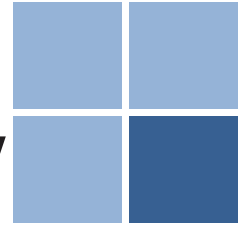


# AAWS HIGHLIGHTS

## *Business of the Board*



Meeting of the AAWS, Inc., Board of Directors

December 2025

### AAWS Board of Directors

Ken T., AAWS Chair, Julie C., Charlie H., Matt K., Clint M.,  
Racy J., Carolyn W., John W., Bob W.

#### AAWS Internal Audit Committee

The Internal Audit Committee examines significant documents, including guidelines, policies, and bylaws.

The Internal Audit Committee continued its work supporting strong governance and accountability, including completion of the Finance RACI and ongoing review of HR and management responsibilities. The committee advanced several key policy recommendations to the AWS Board, including updated Anti-Discrimination and Harassment and Whistleblower policies, both of which were extensively reviewed and legally vetted. To strengthen transparency, the committee clarified practices to ensure reports approved between board meetings are shared with the full board. The committee also recommended adoption of a Bring Your Own Device (BYOD) policy to enhance data security and address risks identified through prior audits, while noting that additional compliance-related tools remain under consideration.

#### Recommendations forwarded and approved by the AAWS Board of Directors.

- *The Internal Audit Committee recommends that the AAWS board accept the Anti-Harassment & Discrimination policy.*
- *The Internal Audit Committee recommends that the AAWS board accept the Whistleblower Policy.*
- *The Internal Audit Committee recommends that the AAWS board accept the Personal Device Policy (BYOD).*

#### 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 reviewed the latest 2026 preliminary budget (version 3.0), noting that projected expenses are near inflation while revenue assumptions, especially contributions, remain under review pending December results. The committee discussed key drivers affecting projections, including contribution trends, planned self-support communications, and cost pressures affecting margins, and agreed to schedule an additional meeting in early January to reassess contributions and finalize recommendations. The committee also discussed the need for high-level functional expense context to support decisions about proposed reductions, particularly where committee activities may be affected. In new business, the committee voted to recommend a literature price increase effective February 1, 2026, and flagged implementation considerations to ensure the increase is applied consistently across bundled items and packages.

#### Summary

For the ten months ended October 31, 2025, total operating revenue is \$15,367,700 which is about 7% less than the YTD budget of \$16,573,613. Total operating expenses before depreciation are \$15,582,093, which is about 2% less than the YTD budget of \$15,960,072. Operating deficit before depreciation is \$214,393 compared to a YTD budgeted surplus of \$613,541. These figures do not

include International Convention revenue and expense, which is tracked and reported separately against a detailed Convention budget by our convention management vendor, Talley Management Group, with AAWS Board oversight.

As of November 24, 2025, operating cash on hand is \$169,934 versus accounts payable of \$1.617M resulting in a short-term deficit of \$1.447M. Accounts payable is 39% current and 61% 1 – 30 days past due.

Literature accounts receivable is \$730,121, of which 63.5% is current, 15.2% is less than 60 days past due, and 21.3% is more than 60 days past due. The reserve fund is at 6.21 months of 2025 budgeted GSO, GV, and LV operating expenses.

Based on the 2025 expense budgets for GSO, Grapevine, and LaViña (total \$22.330M) the reserve fund balance is equal to 6.20 months of operating expenses. Note that the calculation is influenced equally by the size of the Reserve Fund balance and the level of GSO, Grapevine and La Viña expenses.

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

- *The AAWS Finance Committee recommended a literature price increase of \$2 per book and 15% for all other items, effective February 1, 2026. During the AAWS Board meeting, the Board amended and approved a price increase of \$3 per book, with the 15% increase for all other items remaining unchanged.*

### **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 committee reviewed pricing information for the 75th Final Conference Report using updated cost data and agreed to maintain the current pricing for now, with plans to revisit the topic at a future meeting. The committee received a progress update on the Fifth Edition Big Book, noting a milestone selection of stories and continued work on supporting sections, with publishing exploring options related to format/cover considerations. Additional discussion covered ideas for improving

access to the AA Service Manual for GSRs, including the potential for electronic distribution.

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

- *The AAWS Publishing Committee recommended that the AAWS Board accept the October and November 2025 reprint permission reports provided by the Intellectual Properties Administrator.*

### **AAWS Communications and Language Services**

The Communications and Language Services Committee is responsible for strengthening communication between the AAWS Board and the Fellowship, and for providing strategic oversight to both the GSO Communications and Language Services Departments. The committee also establishes AAWS policies related to communications platforms and language services and oversees translation activities for the U.S. and Canada.

The Communications and Language Services Committee reviewed an update to the social media policy aimed at clarifying decision-making authority while improving transparency with trustees and conference committees. The committee agreed on streamlined language stating that new social media initiatives will be communicated to the appropriate trustees' committees and, when appropriate, to corresponding conference committees, while reaffirming that operational decisions remain with GSO and AAWS. The committee also received an early preview of the analytics dashboard and data warehouse project, highlighting upcoming improvements in automated, more actionable reporting to support operational insight and future strategic decision-making across digital channels. The committee then approved recommendations from the Language Services Steering Committee to deliver key finance-related materials (including quarterly financial reports and certain finance communications) simultaneously in English, French, and Spanish whenever feasible. Finally, the committee discussed the importance of aligning translation practices with established policy and voted to recommend that the A.A.W.S. Board affirm that publications in languages other than English, or in accessibility formats (e.g., Braille/ASL), are not

subject to translation into English for General Service Conference approval, reinforcing past practice and providing clear guidance for future communications.

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

- *The AAWS Communications and Language Services Committee recommends to the AAWS Board that section 6 of the Social Media Policy be updated to read: “The Communications Services Department will provide periodic updates to the AAWS Board regarding social media performance, challenges, opportunities, and any significant developments. Any new social media initiatives will be communicated to the respective trustees’ committees and, when appropriate, to the corresponding General Service Conference committees for awareness and alignment with Advisory Actions.”*
- *The AAWS Communications and Language Services Committee recommends to the AAWS Board that it affirms that books in languages other than English or in accessibility formats such as Braille or ASL are not subject to translation to English.*

## **AAWS Services and Technology**

The Services and Technology Committee discusses identified needs arising from service assignments, reviews the technological infrastructure used to support AAWS functions, and recommends strategic improvements to technology.

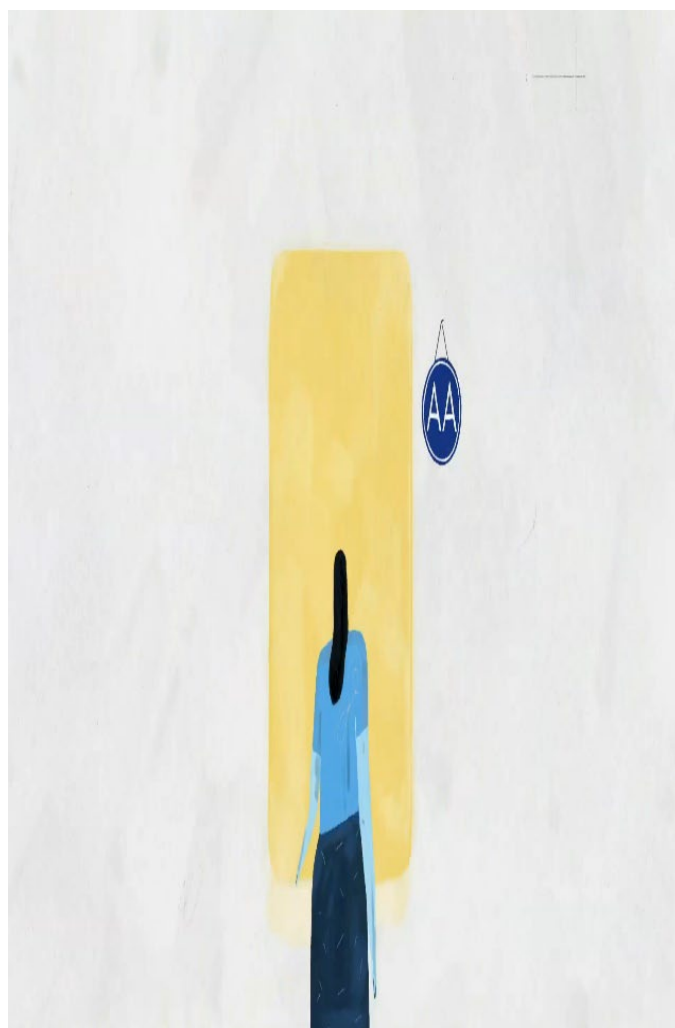
The Services and Technology Committee reviewed several ongoing initiatives supporting member services and operational effectiveness. Work continued on fact-finding related to Canadian dollar transactions, including outreach to Canadian intergroups and central offices to gather input for an informed board decision. The committee also advanced discussion on improving the recurring contributions experience, emphasizing a requirements-based approach, learning from fellowship practices, and exploring options that strengthen ease-of-use while aligning with financial reporting and contribution guidelines.

The committee reviewed progress on addressing concerns related to group listings and clarity, distinguishing between intellectual property matters and directory accuracy, and supporting a

coordinated path forward with appropriate staff and legal review. Additional updates included continued work on improving AA group and membership estimates for reporting and strengthening data integrity, including technical improvements to better synchronize email lists and unsubscribe preferences between systems. Finally, members discussed opportunities to responsibly expand communication outreach—such as offering opt-in updates through event registrations—while remaining mindful of privacy and compliance considerations.

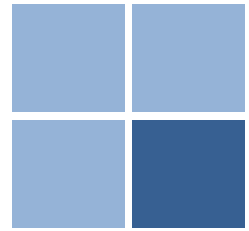
### **Recommendations forwarded and approved by the AAWS Board of Directors.**

- *There were no recommendations to the AAWS Board.*



# AAWS Highlights

## *What's Happening at GSO?*



Bob W., General Manager

December 2025

### Department Reports

#### Archives

During 2025, the Archives Department supported members, researchers, and visitors by responding to a high volume of research inquiries and providing reference services and exhibits. The department also participated in the 2025 International Convention. Records management work continued with the removal of obsolete digital files, the identification and transfer of more than 400 AWS-owned video assets to long-term storage, and ongoing progress on the audio and visual preservation initiative. Significant cost savings were achieved through the implementation of archive storage software for preservation-quality audio and video files, ensuring secure, sustainable long-term access. Looking ahead, planning is underway for post-retrofit vault reorganization, enhanced preservation protocols, and continued digitization and cataloging efforts, with additional project milestones anticipated in 2026.

#### Communication Services

During 2025, Communication Services supported planning and media coordination for the 2025 International Convention, including post-event communications shared across multiple digital channels. Podcast production continued to grow, with Season One surpassing 43,000 cumulative downloads and Season Two now in production for early 2026, including recent interviews with committee members working on new and updated fellowship pamphlets. The department advanced digital engagement efforts through the successful rollout of a new online meeting view feature in the Meeting Guide app, which continues to receive positive feedback, and through expanded use of short-form video content, including YouTube Shorts highlighting young people's stories with strong early engagement. Additional work included completion of an initial phase of data reporting improvements, ongoing website enhancements and accessibility

updates, integration of digital content systems, and continued publication of Box 4-5-9. Engagement across newsletters, applications, video, and social media platforms remained steady, supporting broader access to information and helping members connect more easily with meetings and resources worldwide.

#### Finance

The Finance Department completed several operational initiatives, including the internalization of selected accounting functions and the completion of required audits and regulatory filings.

During 2025, the department processed more than 30,000 contributions, over 2,000 literature payments, and more than 1,000 vendor invoices.

Additional work included enhancements to expense processing procedures and continued development of budget forecasting and planning activities. Preparation for upcoming audits and financial reports is ongoing.

#### Human Resources

During 2025, Human Resources supported recruitment, onboarding, and employee engagement across the office, with a strong focus on hiring compliance and employee support in a remote environment. HR also stepped in to manage payroll and retirement plan administration during a staffing transition, ensuring continuity and compliance, and recognized exceptional team contributions during this period. The department completed benefits administration and compliance activities, including pension and retirement audits, retiree coverage renewals, and the launch of organization-wide anti-harassment training. Feedback from 90-day onboarding check-ins continues to reflect strong office culture, meaningful connection to the

fellowship, and high engagement with the work. Looking ahead, HR is focused on finalizing the employee handbook and continuing training and policy updates to support employees and leadership.

## Legal, Licensing & Intellectual Property

During 2025, the Legal, Licensing, and Intellectual Property Department continued to support international licensing, translation coordination, and intellectual property administration across a broad range of activities. From mid-May through early November, the department received and processed more than 200 licensing-related inquiries, remaining within established 45-day review timelines. Translation oversight continued, including progress on the Haitian Creole Big Book, now in advanced chapter review, and ongoing work on the Rwanda Big Book translation, with continued outreach to local reviewers to offer support and advance next steps.

The department conducted multiple international coordination meetings with General Service Offices in Mexico, Germany, and Russia, resolving licensing and trademark questions and supporting alignment on international use of AA intellectual property. In addition, the department responded to approximately 150 intellectual property requests related to copyright use on websites and other platforms and released new translations of selected materials in multiple languages. Looking ahead, priorities include streamlining renewal processes and preparing comprehensive semi-annual reporting on licensing, copyrights, and trademarks for early 2026.

## Language Services

During 2025, Language Services supported the office through a sustained volume of translation and interpretation work, completing 2,560 requests across departments. Conference-related materials represented the largest share of requests, followed by publishing, communication services, and international convention work, reflecting consistent demand patterns from prior years. Overall, staff services accounted for just over half of all requests, underscoring the department's central role in supporting the services the office provides. The department also introduced improved tracking for internal interpretation requests, increasing visibility into workload and service delivery.

Significant progress was made in reducing the backlog of pending projects, with the department on track to be current by the first quarter of 2026—an

important improvement compared to prior years when pending requests routinely exceeded 80 to 100 items. Ongoing efforts remain focused on improving efficiency and consistency through shared translation resources, cross-department coordination, and preparation for upcoming conference-related work.

## Operations

During 2025, the Operations Department continued to provide essential support for fellowship services, including member assistance, mail handling, shipping, and inventory management. From June through November, the team processed more than 12,000 email inquiries, 16,000 phone calls, 8,400 literature orders, and 12,600 pieces of incoming mail, reflecting the scale and consistency of operational support across the office. The department coordinated inventory management activities at both the Kansas City and Canada warehouses, including preparation for the annual physical inventory, with advance communications provided to intergroups and central offices to minimize disruption. Operations also continued training and information-sharing sessions with regional service volunteers and planned future Fellowship Connection sharing sessions following staff onboarding and training. Team engagement and morale were supported through department gatherings, and staff contributions were formally recognized through peer-nominated internal awards, highlighting leadership, collaboration, and service excellence.

## Publishing

During 2025, Publishing reported continued strong distribution of the Plain Language Big Book in its first year of availability, with more than 215,000 print copies distributed, alongside ongoing access through digital formats and distribution to correctional facilities. Digital usage remained steady across all platforms. Additional publishing activities included pricing adjustments informed by production and cost considerations, continued development and distribution of multilingual pamphlets, and coordination with other departments to support conference-related materials and international assignments.

## Staff Services

During 2025, Staff Services continued to serve as a primary point of contact between the General Service Office and the Fellowship, supporting a steadily increasing volume of inquiries and service needs. From June through November, staff responded to

more than 95,000 emails and nearly 1,000 phone calls, with total email volume trending significantly higher than the previous year, reflecting the Fellowship's continued desire for connection and support. With GSO Staff rotation and the completion of the International Convention, the department shifted responsibilities to allow for the launch of a new assignment of Self-Support and Finance without increasing the staff size. Staff Services continues supporting preparations for the upcoming 76th General Service Conference, including background coordination, committee support, and ongoing conference planning, while also participating in area, regional, national, and international events.

Additional highlights included support for user-generated young people video content shared through digital platforms, evaluation of new tools used during regional forums, planning for special forums for the Deaf, and continued assessment of livestream pilot initiatives. The department also contributed to expanded digital access to literature in correctional and international settings. Looking ahead, Staff Services is focused on Conference and board meeting preparation, podcast recording sessions, planning for the 2026 regional forums and the World Service Meeting.

## Technology Services

During 2025, Technology Services continued to play a critical role in supporting the office's operations by advancing initiatives focused on information security, infrastructure stability, and long-term operational efficiency. The department strengthened incident response preparedness and cybersecurity through improved monitoring, internal standards for emerging technologies, and preparation for system testing activities designed to identify and address potential vulnerabilities. Significant progress was made on data protection initiatives, including planning for enhanced mobile device management and automated data loss prevention tools that will improve control over information across both office-issued and personal devices.

Technology Services also focused on cost stewardship by sustainability and successfully reducing cloud storage and infrastructure expenses through targeted reviews, improved data retention practices, and ongoing contract optimization. Continued integration of internal digital content systems with the public website helped reduce

manual workflows and accelerate content updates. Additional infrastructure work included network configuration changes with support ongoing cost savings, as well as steady support for day-to-day

operations such as device provisioning, system maintenance, and user support. Together, these efforts enhanced security, improved efficiency, and ensured dependable technology services in support of staff, boards, and the Fellowship.

## General Manager

2025 was marked by deep gratitude and connection across the board and office, highlighted by meaningful one-on-one conversations, productive GSO staff meetings, and stronger fellowship-centered sharing.

The office came together in person for an employee engagement event that included recognition awards, a particularly meaningful moment after an extended period of remote work.

Significant progress is underway on the office retrofit, with construction now active, asbestos abatement nearing completion, and the project remaining on budget. To ensure continuity during this period, mail and shipping operations will temporarily relocate but will remain fully operational, and phone services will continue uninterrupted so members may contact the office as usual.

Looking ahead, a follow-up to the June inventory is scheduled for January 7, focused on workload solutions and the development of a clear action plan to share with the AAWS and General Service Boards. The year concluded with successful regional forums that fostered meaningful engagement with members across multiple regions.

