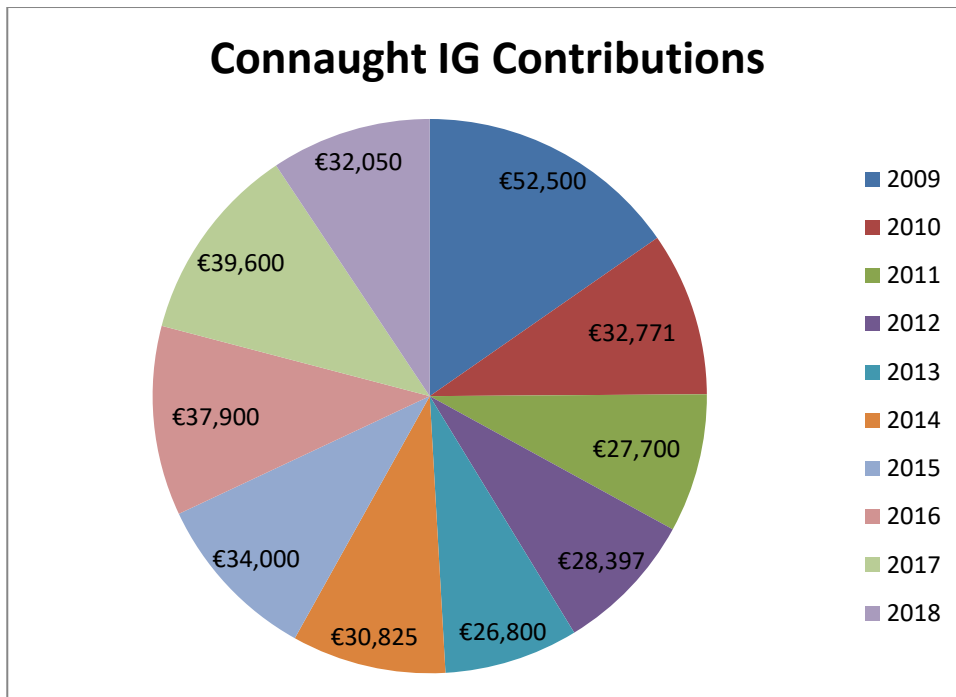
Finance/Treasurer GSBAA Report

The Financial Statements show a surplus from the table-top contributions received from the Fellowship.

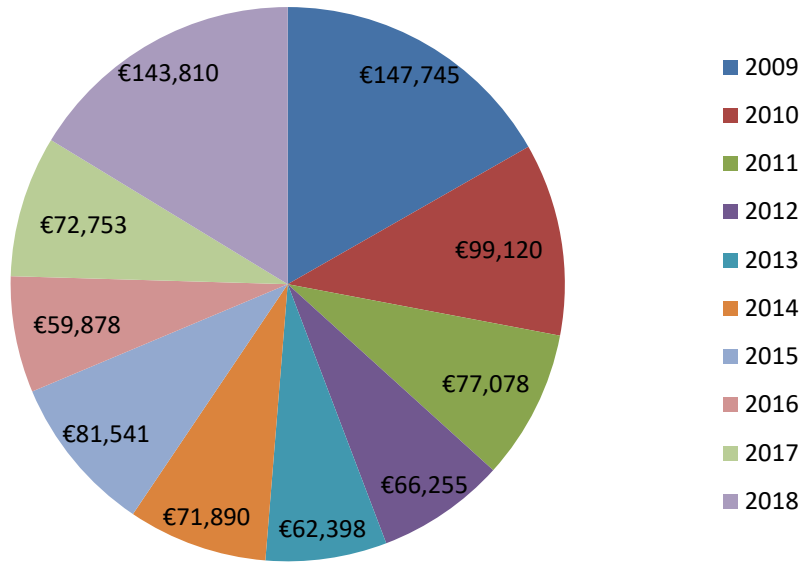
	2018	2017
Contributions	€329,082	€266,555
Sale of Literature	€92,910	€101,675
Sale of Road Back	€4,024	€5,142
Annual Convention Surplus	€3,513	€0
Total Income:	€429,529	€373,372
Overhead Expenses	€332,803	€283,929
Stocks	€42,487	€46,350
Debtors	€33,473	€42,541

The General Service Board of AA would like to thank the fellowship for the contributions of its members, whose generosity permits the Board to serve the fellowship in all its service areas which include maintaining our General Service Office and all its day-to-day operations.

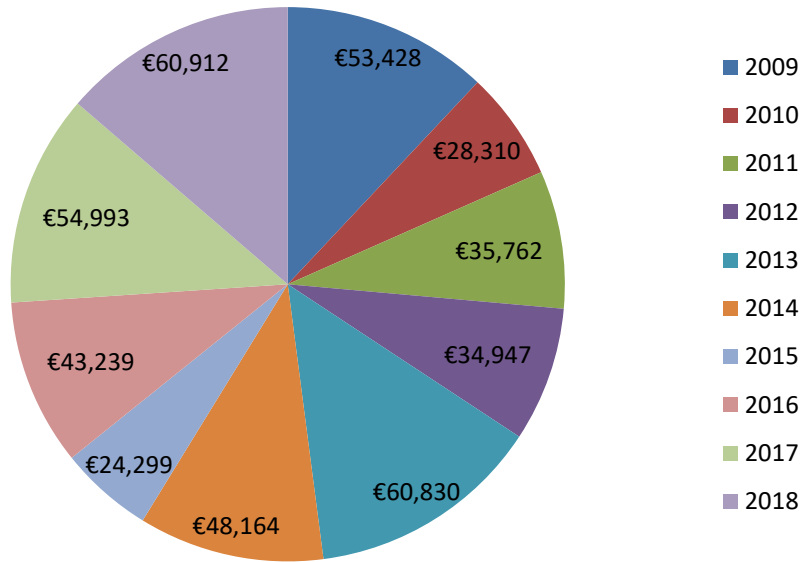
TABLE-TOP CONTRIBUTIONS 2009-2018



Leinster IG Contributions

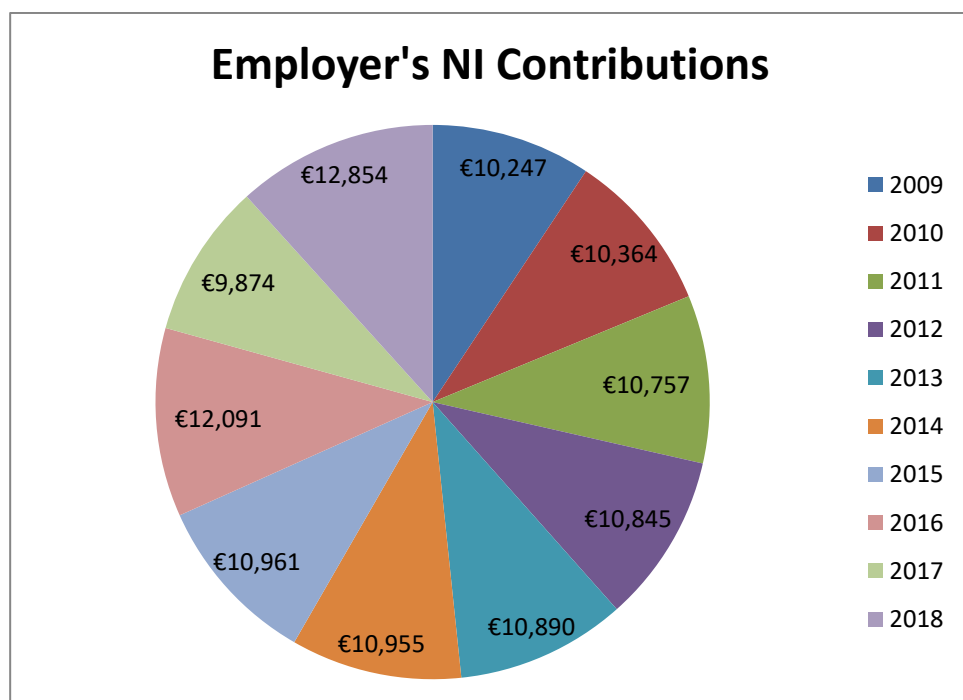
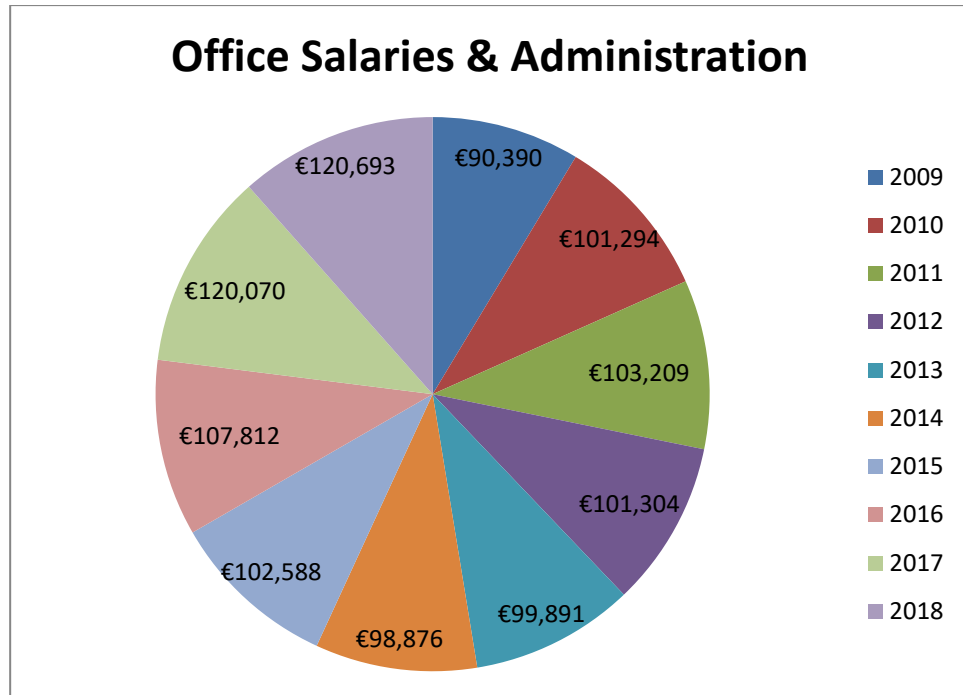


Ulster IG Contributions

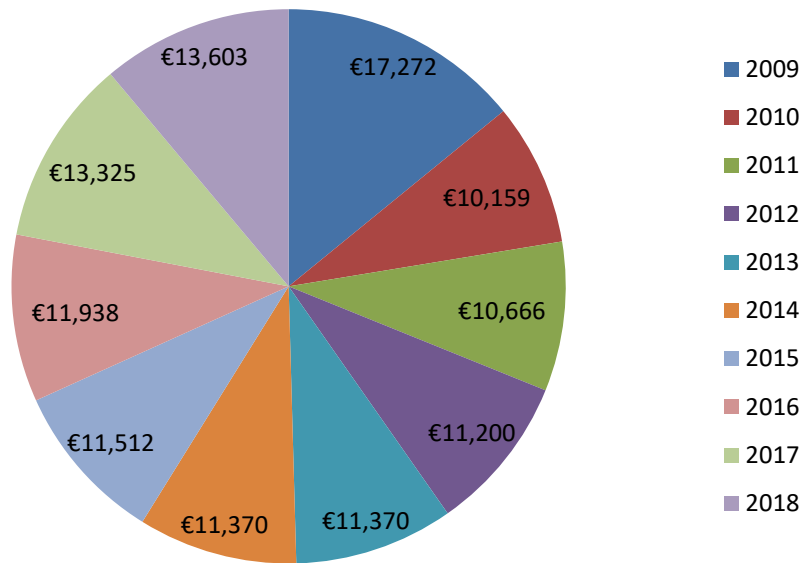


EXPENDITURE 2009-2018

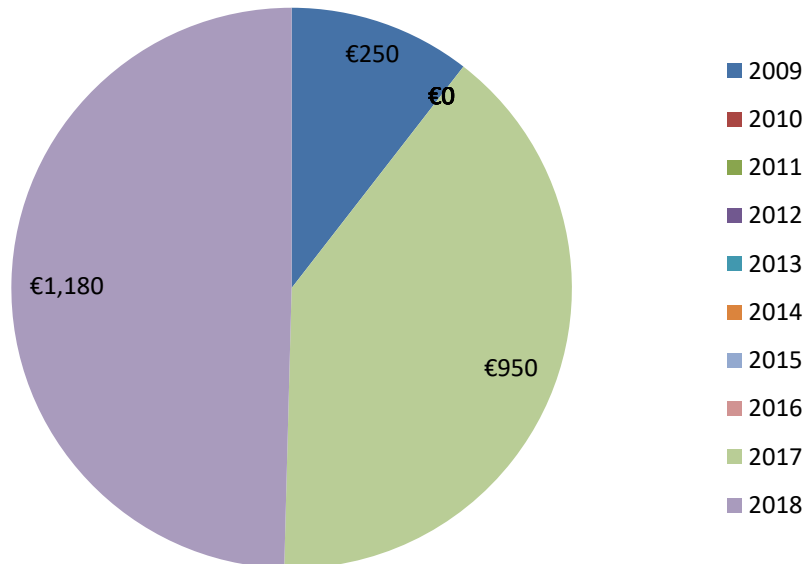
General Service Board of AA - related costs



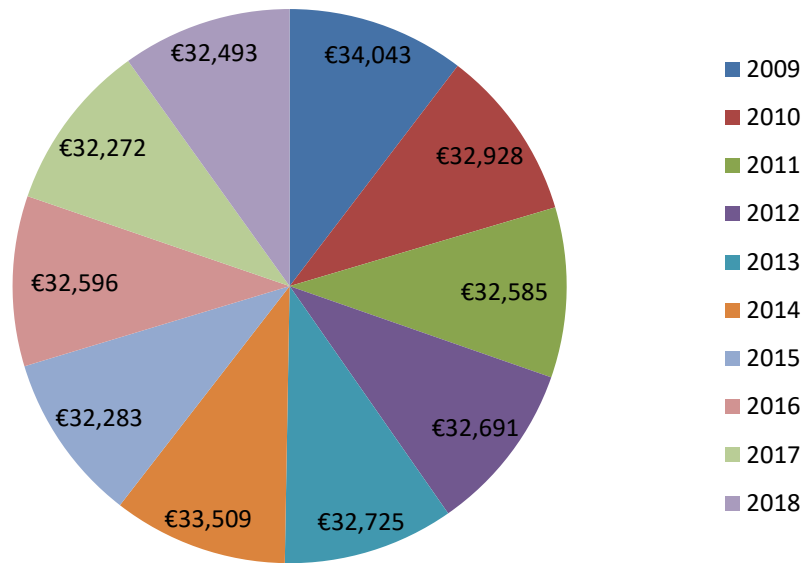
Staff Pension Costs



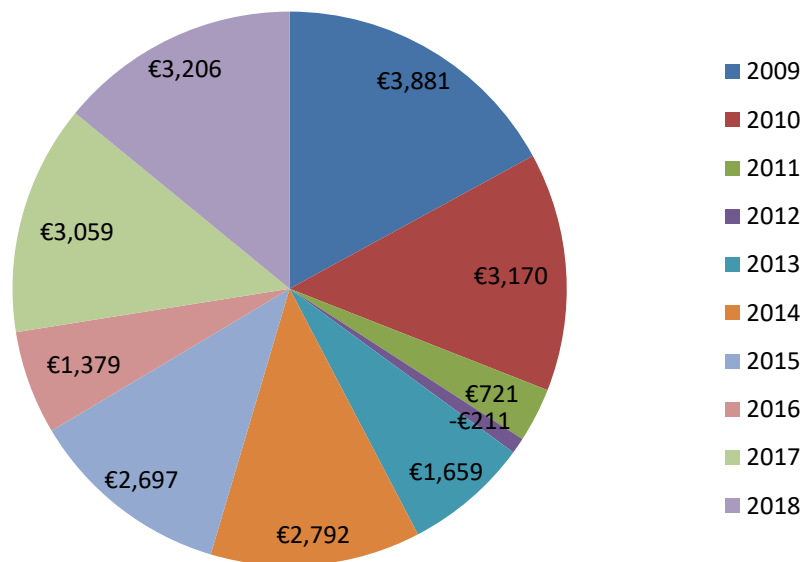
Company Compliance Training



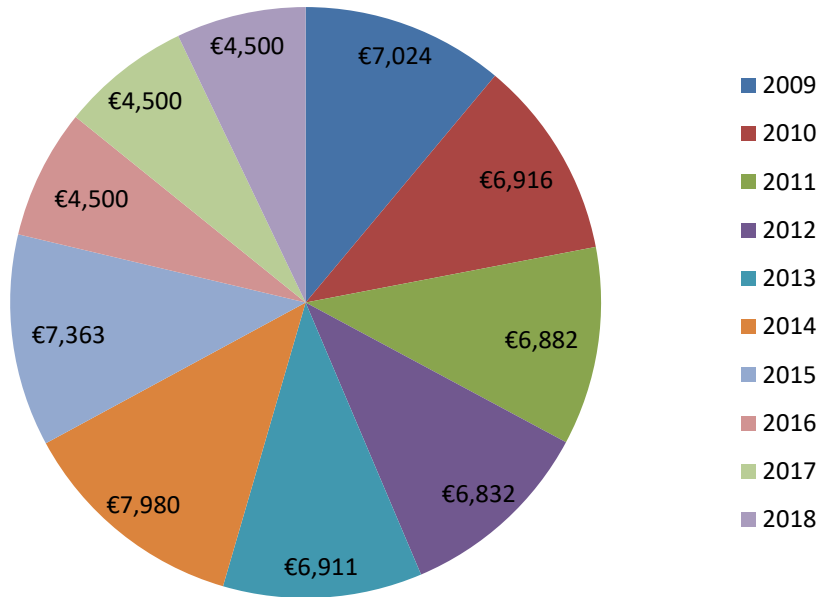
Rent & Rates



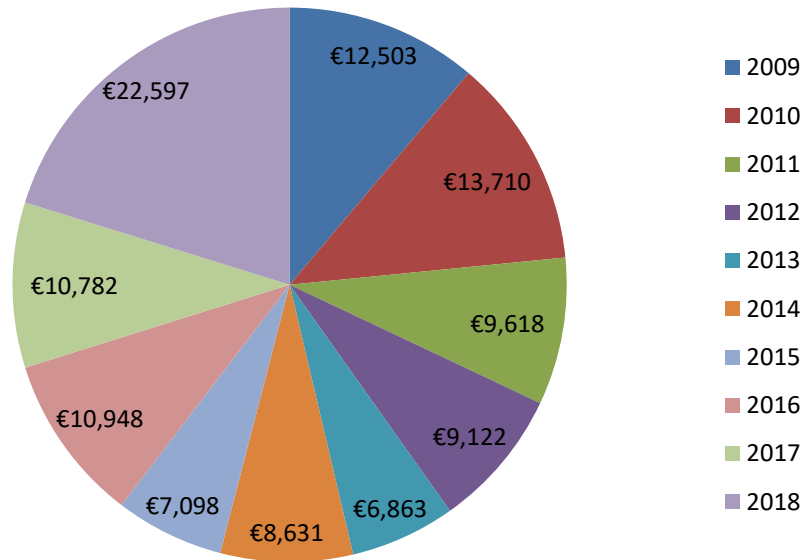
Insurance



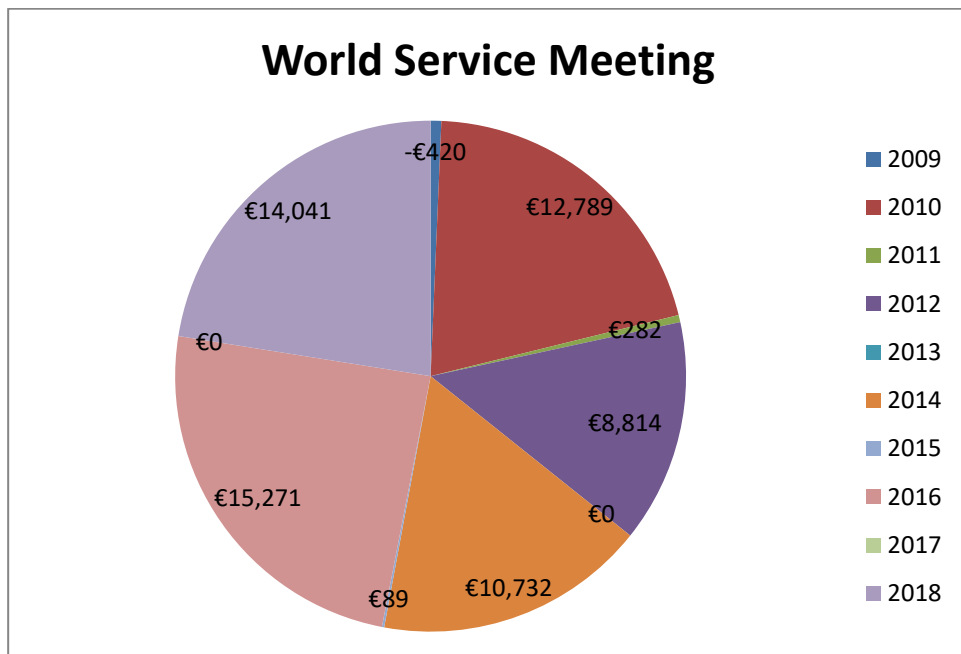
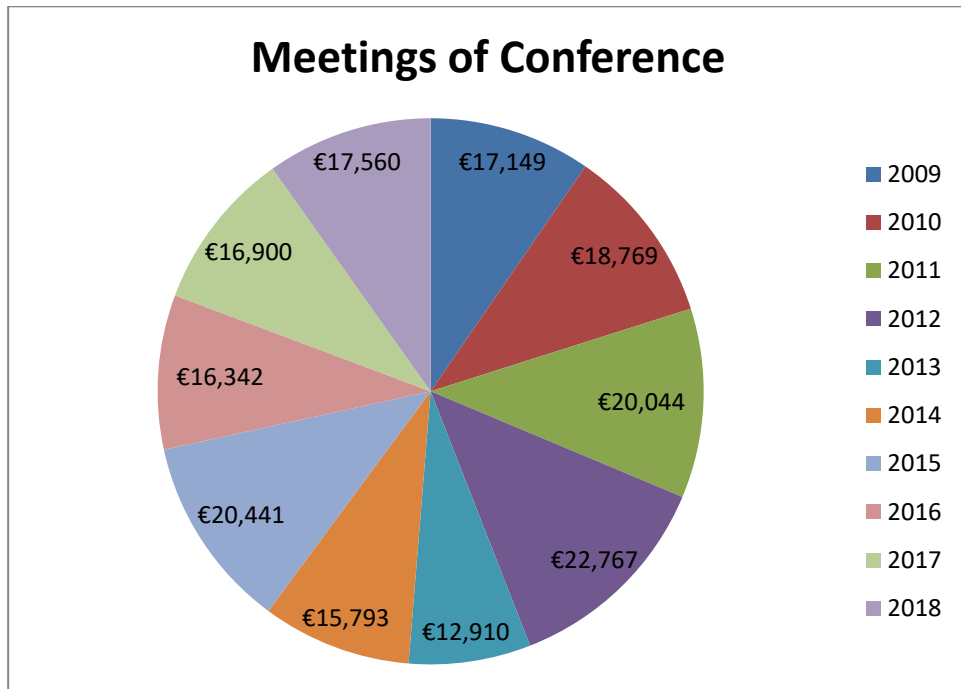
Audit Fees



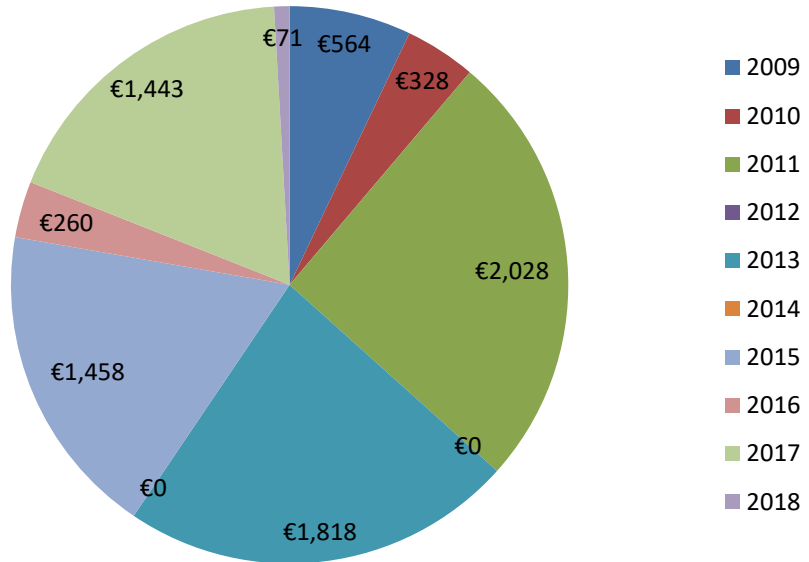
Board Expenses



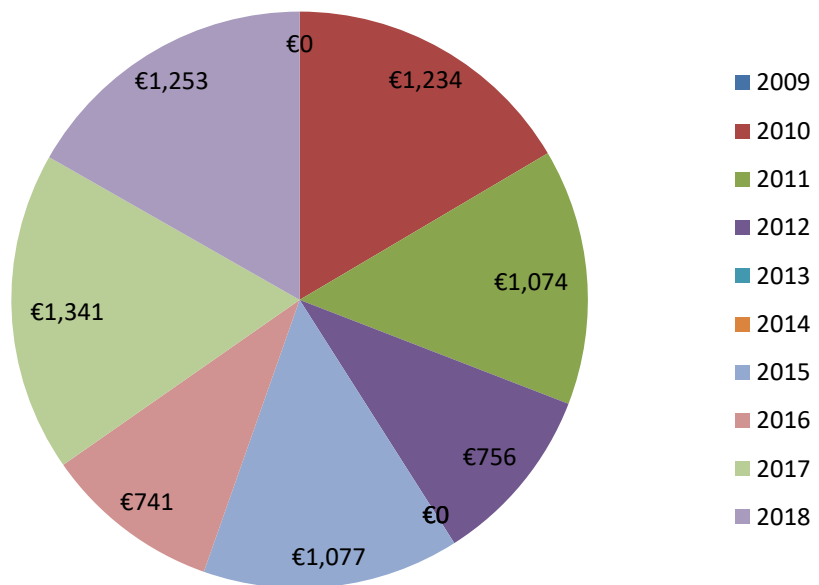
AA Activities - related costs



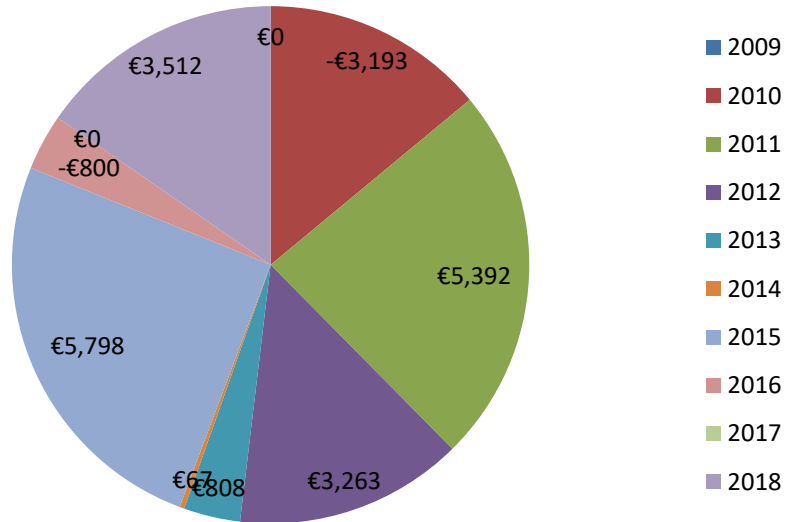
European Service Meeting



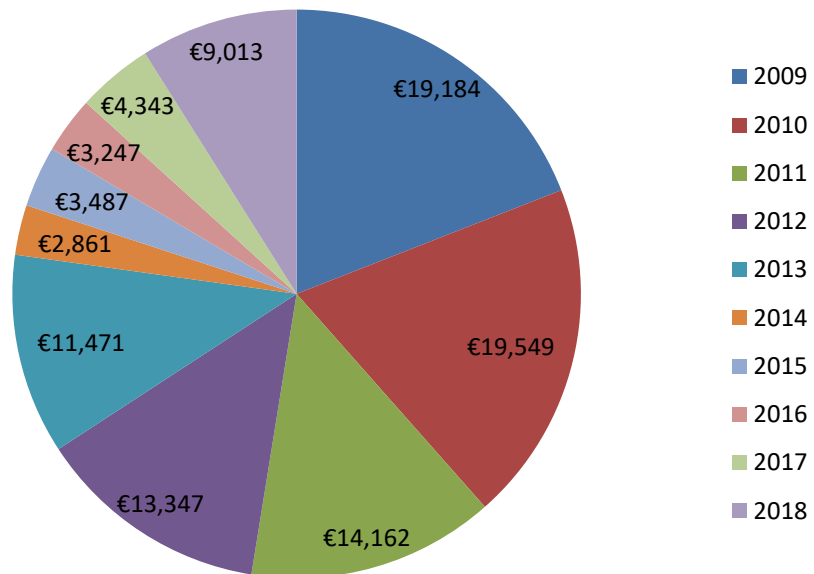
GB Conference



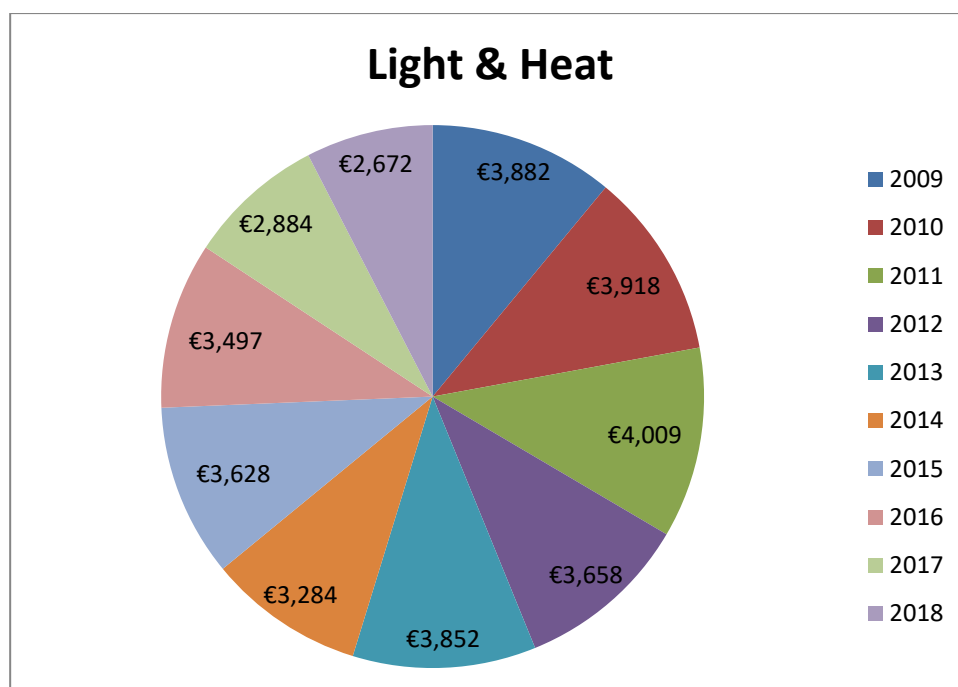
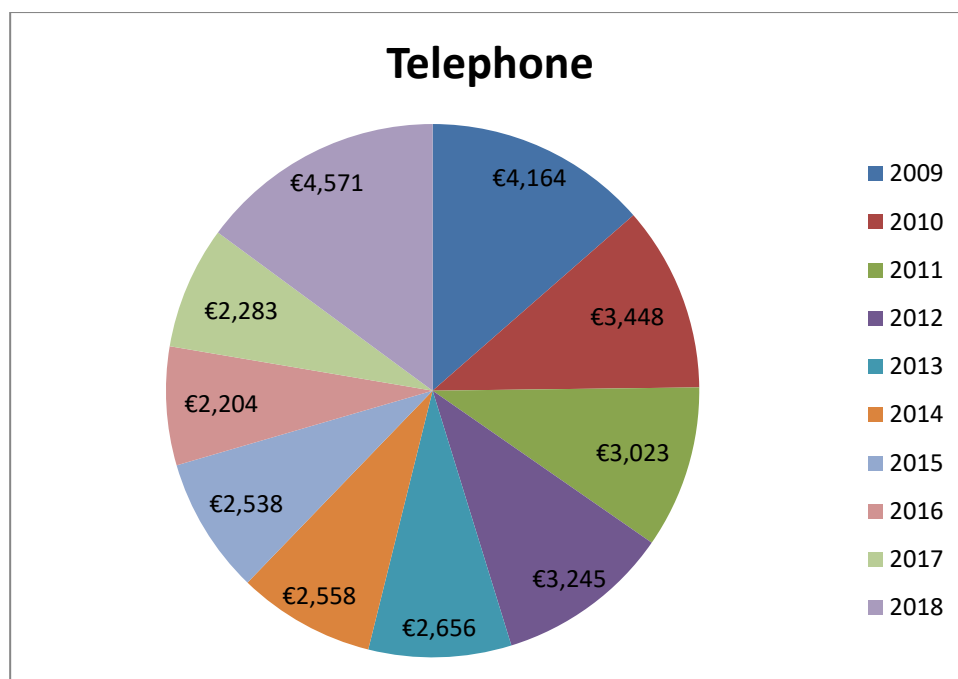
Annual Convention Surplus/Loss



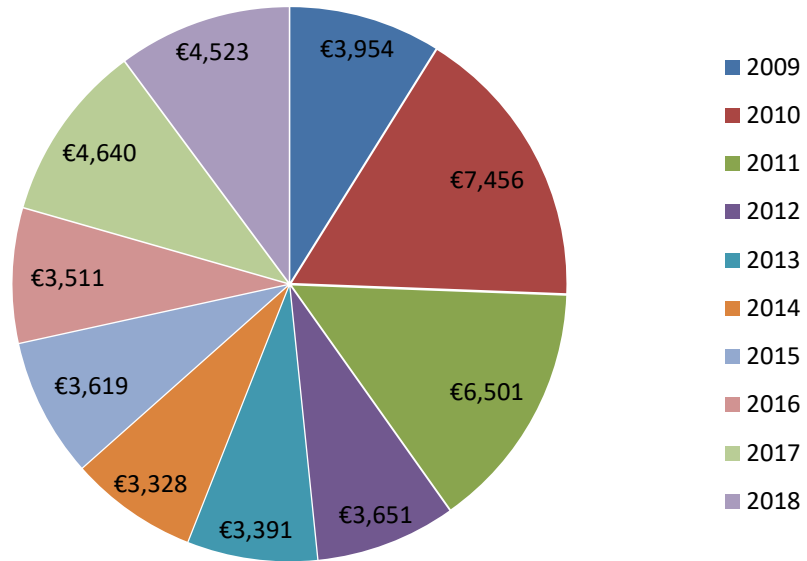
Public Information



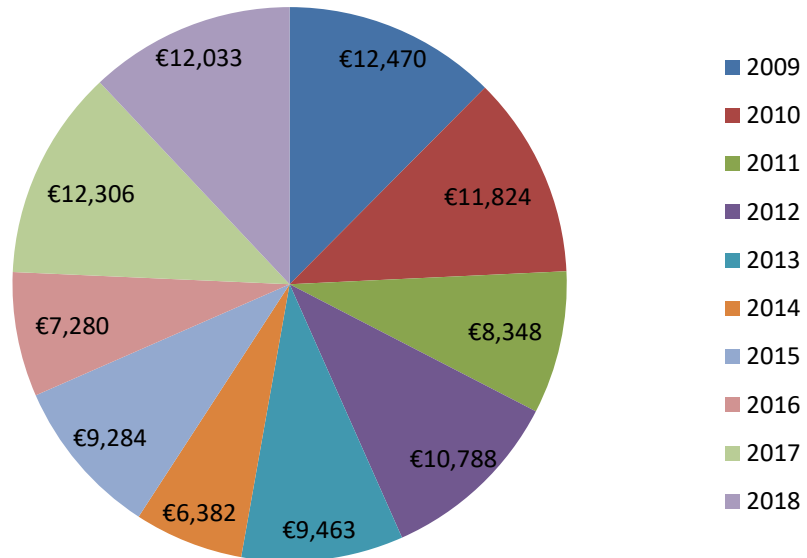
General Service Office - related costs



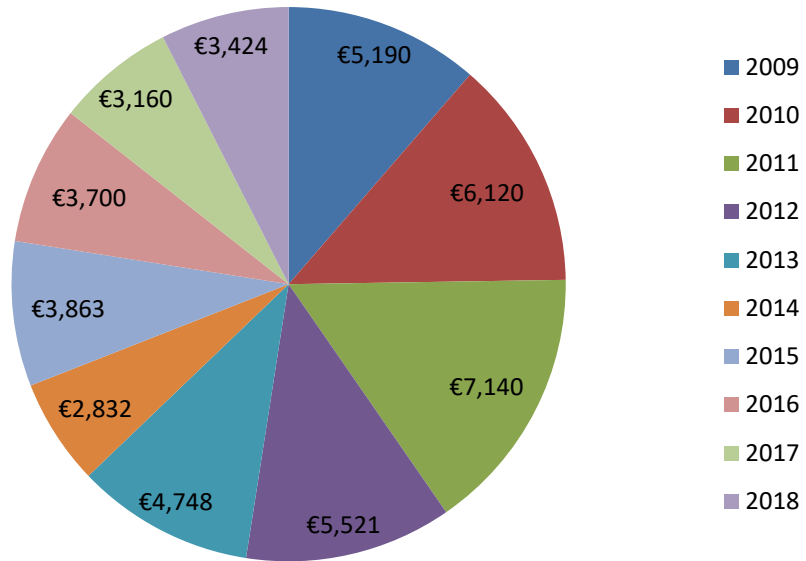
Stationery & Office Supplies



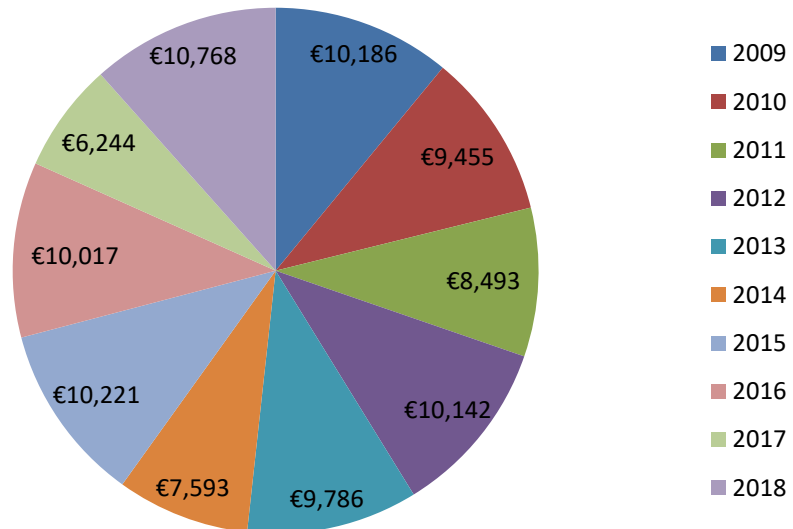
Postage



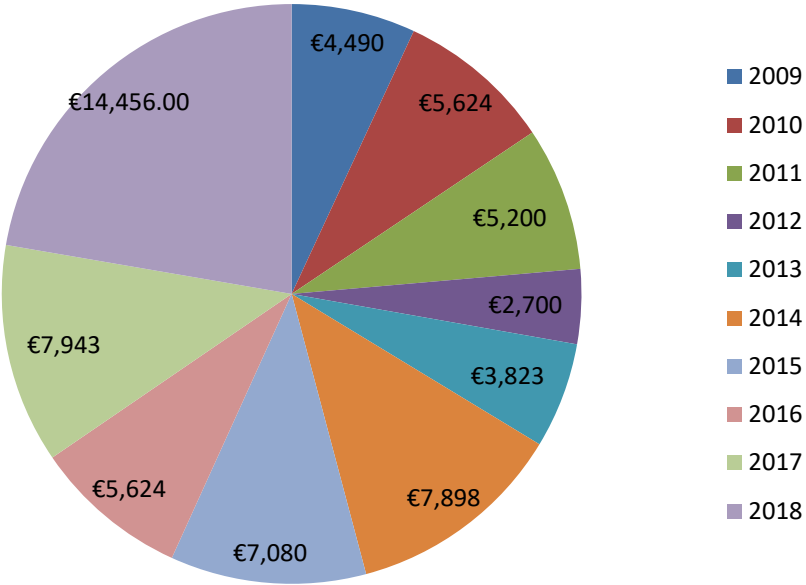
News Sheet



Service Contracts, Machine Maintenance & Leasing of Equipment



IT & Licences



Company Secretary Report

Anthony (Tony) O'Carroll was appointed Company Secretary to the General Service Board of AA in March 2018.

Some of the responsibilities attached to this role include:

- Preparing Director's meeting agendas
- Preparing Provincial trustees meeting agendas
- Drafting minutes for the Directors meetings
- Drafting minutes for the Provincial trustees meetings
- Organising Annual General Meetings and Extraordinary General Meetings
- Company directors compliance in accordance with Company legislation
- Ensure the Charities Regulatory Authority (CRA) is issued with the required documentation on an annual basis.
- Provide support and guidance to the General Service Board of Directors

Part of my role as Company Secretary also involves serving as a member on the Office Committee alongside the Leinster Director and the Office Manager/PA to Company Secretary. This Committee oversees the day to day services provided by the General Service Office

The role also involves serving as a member on the HR, Risk & Governance Committees alongside the Leinster Director and one non-AA member Director.

Since January 2018 the Office Committee has met approximately each week. The increased frequency of these meetings was needed to facilitate the extra workload necessary to prepare for the new General Data Protection (GDPR), Charities Regulatory Authority (CRA) regulations along with streamlining company compliance matters for the GSBAA.

The Office Committee was responsible for the final production of the PI Kit (Guidelines for Public Information in AA). These guidelines have proved a vital tool for those members who volunteer to carry the AA message of recovery.

This year the AA Group Financial Guidelines & Record Book which was endorsed by the General Service Conference of Ireland along with Area and Intergroup Financial Record

sheets; this was to facilitate Groups, Areas, and Intergroups to be more transparent and accountable to the membership as required under charity regulation. The Committee were responsible for designing this booklet ensuring it is fit for purpose for use by the Fellowship of AA.

This year saw the introduction of a new phone system for the General Service Office. The old system causing problems and becoming obsolete. In line with our policies and procedures, tenders were sought for a new phone system and the Committee met with various companies before deciding on the best option to fit our needs.

Our current IT system is in the process of being updated and we welcome the move to Office 365 and all it has to offer in the coming months. All information stored will continue to be stored safely and compliantly.

A number training seminars and workshops were attended throughout the year eg., GDPR, Companies Act, Charities Regulator, Managerial and Health & Safety. The Committee continue to avail of all relevant training to keep them informed of their ever-changing responsibilities.

These developments required an enormous amount of background preparation, especially by the Board Secretary, the Office Manager and the implementation of these developments are attributed largely to the employees of the General Service Office.

The above was in addition to the normal Office Committee work of ensuring the smooth day to day running of the General Service Office (GSO), which includes helping employees with any issues which arise, monitoring costs and expenses, workplace safety issues where these arise and any other relevant matters.

The core work of the General Service Office in Dublin is carried out by a team of three staff members. The primary purpose of GSO is to help the Fellowship to deliver AA's message to all who want it.

Acknowledgements and Conclusion

I am proud of the commitment of our management team and staff and deeply grateful for their continued dedication and relentless hard work in providing AA with the services necessary to function as an organisation to carry the message of AA.

It is also important to acknowledge the time and commitment given by our volunteer Board of Directors. Their support and contribution play an important role in ensuring that General Service Board of Alcoholics Anonymous of Ireland CLG, the legal entity for Alcoholics Anonymous functions in a manner that ensures company and charity compliance.

I wish to thank all of our members for their unwavering service to AA over the last 12 months.

The commitment of AA members at each level of service within the AA structure ensures that Alcoholics Anonymous will continue to exist for the alcoholic who has yet to experience our message of recovery.

Anthony O'Carroll

Company Secretary

