



Annual Report

2019-2020

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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.

“The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership”

Introduction from our Company Secretary

Company Secretary Anthony O'Carroll

The Directors of the General Service Board of Alcoholics Anonymous Ireland CLG are pleased to present their Annual Report for the year ending March 6th, 2020.

Alcoholics Anonymous (AA) continues to grow with an ever-increasing number of people seeking help for their drinking.

In the past year, a substantial number of new projects were undertaken by GSBAA Ireland consisting of the drafting of a Strategic Plan, National Public Information, updated AA Website, restructuring of our General Service Office and many more undertaken to ensure AA is available and accessible to all who need its services, whether in a professional capacity or for their own personal alcohol problem.

In March 2017, the Charities Regulator set up a Consultative Panel on the Governance of Charitable Organisations. The Panel's report was published in May 2018 and made 10 proposals including: There should be a new Governance Code for charities issued by the Charities Regulator to facilitate the better administration, management and governance of charitable organisations; The new Governance Code should be principles-based and should operate on a 'comply or explain' basis; The new Governance Code should be proportionate.

The General Service Board (GSBAA) is committed to implementing and complying with the Charities Governance Code. The Charities Governance Code recognises the huge diversity which exists within Irish charities, ranging from organisations with millions of Euro in turnover and hundreds of staff, to charities which are volunteer led with very low incomes. The Charities Governance Code aims to be proportionate and it is written with volunteer-only charities and charities with small numbers of paid staff in mind. This Code will help charity trustees meet their legal duties under charity law.

As Company Secretary I and members of the office committee of GSBAA have attended several seminars on Company compliance and the new Charities Governance Code in an effort to equip ourselves on the necessary policy and procedures involved in the Charities Code. I am pleased to say that as a result, the

Directors/Charity Trustees this year are on the journey to familiarising themselves with the code and will be ready to record compliance in 2021.

Part of the role of Company Secretary involves serving as a member on the Office Committee alongside the Leinster Director and the Operations Manager/PA to Company Secretary. This Committee oversees the day to day services provided by the General Service Office. I would like to pay tribute to my colleagues on this committee for their support, relentless dedication, and work ethic. The Company Secretary role also involves serving as a member on the HR, Risk & Governance Committees alongside the Leinster Director and one non-AA member Director.

Further Responsibilities include

- Preparing Directors 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
- Ensuring Company Directors compliance 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

The role is challenging in a period of ever evolving company, charity and employment law and yet the Company Secretary role can be rewarding.

I wish to extend my sincere gratitude to our three staff at our General Service Office for their continued dedication and hard work in carrying out their duties so diligently to ensure the delivery of the AAs message to all in need.

It is important to acknowledge and commend the commitment of our four AA Member and our three Non-AA Member Directors for their voluntary commitment

and contribution to the General Service Board of Alcoholics Anonymous Ireland CLG.

Without the dedication of all our AA members nationally at every level of service within our AA Structure our fellowship would cease to exist. The sincere gratitude of GSBAA is extended to all these unsung heroes who work quietly and effectively in the background to ensure the AA hand of recovery is freely extended to all who may require it.

Anthony O'Carroll

Company Secretary, GSBAA

General Service Board of Alcoholics Anonymous in Ireland CLG (GSBAA)

The company name of the registered charity known as AA or Alcoholics Anonymous, a company limited by guarantee, not having a share capital and registered under the Companies Act 2014.

GSBAA Trustee/Directors

The GSBAA consists of seven Trustees/Directors. These comprise of four AA Member Trustee/Directors (also know as Provincial Trustees) and three Non-AA Member Directors.

The main responsibility of the GSBAA members is to manager the General Service Board of Alcoholics Anonymous in Ireland in accordance with the Constitution of the Company as approved by the company members.

Board of Directors

- Patrick O'Keefe
- Patrick Kennedy
- Brian Fitzpatrick
- Richard O'Mara
- Diarmuid McKeown
- Carmen Bryce
- Liz Cullen

Company Secretary

- Anthony O'Carroll

Company Information

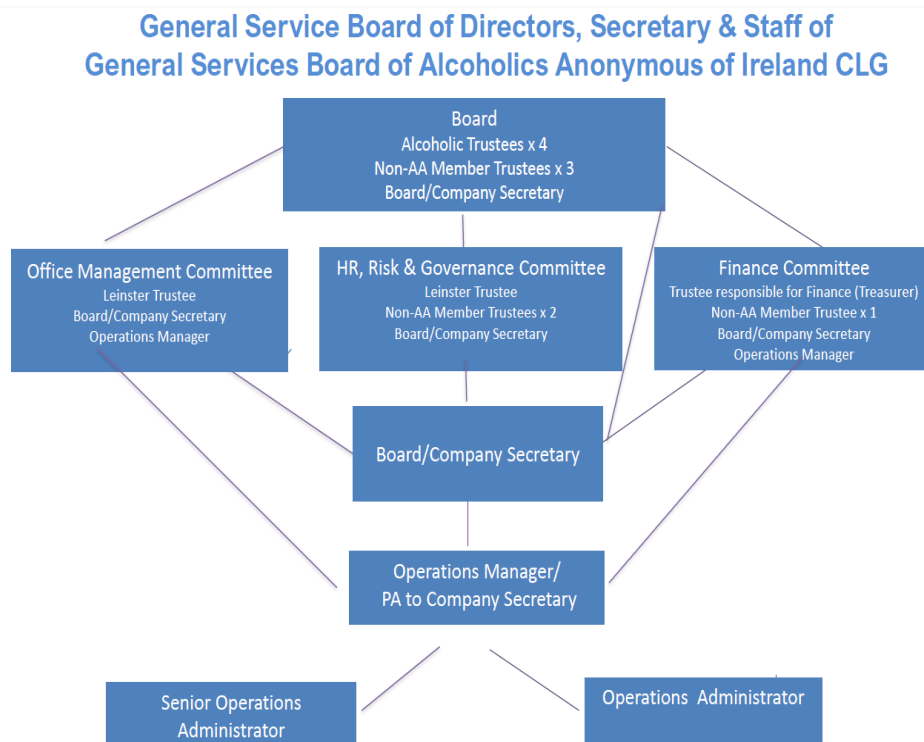
Registered Company in Ireland 64287
Charitable Status CHY 6014
RCN 20010010

Premises

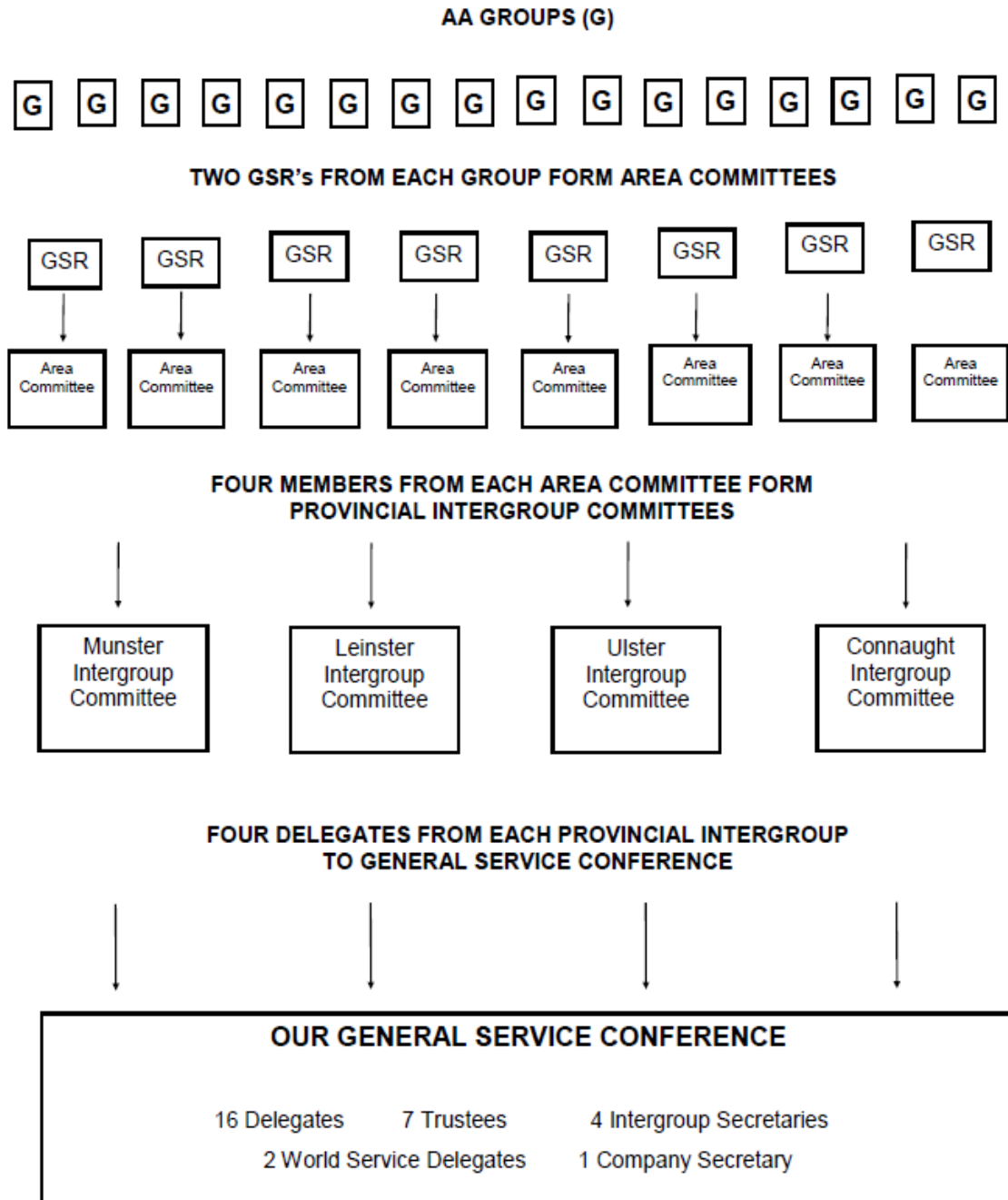
The General Service Board of Alcoholics Anonymous in Ireland CLG, (GSBAA) is in legal possession of two properties. These are, the General Service Office (GSO) at Unit 2, Block C, Santry Business Park, Dublin 9. This property is held on a 20 year lease, which commenced in January 2007.

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.

GSBAA Organisational Chart



Structure of the Fellowship of AA



Significant dates for AA History in Ireland

| | | |
|------|---------------------------|---|
| 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 GSBAA held in Dublin |
| 1978 | | Service Handbook for Ireland published |
| 1979 | 22 nd August | Sackville died |
| 1979 | | Census estimated 6000 members |
| 1980 | | Archival material was donated to GSBAA |

| | | |
|------|---|--|
| 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 of Alcoholics Anonymous 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 |
| 2014 | | Charities Regulatory Authority Registered Charity Number (20010010) issued to the General Service Board of AA |
| 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 |

The General Service Office (GSO)

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.



A core operational team consists of three staff members and members of the Office Management Committee, who, collectively provide the day to day services to AA members, AA groups and the general public on behalf of the GSBAA.

In an environment that is ever-changing due to shifts in charity and company compliance and to work within the confines of the AA Structure, the operations team strive to cooperate with these structures to ensure an effective and professional service is available to all who come in contact with AA to avail of its services.

The General Service Office reception area is open to the public between 9.30am and 5.00pm Monday to Friday for sales of literature and general enquiries.

The design of the office is used to its maximum, apart from the operational offices, literature stores and business meeting room, it also houses the national archives of Alcoholics Anonymous.

The working offices are not open to the members. Images of the inside of GSO are included in this report for information.

A sneak preview inside (GSO)



*The reception area is open to the public between 9.30am - 5.00pm
Monday to Friday for literature sales and general enquiries.*

This business meeting room facilitates Directors meetings, management meetings, committee meetings, staff training workshops etc.



Images of AA's offices



The core objectives of the General Service Office

- 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
- 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 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

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.

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.

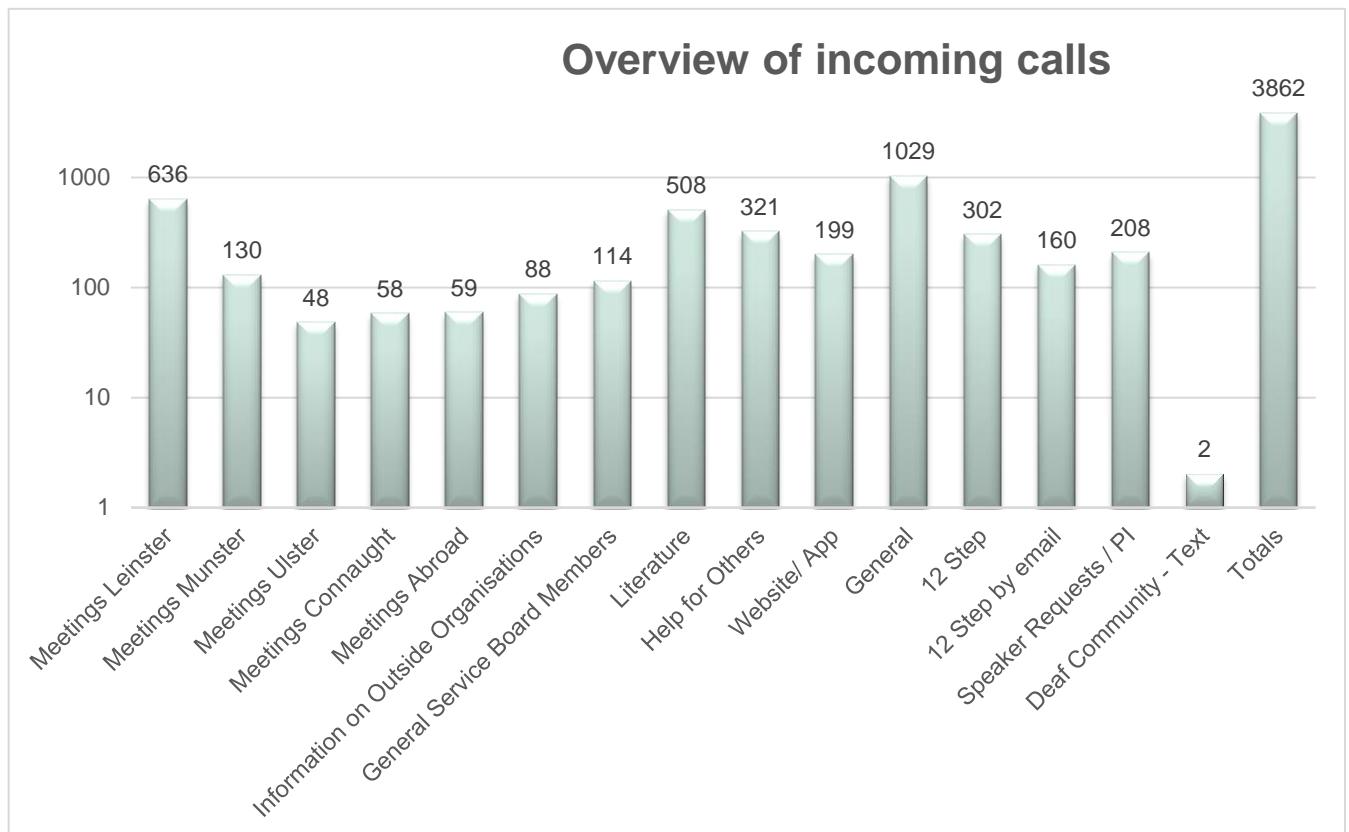
The General Service Board of Alcoholics Anonymous and the General Service Office is GDPR compliant. Our Privacy Statement is available on our website at www.alcoholicsanonymous.ie

Incoming Telephone Calls Report

The General Service Office processed 3862 calls from the Fellowship and public during the year.

The various categories of calls are demonstrated in the chart below.

The ethos of anonymity is at the core of all information stored by the General Service Office and all information retained for our records is in line with GDPR.



Directors' Reports

Patrick O'Keefe

- Finance/Treasurer to the GSBAA

Patrick Kennedy

- National Public Information
- AA Publications
- Official Website



Brian Fitzpatrick

- News Sheet – AA Publication
- National Archives

Richard O'Mara

- The Road Back – AA Publication

Diarmuid McKeown, Carmen Bryce and Elizabeth Cullen

- Company Governance

Patrick O'Keefe**Finance / Treasurer to GSBAA**

Darren Carrick of Whelan Dowling & Associates (Auditor) presented the draft Financial Statements for the year ended 31st October 2019 to the GSBAA at their meeting in December.

Copies of the signed Financial Statements were emailed to all AA groups, Areas, Intergroups etc. in January this year

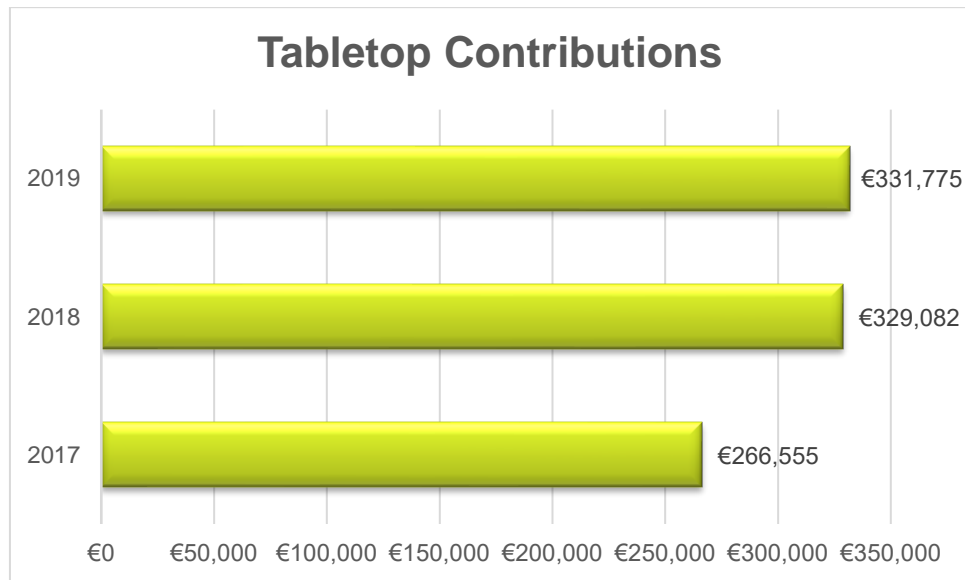
The General Service Board of AA is grateful to the members of AA for their contributions throughout the year. Their generosity permits the GSBAA to carry out its work and provide continued service to the Fellowship and the public.

Financial Chart Overview

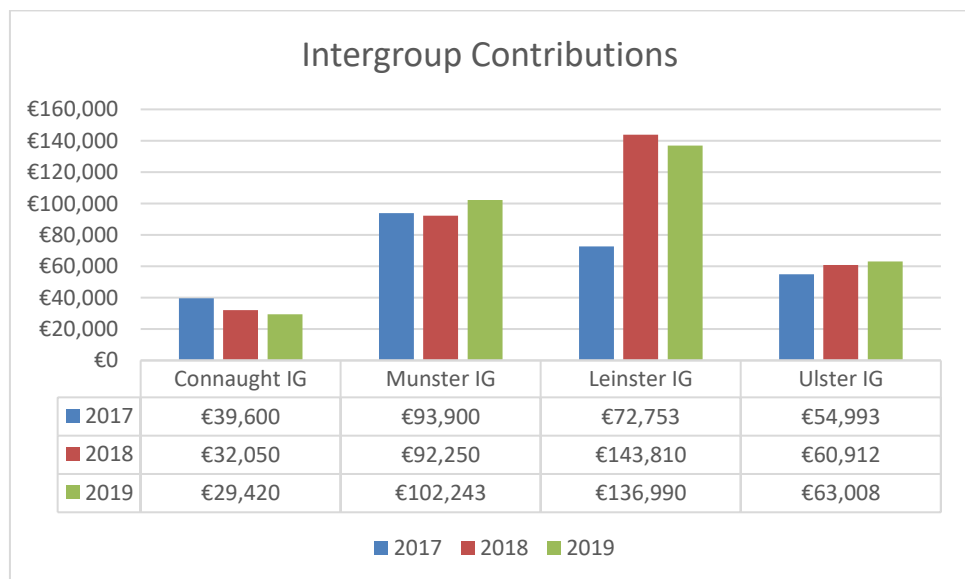
| | 2017 | 2018 | 2019 |
|---------------------------|-----------------|-----------------|-----------------|
| Contributions | €266,555 | €329,082 | €331,775 |
| Sale of literature | €101,675 | €92,910 | €106,946 |
| Sale of Road Back | €5,142 | €4,024 | €2,772 |
| Annual Convention Surplus | €0 | €3,513 | €3,438 |
| | €373,372 | €429,529 | €444,931 |
| | 2017 | 2018 | 2019 |
| Overhead Expenses | €283,929 | €332,803 | €335,362 |
| Stocks | €46,350 | €42,487 | €42,445 |
| Debtors | €42,541 | €33,473 | €28,851 |

INCOME

Income has increased steadily over the last three financial years; the chart below illustrates contributions received from tabletop contributions alone.

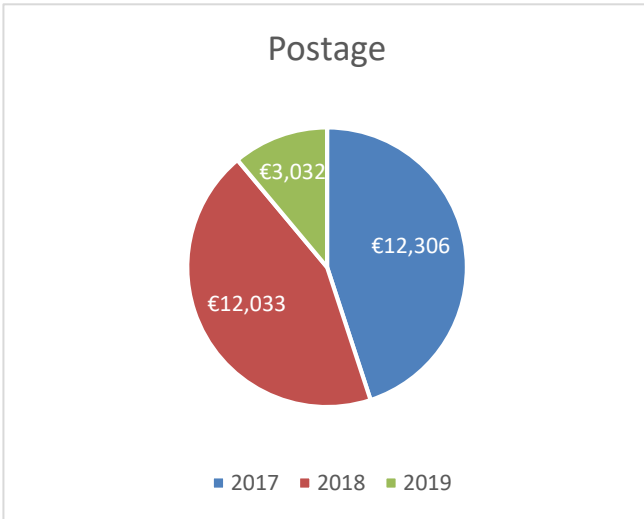


The following chart shows the variances in income for the three financial years, 2017, 2018 and 2019.



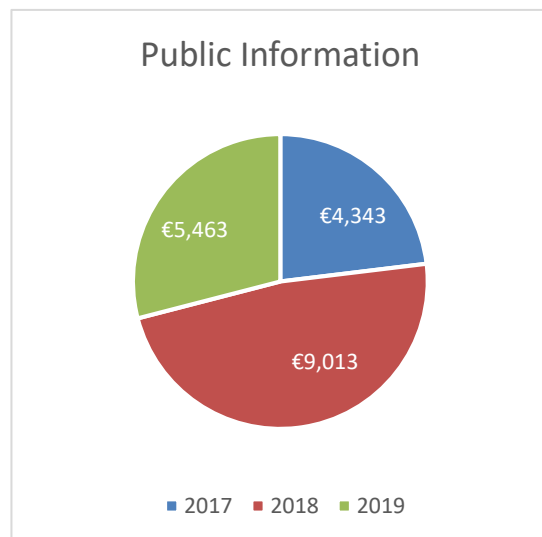
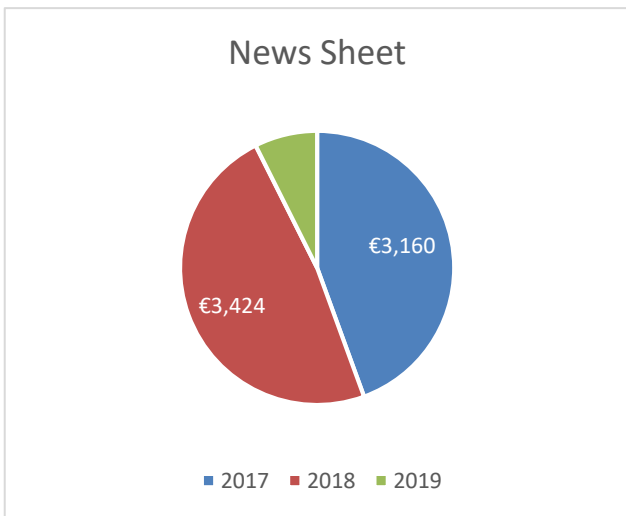
OVERHEAD EXPENSES

There was a slightly increase in the overhead expenses for the year ended 31/10/2019. The following key nominal account charts show the variances in expenditure over the past three years.

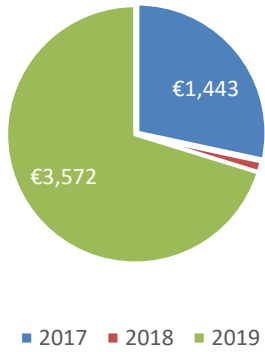


Official AA mailboxes were set up for all AA Groups, Areas, Intergroups and Conference members. All areas of AA structure are encouraged to use these mailboxes to communicate AA business within the Fellowship. This is also in a bid to eliminate members using personal mailboxes for AA service work and reduces unnecessary postage costs at all levels of AA Structure.

All documents and reports issued by the GSBAA are communicated through these mailboxes therefore bringing great savings in postage to the GSBAA. The AA News Sheet is now published online via the AA website, as a result of this huge savings were made in the producing the News Sheet and the postage costs associated with distributing copies to groups

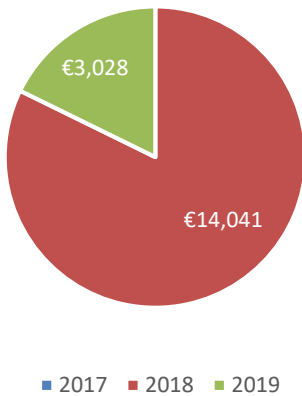


European Service Meeting



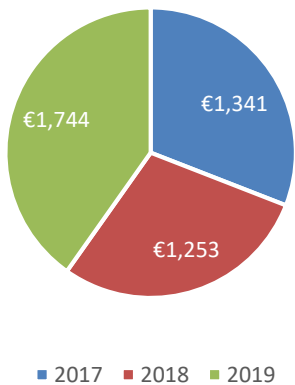
Conference agreed to forward €2000, to the European Service Fund (ESF) during the financial year. This graph reflects this contribution

World Service Meeting/ILF



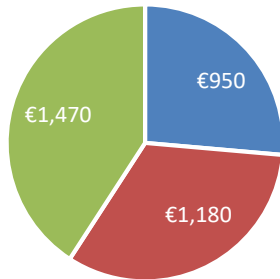
Conference agreed to forward €3000, to the International Literature Fund (ILF) during the financial year. This graph reflects this contribution.

GB Conference



The 2019 GB Conference was held in York, Great Britain, 12th-14th April 2019. Two observers attended on behalf of AA in Ireland.

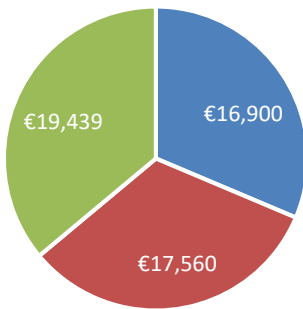
Company Compliance Training



■ 2017 ■ 2018 ■ 2019

We continue to avail of training workshops, charities seminars etc to keep up to date on matters that affect the organization.

Meetings of Conference

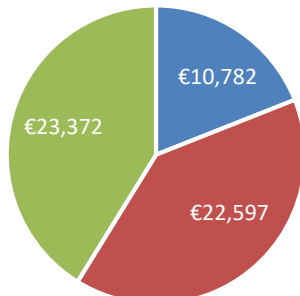


■ 2017 ■ 2018 ■ 2019

The General Service Conference and Reconvened Conference were held in the Tullamore Court Hotel, Co. Offaly, in March and May 2019

The GSBAA continues to review the way Conference is presented to its members to ensure that AA's business is conducted in an effective manner.

GSBAA Expenses



■ 2017 ■ 2018 ■ 2019

The GSBAA held eight Directors meetings throughout the year.

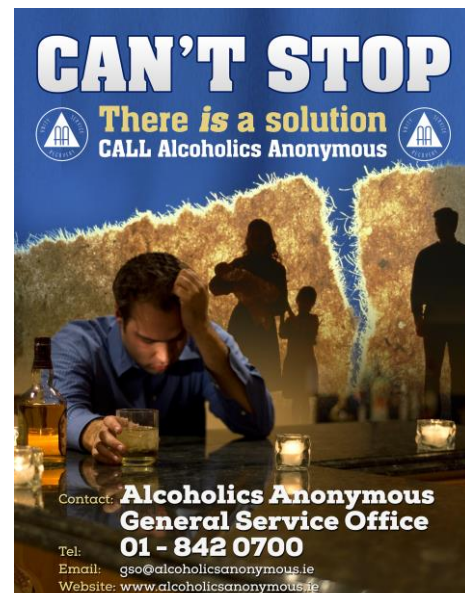
Company governance and compliance were lead issues for discussion.

Patrick Kennedy

Public Information Report

The last 12 months have been an extremely busy period for all of AA's services. It has been a period of transition and consolidation. GSBAA has been fully occupied drawing up AA policy in numerous areas of service, from relations with outside organisations, new publications, liaising with statutory bodies, and so forth. An updated Media Guide was prepared and published on the AA website. Much of the Public Information work during this period involved additions to the website, making it more accessible to the general public and providing contemporary, appealing and practical information that can be used by individuals or organisations. This work is nearing completion and will only require regular updating, as the AA website is an evolving website, adapting to the ever-changing world around us. In the coming year, it is intended to improve our relations with professional bodies such as Garda Training College, Irish Medical Council, the College of General Practitioners, Irish Nurses Organisation and others. In this way, we hope to present AA as a modern, efficient, mutual-help fellowship, available and useful to all.

Our PI Posters are used to attract those who have a problem with alcohol and reassure them that help is available through Alcoholics Anonymous.



AA Website Report - www.alcoholicsanonymous.ie

The AA website has now completed its first full 12-month period. Attached is a Google Analytics report to cover this period. This report shows the number of visits to the website, called 'hits.' The report also provides a wealth of information such as returning visitors, what sections of the site were used, how long the visit lasted and so forth. This information is doubly useful as it provides useful guidelines on how to continue to develop the website to make it even more user-friendly.

The website continues to be updated on a regular basis, as required. When an improvement can be made it is completed without delay. Comments received from visitors to the site, whether members or otherwise, have been overwhelmingly

positive and people find the website to be intuitive and informative. Anecdotal feedback from Medical Professionals who were asked to review the website has been heartening, to say the least. Those psychiatrists



INFO FOR PROFESSIONALS

A.A. members and service committees are available to provide professionals with information about Alcoholics Anonymous.

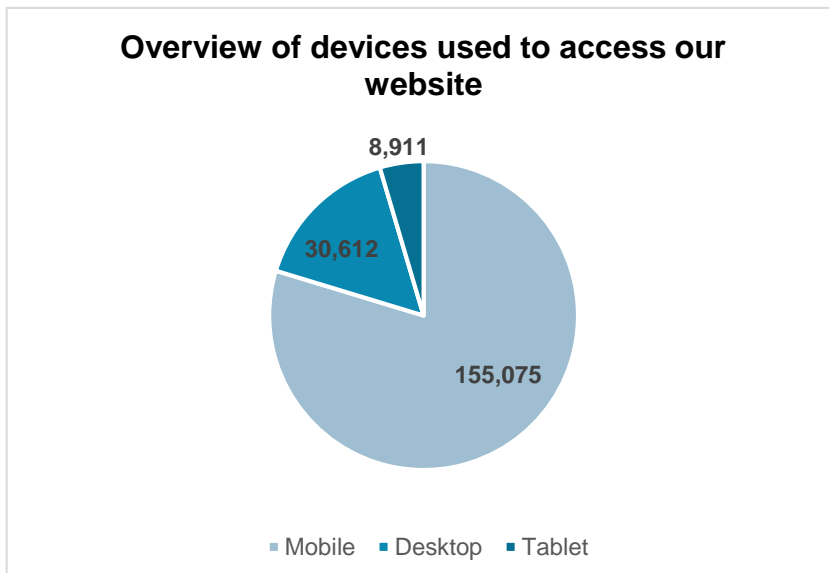
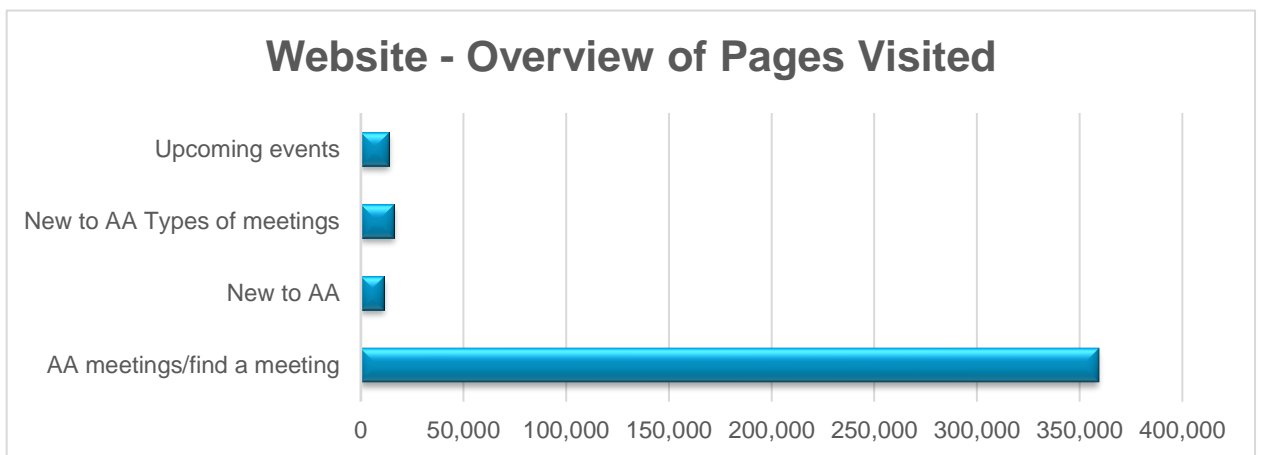
and doctors who came back to us were complimentary and surprised at the we have available. This is very encouraging and needs to be capitalized on. More contact and the provision of more and better services with the professional community is planned for this year, 2020.

Since the last annual Website report, all Directors, Delegates, Intergroup officers, Area Secretaries and individual groups have been issued with an AA mailbox and password. This mailbox address and password allows access to the Members Area on the website, where members can access Area, Intergroup and Conference minutes. The Area and Intergroup minutes cover the whole of the 32 counties and not only the member's local area, so people can see what is happening throughout the fellowship.

The website now contains a selection of articles from our archives, which will be of interest to members and public alike. This will continue to be added to as time and opportunity permit.

The Members Area also contains the Group Information Sheet, which allows groups to update their information as soon as the group details change.

The News Sheet, AA's aid to service, is now solely produced online. Members can, of course, still print copies for themselves or their group members.



The AA Website will continue to move with the times, to provide up to the minute information on the developments within the fellowship.

Brian Fitzpatrick

News Sheet – AA Publication

It's hard to believe I am two years into my four-year term as Trustee. Doesn't time go fast when you're enjoying yourself.

My remit on the Board is News Sheet and Archives.

The News Sheet I have been working on for two years and I have been ably assisted in the first year by a former Director and this year by the Operations Manager both of whom I would like to thank.

The News Sheet is published on our website at www.alcoholicsanonymous.ie in the members area and can be easily downloaded. A notification is sent to anyone who has accessed the group email. It is printed bi-monthly.

National Archives

Archives I have taken on board this year and at last we have some available to view on the Website (take a look!) This year I hope to assist our archivist to complete digitising the Archives. We are also looking at ways of making displays more easily transported and available to the All-Ireland and mini conventions, hopefully by the beginning of 2021.

I also have to mention 2019 conference one which I was proud to attend.

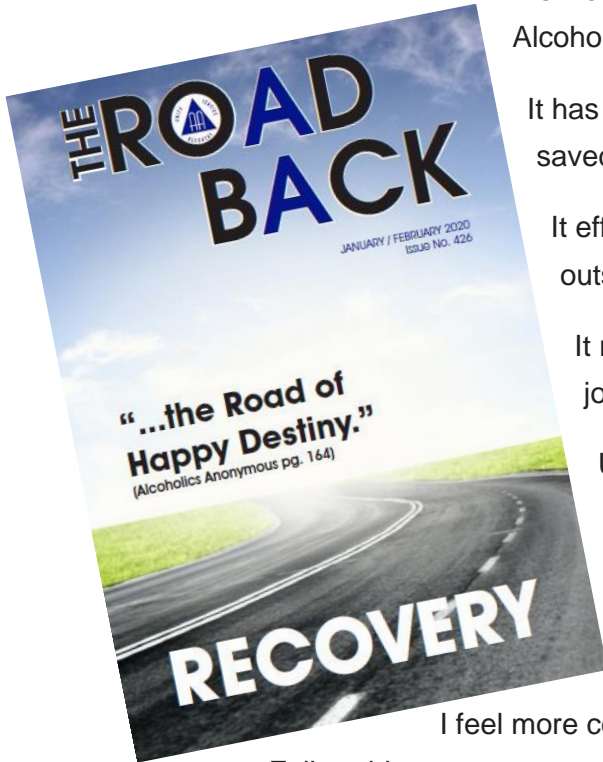
Bill W (Co-founder of AA) once said the only reason for an AA meeting was to create an atmosphere where we could achieve sobriety, and conference 2019 accomplished that.

My responsibility is also to attend all Board meetings, Intergroup meetings and in Ulster meetings of Office Management Committee in Belfast.



Richard O'Mara

The Road Back – AA Publication



The Road Back magazine has ran since the early days of Alcoholics Anonymous in Ireland.

It has been a meeting in print all those years and certainly has saved lives and improved the quality of others.

It effectively carries the message to alcoholics inside and outside the programme.

It runs at a loss which is immaterial when considering the job it is doing.

Under the last editor it got a fantastic upgrade in terms of content and attractiveness. We in recovery I think respectfully deserve the best. Although I am the editor this member is still the main producer and is doing an amazing job.

I feel more could be done in terms of marketing it better within the Fellowship.

Here are the average costs and average circulation figures:

Copies printed 4800. / Copies distributed 3462

Income €2772 / Production and postage cost €5337

I have consistently asked for the opinion of members on the ground as to the future of the Magazine and asked friends of mine within the Fellowship to enquire as well. The answers are 100% to keep it in print with the current level of professionalism and attractiveness. Expecting computer illiterate people to rely on others to download copies will not work.... And most readers will not relish the idea of an A4 sheet to read instead of a beautifully presented magazine.

Distribution through the structure could save a lot of postage costs.

I would also have reservations about providing it for free. Sometimes things which are free are completely undervalued and ignored.

Diarmuid McKeown, Carmen Bryce and Elizabeth Cullen

Corporate Governance

The current non-AA member Directors are Diarmuid McKeown who joined the Board of Directors in 2018, Carmen Bryce and Liz Cullen who joined the Board in 2019. During this period Edmund Dillon resigned from the Board and a letter of thanks for his contribution was sent on behalf of the Board and the Fellowship.

The three of us have been invited to join the Board and have undergone an induction process. We have and will continue to endeavour to obtain an understanding of the workings and the ethos of the Fellowship so that we can meet the challenges and responsibilities of our roles.

To recap the essentials of last year's report, we wish to repeat that the Service Handbook for Ireland states that the General Service Board is the chief service arm of Conference, therefore we are 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.

(Over the past year in attending both the Conference and AA Conventions we have found that our description as Non-Alcoholic Trustees seems to be somewhat confusing and that we might be better described as in other organisations as Lay

Trustees. A term which clearly indicates that we are not members of the Fellowship. This is of course something which would require discussion at Conference.)

In the previous year as pointed out in the Annual Report there are many challenges to be faced by the Fellowship and The Board ranging from Corporate Governance, Charities Regulation Compliance, GDPR which for the most part have been overcome.

Since joining the Board, we have all been impressed by the efficiencies applied by the Board Secretary, Operations Manager and Office Committee which have resulted in the smooth running of the General Services Board's responsibilities.

Work continues to ensure that we are compliant with Charities Governance Code and we are working closely with professional consultants to ensure that we and the Fellowship meet our obligations at the highest possible levels of compliance.

Guided by our Board/Company Secretary the GSBAA continues meet its responsibilities under Company Law and operates at all times in a manner consistent with the requirements of the Charities Regulatory Authority (CRA).

Finally, we as Non-Alcoholic (Lay) Members of the Board wish to assure the Fellowship of our commitment to ensuring the integrity of the organisation. We also wish to promote the good works carried out by the Fellowship to the wider community so as to create a greater awareness of the availability and benefits of the Twelve Step Program.

We intend to engage more fully with the Fellowship so that we can improve our understanding of the disease of Alcoholism and thereby educate the public of the tremendous work done by AA throughout Ireland. We also wish to engage with the General Service Conference to discuss such issues as to how we might go about replicating the trend of Mental Health Charities by opening up public discussion and thereby helping to eradicate the stigma of Alcoholism.

Diarmuid McKeown and Carmen Bryce

My experience as a Non-AA Member Director of the General Service Board of Alcoholics Anonymous has been very positive. The director's meetings which I have attended have been organised, with agendas distributed to all members of the board in advance, and detailed minutes kept of all matters discussed.

As part of the General Service Boards National Public Information remit, I wrote to the HSE in relation to the implementation of their policy on intervention in cases of alcohol abuse in casualty departments, including the training of staff and correspondence is ongoing. I attended the All-Ireland Convention in Bundoran Co Donegal which was also very well run, the discussions were very interesting, and the atmosphere was always friendly, welcoming and very supportive. The personal testimonies of the members were honest and moving. I feel very privileged to be part of such a wonderful organisation.

Elizabeth Cullen

Office Committee Report

The Office Committee is comprised of the Leinster Trustee/Director, the Operations Manager and the Board/Company Secretary. Over the preceding 12-month period the committee met on a monthly basis. These meetings had an agreed agenda but also allowed for any matters arising between meetings.



The key accomplishments during the period include:

- Upgrade of AA website.
- Addition of equipment to boardroom to facilitate integrated electronic input.
- Cyber insurance obtained to protect sensitive information.
- Full implementation of GDPR requirements.
- A new Directors Handbook was introduced to familiarise directors/trustees with their roles and responsibilities.
- A new, updated phone system was installed to replace the older, obsolete system.
- Updated technology in the form of Office 365, PowerPoint and new laptops were introduced at GSO to enhance effectiveness.
- A pamphlet on Personal Conduct and Appropriate Behaviour at AA meetings was produced and distributed, following Conference instructions.
- GSBAA introduced an updated version of the Media Guide. This is available on the AA website.
- The ground floor office space was restructured to improve day-to-day functionality of the office and to comply with emerging Health and Safety Regulations.

- Following the Board's decision to discontinue printing hard copies of the Road Back magazine, the work of putting this valuable AA asset fully online is ongoing and nearing completion. Hard copies will continue to be made available on request to GSO. Contributions, in the form of personal stories, anecdotes, AA in-jokes, information on upcoming events and so on are invited from members and are welcomed by the editors.
- A review and update of General Service Handbook for Ireland has been completed and is ready for presentation to the Board and Conference for approval.
- A comprehensive review and update of staff contracts and employee handbook was completed.
- A review of the GSBAA Governance folder is currently being carried out.
- The Office Committee members attended a number of training workshops. These mainly related to charities and corporate governance. The attendance at workshops are necessitated by the requirement to keep GSBAA updated with changing regulations that may impact on the operation of the company.

The Office Committee intend to remove unsaleable literature, pamphlets etc. from stock. These will be made freely available to the various service arms of the fellowship for distribution in prisons etc.

An online shopping and payments system have been introduced, simplifying the purchase of literature from GSO.

The Committee is currently working on a Company Strategic Plan and it is hoped that this will be completed in the near future.

Committee responsibilities are ongoing and fluid and are generally completed in a timely fashion.

The Office Committee is a sub-committee of GSBAA and are very grateful to the Board for its ongoing support.

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