



Zürich Intergroup Service Handbook

This Service Handbook

is published for use by Group Service Representatives (GSR's), Intergroup service position holders, and members of the English-speaking AA community in Zurich.

AA Zürich Contact Information

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AA Zurich Meeting schedule	https://aazurich.org/meetings

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Intergroup Information Officer	info@aazurich.org
Continental European Region (CER)	cerrep@aazurich.org
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Intergroup Zoom Coordinator	zoomcoordinator@aazurich.org
Intergroup Website Content Manager	contentmanager@aazurich.org
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*Not all service positions may be filled at any given time.

If in doubt which contact address to use, send cc to Intergroup Chairperson or Secretary

LOST AND FOUND

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If this Service Handbook is lost and found, please return to the Postal mail address noted above, or return to any AA meeting in Zurich. Thank you!



The AA 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 AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization 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.

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A Declaration of Unity

This we owe to AA's future: to place our common welfare first; to keep our Fellowship united; for on AA unity depend our lives, and the lives of those to come.

I am Responsible...

When anyone, anywhere, reaches out for help, I want the hand of AA always to be there. And for that: I am responsible.



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I. Introduction

Bill W., the co-founder of Alcoholics Anonymous (AA) wrote in “A.A.’s Legacy of Service”:

“Our Twelfth Step – carrying the message – is the basic service that the A.A. Fellowship gives; this is our principal aim and the main reason of our existence. Therefore, A.A. is more than a set of principles; it is a society of alcoholics in action. We must carry the message, else we ourselves can wither and those who haven’t been given the truth may die.”

This is a Service Handbook for members of Alcoholics Anonymous in the Zurich Intergroup. As Bill W. suggests, A.A. service is anything that helps us to reach a fellow sufferer. The Zurich Intergroup is the means by which A.A. Zurich and its English-Speaking Meetings functions locally, to fulfill the Legacy of Service.

If the Zurich Intergroup is to do its work effectively, it must operate according to acceptable and orderly procedures, the aim of which is to involve the Fellowship as widely as possible. A.A. Zurich Intergroup continues to adhere firmly to the principles that underlie the Twelve Concepts for World Service, the Twelve Traditions and Twelve Steps and to the Big Book “Alcoholics Anonymous”. These are the yardsticks by which the activities of A.A. Zurich Intergroup must be measured.

Our sincere aim is to prevent any bureaucracy that may divert us from our primary purpose: **carrying the message to the still suffering alcoholic**. Therefore, this Service Handbook summarizes the major decisions of the Zurich Intergroup so far, avoiding the repeated discussion of the same issues. Furthermore, it is the purpose of this Service Handbook, to help new Group Service Representatives (GSRs) as well as all members of AA Zurich interested in the work of the local Intergroup to better understand the service structure and thereby helping to facilitate the carrying of A.A.’s message.

This Service Handbook is intended only as a “working aid”; it is not a rule book, and it does not intend to replace any existing service literature; its purpose is simply to collect and collate existing guidelines and information, and to document AA Zurich Intergroup Group Conscience Decisions in a single reference source.

Continued sober experience will of course necessitate regular updating: maintenance of this Service Handbook shall be the responsibility of the AA Intergroup Zurich; the IG Secretary shall enter all changes approved by the Intergroup Meetings, and it shall be reviewed on an annual basis.



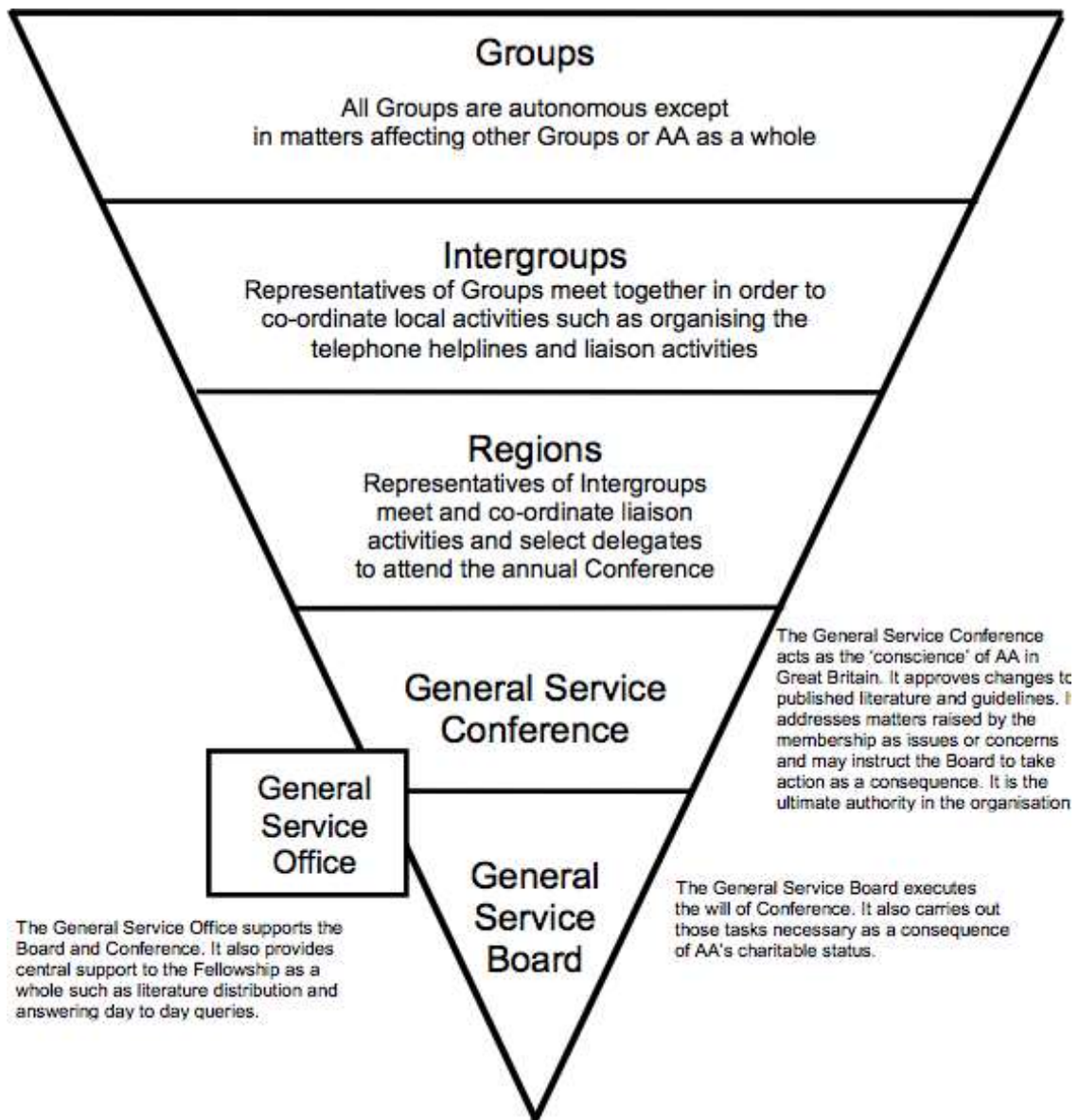
II. Structure of Alcoholics Anonymous

GROUPS: Zurich area local Groups. This includes other English-speaking meetings in the German-Speaking area of Switzerland, such as Bern, Zug and Lugano.

INTERGROUPS: Zurich & Geneva Intergroup

AREAS: It might be possible that in the future there will be an AA English-speaking Area for all English-speaking meetings in Switzerland

REGIONS: CER (Continental European Region)
All intergroups and area assemblies in Europe.





How this works in Switzerland

Today there are two separate Intergroups in Switzerland: Geneva and Zurich.

The Zurich Intergroup promotes more cooperation and collaboration between these two service entities in Switzerland. Perhaps, in the future, this may lead to the formation of a new Swiss wide service entity called Area Group or “AA English Speaking Area in Switzerland”. There are several reasons for this development:

- Supporting other English-speaking fellowships (e.g., Bern, Zug, Lugano, etc.) or single meetings in Switzerland which do not have the immediate connection to local Intergroups.
- Reaching out to still suffering alcoholics where there are no meetings nearby.
- Helping those who are willing to form new AA meetings in order to cover all regions within Switzerland.
- Benefitting from exchange of resources between AA regions, such as:
 - Sharing the cost and the attendance of CER meetings
 - Providing services (e.g., joint newsletter editions) to our respective fellowships that would not be done by one fellowship alone due to the lack of manpower, money, etc.
 - Coordinating PI work beyond the two cities (Geneva & Bern) and thereby giving local members the opportunity to do PI work in another city.
 - Experience has shown that on the one hand members are willing to do PI work and on the other hand are reluctant to speak in their local town due to anonymity issues which would be overcome with PI work done in another town or city in Switzerland.
 - Giving all those members further service and thereby learning opportunities who already have a track record of service work within their local meetings or their respective Intergroups.
 - Coordinating roundups and workshops so that more gatherings become known and are well-attended, as well as avoiding that gatherings are at the same time.
 - Strengthening the fellowship within Switzerland, bringing it closer together in unity and thereby overcoming the disadvantage of being an ‘AA diaspora.’



III. A Brief History of English-Speaking AA in Zurich

The following pages contain information we were able to gather until the end of 2012 about AA's English-Speaking history in Zurich. More information is necessary to make this summary complete. However, we are confident that with time, we will fill the missing links. We invite all those who have further information about it to contact our Intergroup Archivist.

The following is compiled as an account of AA in Zurich, Switzerland in the 1970's and 1980's, based on talks with Naomi, sober for 39 years, Christian, sober for 40 years, and on my own memories (Rosa, sober 29 years).

AA got started in the late 1960's in Zurich, and it was, of course, German-speaking, though some of the members knew English (for example several were Swissair employees and were familiar with AA in the U.S.).

Sometime in 1973, Naomi, an American with Swiss roots living close to Zurich, realized that her drinking had gotten to a point where she needed to contact AA. She was 12-stepped by a man named Ernst, a founding member of AA in Zurich, and began attending the Monday evening meeting in Zurich. She was soon doing service work as Treasurer and keeper of the accounts and continued to do this for a considerable period of time.

Naomi had also made her phone number available to any English-speaking AA's who might come to Switzerland, and was contacted by a woman named Helen, a recovering alcoholic from the U.S. who came to Zurich to attend the C.G. Jung Institute here. Still another recovering alcoholic and Jung student, a woman named Jean, joined Naomi and Helen, and together with Walter K. from the German-speaking groups who spoke English, they decided to start an English-speaking meeting.

For a while, they met informally in the cafeteria of the public swimming pool at Sihlporte. Then they found out that the Jung Institute sometimes rented a hall at the Hottingen Parish building on Asylstrasse and were able to do the same.

The Monday evening group gradually grew, also attracting English-speaking alcoholics from other towns in Switzerland (people came from Zug, Basel, and Biel, says Naomi) as well as Swiss members who spoke English. Helen's niece Jan came to Zurich to study at the Jung Institute and joined the group. When I came into AA in the autumn of 1982, Jan showed me the Big Book she had inherited from Helen after her death, with a dedication from Bill W. written in it. Christian of the German-speaking meetings had come into AA in 1971.



In 1980, Christian went to the U.S. to attend an intensive English course and to go to as many AA meetings as possible. He got a Sponsor there and worked all the 12 steps with him. Until then, sponsorship had been practically unknown in Zurich, but when he returned in early 1981, he began to spread the word and to sponsor anyone who was willing, including at least one of the members of the English-speaking groups: Susan, who became my first Sponsor.

Christian also attended the Monday evening English-speaking group a few times; at one meeting, he noticed that it had grown very large, and he suggested that they might want to start a second one at the Cramerstrasse location in Zurich, where the German-speaking groups had rented an office and meeting space. John Z., an American AA member in Zurich, took him up on his offer, and the Friday night meeting was born.

When I came to AA in late 1982, the meeting was going strong and must have been in existence for some time, but Christian does not remember exactly when it was founded. From then on, my own memories kick in.

When I joined AA, the Monday night meeting had been chaired by Walter K. for quite several years. The format was reading from the 12 + 12 plus sharing. Walter K. relapsed at some point, and the group started electing new officers every year. For the first 8 or more years of my sobriety, the Monday and Friday meetings were the only English-speaking ones in Zurich.

In the early nineteen nineties, the Wednesday night Big Book group was started by Piano John. Then a bit later, together with Kate from Denmark, and Walter an English-speaking Swiss member, they began the Thursday evening group at the Helferei.

I only attended the Friday night meeting (always had to get a baby-sitter at that time, so only went once a week.) I remember that at the time, we read the Preamble and then just began to talk. At some point in the mid-eighties, we voted on whether to read "How It Works" at the beginning of the meeting; it was a tied vote, so for a while, we read the text every other week! But gradually the format became more formalized, with "How It Works" read at each meeting and a topic chosen ahead of time.

So, this is the information about the approximately first fifteen years of English-speaking AA in Zurich that I was able to gather together in this, the Spring of 2012.



History of the Various Meetings in Town:

Monday Night:

The Zurich 12&12 Group meeting at 8pm on Monday is said to be the oldest English-speaking meeting in Zurich. A piece of paper in the group's literature box states that it started sometime in the 1970's. The meeting had varied attendance until about 2008 when the group elected to have suggested guidelines for service written down in a group handbook (at the meeting) based on those found in various literature from AAWS. The result of slightly increased focus on service had a positive effect on the meeting leading to regular yearly workshops and increased regular attendance of about 20-30 members each week.

The workshop, now known as the "Winter Workshop," has happened each year since 2009 and has had a different AA topic each year - usually with 2-3 speakers over an afternoon. The last workshop in January 2012 had an attendance of nearly 200 from around the region.

Information has not been compiled for meetings listed below at the time this went to print December 2012. Check our website <http://aazurich.org/meetings> for the most up to date meeting lists, schedules, formats, etc.

Tuesday Noon:

Tuesday Night:

Wednesday Night Beginners:

Wednesday Night:

Thursday Noon:

Thursday Night:

Friday Noon:

Friday Night:

Saturday Night:

Sunday Night:



History of Intergroup Activities in Zürich

The following article is republished from the first issue of Zürich IG newsletter "Reaching out." Originally titled "Intergroup Re-formation in 2009 and Recent Developments." Authored by Felix W., IG Chair 2009 & 2010

Intergroup Formation 1999 & Lessons learnt:

Do we really need an AA Intergroup in Zurich? It's a fair question that has been often asked since the first efforts were made to restart the Intergroup in January 2009. The answer was clearly revealed at our year-end IG meeting this past November 2010.

With all 9 local English-speaking meetings represented, a review of 2010 activities showed that considerable service work had been making a wonderful difference to our Zurich AA fellowship.

- Our website aazurich.org and AA announcements in the local press are presumably the most visibly noticeable of the various IG efforts; perhaps less visible but of vital importance is the service work that goes on behind the scenes to reach out to the newcomers, visitors, and anyone interested in our meetings and the AA way of recovery. Keeping the IG meetings organized and the information up to date, was tirelessly arranged by IG Secretary (Martin) who was voted in to take over as Chair in January 2011 (until end of 2012).
- The main IG focus for 2010 was Public Information, with the specific primary purpose of trying to reach the still suffering alcoholic. The PI committee, led by Frank and Claudia, with the help of Steve, "Irish" John, Jay, Susan, Bob, Werner and Fiona, hit the streets bringing AA information flyers and our meeting directories to 28 local hotels, placed announcements in the English Catholic Newsletter, Zurich International School Newsletter, Xpat Xchange website, and manned an information booth, at the Expatriate Fair.
- Another significant focus was to make live phone service available. Juha's considerable efforts and experience with phone service from Amsterdam helped make this possible. Starting December 11 from 17:00 to 21:00, and each Saturday thereafter, a sober member from our groups will be answering the phone number posted on our aazurich.org website. The cell phone will be passed between members so they can take it with them and not need to "sit by the phone". They will be fielding calls ranging from alcoholics needing help getting to their first meeting, visitors needing information and sober members for our meetings just happy to speak to another recovering alcoholic, among others.
- Other areas of service have been this newsletter (edited by Rachele), answering AA inquiry emails ("Piano" John) connecting to the CER (Continental European Region - Martin), creating and maintaining the website (Felix and Steve) and managing the treasury ("Piano" John) to fund these services. Also, the 7th tradition contributions made to IG from the local



groups, allowed the IG to send any excess funds to CER, Swiss German AA and AA World Services so that our Zurich meetings were contributing to the maintenance of services beyond our English-speaking meetings and thus connecting to our larger AA society.

A quote from AS BILL SEES IT (page 13) perhaps sums up the meaning of this service most simply: "A.A. is more than a set of principles; it is a society of alcoholics in action. We must carry the message, else we ourselves can wither and those who haven't been given the truth may die." The noticeable result of this service has been a slow but steady increase in the number of newcomers making into our local rooms and what seems to be the gradual transformation of Zurich English-speaking AA from just being a collection of meetings to now being more of a sober community, where we support each other and all those alcoholics in need of finding our rooms.

To keep the efforts going we look forward to seeing many new faces involved with IG service for the coming years!

History of our relations with Swiss-German AA:

*No content available at time of printing



IV. Suggested reading.

For obtaining AA literature, here are three suggestions:

First, check the respective links* compiled below.

Second, all AA literature can be ordered through our Zurich InterGroup by contacting our IG Literature Officer.

Third, literature can be ordered directly through AA World Service office in New York or AA Great Britain in York:

The Twelve Traditions (long form):

http://www.aa.org/twelveandtwelve/en_pdfs/en_tradition_longform.pdf

The Twelve Concepts:

http://www.aa.org/en_pdfs/smf-114_en.pdf

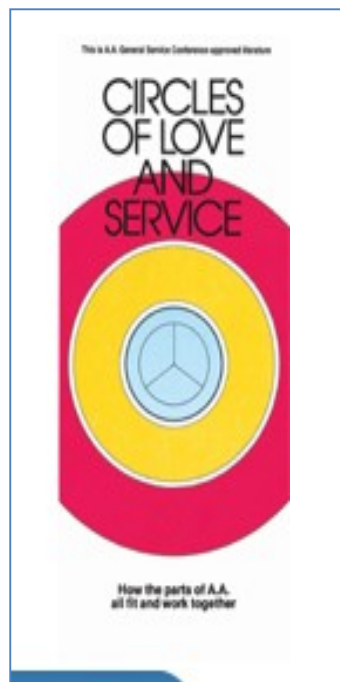
AA Money (Where Spirituality and Money Mix)

http://www.aa.org/pdf/products/f-3_selfsupport.pdf

AA Comes of Age

(To be ordered as book)

GSR





V. The Group - Meetings - Types of Meetings

Although a Group is free to hold any type of meeting its members decide, Groups must work within AAs Traditions and Guidelines. Our experience indicates that we must exercise certain precautions at our meetings or risk collapse.

The Closed Meeting is for alcoholics only. Usually these are informal discussions devoted to members problems and questions, the Twelve Steps, the Twelve Traditions, the Twelve Concepts, topics suggested by articles in the magazines Share, Roundabout and Grapevine etc. Many other formats are used but common to all meetings is the sharing of the experience, strength and hope of its members.

In many meetings it is the practice for the Chair to introduce speakers who relate what they were like, what happened in their lives and contrast this with what they are like now. This provides ready opportunity for identification by the newcomer and provides an encouraging and hopeful illustration of the possibility for their own recovery.

The Open Meeting is one at which non-members (spouses, partners, relatives, friends and other interested people e.g., doctors, spiritual leaders and social workers etc) may attend. Some Groups feel it is important to balance the program, making sure that both men and women members, young and old in years and in sobriety, are on the panel of speakers. The Chair and speakers are, of course, all members of AA but in any subsequent discussion participation by non-members is welcome.

The Group Conscience and Business Meetings are sometimes overlooked but they play an important part in our Group progress. Some Groups schedule these meetings several times a year. Depending on the wishes of the members, they may precede or follow the normal meeting or separate sessions may be arranged.

Business Meetings provide an opportunity for Group officers to report on such matters as progress, future plans, Intergroup matters and the financial position. The Group may also take this occasion as an opportunity to appoint its officers and to conduct a Group Conscience meeting which usually takes the form of a Group inventory.

A Home Group is the group for meetings in which members feel most at home. In such Groups they accept service responsibilities, sustain friendships and celebrate anniversaries.



Participation

The sole purpose of an AA Group is to offer sobriety through the teachings and practice of the Twelve Steps. To help achieve this aim as many members as possible who wish to take part in the discussions and service should be encouraged to do so.

The meeting most likely to attract and keep members is the one which starts on time, which has its stock of literature well displayed, where the seating is ready and where members of an unofficial "welcoming committee" are ready to help pass the message; each in their own way. There will be a warm welcome for all comers and in particular for the newcomer, ensuring that the newcomer is made aware of the possibilities and promises contained in the program. Ultimately, the strength of any meeting depends on the support and involvement of the entire Group.

Our Primary Purpose and Problems other than Alcohol (Tradition 5 Long Form) quotes Bill W's words "Each Alcoholics Anonymous group ought to be a spiritual entity having but one primary purpose - that of carrying its message to the alcoholic who still suffers."

Where problems arise from the attendance of non-alcoholics at AA meetings, it is suggested that the above words are remembered and the following extract from the AA pamphlet *Problems other than Alcohol* is read out and, if appropriate, printed copies are distributed:

"Now there are certain things that A.A. cannot do for anybody regardless of what our several desires or sympathies may be. Our first duty as a society is to ensure our own survival. Therefore, we have to avoid distractions and multi-purpose activity. An A.A. Group as such cannot take on all the personal problems of its members let alone the problems of the whole world. Sobriety - freedom from alcohol - through the teaching and practice of the Twelve Steps is the sole purpose of an A.A. Group. Groups have repeatedly tried other activities and they have always failed. It has also been learned that there is no possible way to make non- alcoholics into A.A. members. We have to confine our membership to alcoholics, and we have to confine our A.A. Groups to a single purpose. If we do not stick to these principles, we shall almost surely collapse, and if we collapse, we cannot help anyone."

Although these words were written by Bill W. in 1958, they continue to offer sound guidance on this difficult subject.



Principles before Personalities

To make sure that principles are placed before personalities, we emphasize the importance of three major AA principles: First, the principle of Rotation; second, the importance of an Informed Group Conscience; third, the taking of a regular Group Inventory.

An Informed A.A. Group Conscience

"The group conscience is the collective conscience of the group membership and thus represents substantial unanimity on an issue before definitive action is taken. This is achieved by the group members through the sharing of full information, individual points of view, and the practice of AA principles. To be fully informed requires a willingness to listen to minority opinions with an open mind.

On sensitive issues, the group works slowly -- discouraging formal motions until a clear sense of its collective view emerges. Placing principles before personalities, the membership is wary of dominant opinions. Its voice is heard when a well-informed group arrives at a decision. The result rests on more than a 'yes' or 'no' count -- precisely because it is the spiritual expression of the group conscience. The term 'informed group conscience' implies that pertinent information has been studied and all views have been heard before the group votes."

Group Inventory Worksheet

Regarding Intergroup Inventory, the Zurich Intergroup has decided the following:

Inventories are taken twice per year (March & September) during a regular Intergroup Meeting

The Intergroup Inventory normally starts after the meeting's introduction and before regular businesses. It lasts for approximately 20 minutes.

The Inventory is introduced by the question whether there have been any happenings or concerns that might threaten unity of our Intergroup. These issues are dealt with first before the Group continues with the questions below.

Regarding any topics that might lead to diverse sharing, our past has shown that it is helpful in those cases to make Go-Rounds giving each member the opportunity to share how he or she thinks a loving Higher power might be expressed in our group conscience.

The questions on the following pages, compiled from A.A. shared experience, may be useful in arriving at an informed group conscious. Written mainly for home groups, we have found the questions helpful as well for our local Intergroup.



Group Inventory Worksheet:

The following questions, compiled from A.A. shared experience, may be useful in arriving at an informed group conscious. Written mainly for home groups, we have found the questions helpful as well for our local Intergroup:

1. What is the basic purpose of the group?

2. What more can the group do to carry the message?

3. Is the group attracting alcoholics from different backgrounds? Are we seeking a good cross-section of our community, including those with special needs?

4. Do new members stick with us, or does the turnover seem excessive? If so, why? What can we as a group do?

5. Do we emphasize the importance of sponsorship? How effectively? How can we do better?

6. Are we careful to preserve the anonymity of our group members and other A.A.s outside meeting rooms? Do we also leave the confidences they share at meetings behind?

7. Do we take the time to explain to all members the value to the group of keeping up with the kitchen/housekeeping chores and other essential services that are part-and-parcel of our Twelfth-step efforts?



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8. Are all members given the opportunity to speak at meetings and to participate in other group activities?

9. Mindful that holding office is a great responsibility not to be viewed as the outcome of a popularity contest, are we choosing our officers with care?

10. Are we doing all we can to provide an attractive and accessible meeting place?

11. Does the group do its fair share toward participating in the purpose of A.A.—as it relates to our three Legacies of Recovery, Unity, and Service?

12. What has the group done lately to bring the A.A. message to the attention of professionals in the community—the physicians, clergy, court officials, educators, and others who are often the first to see alcoholics in need of help?

13. How is the group fulfilling its responsibility to the Seventh Step?

More inventory questions can be found in this Handbook, Appendix G, page 48, and in *"The A.A. Group,"* pp. 35-36



VI. The Group Officers

This Guidance is based on the pamphlet "*The AA Group*," which demonstrates for new officers, new members and other interested AAs many of the good and proved-by-experience ways other members have served in their Groups to fulfil our primary purpose of staying sober and helping other alcoholics to achieve sobriety.

All sorts of jobs must be done to service an AA Group and to keep it going; this is why we need officers. Tradition 9 states that "A.A. as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve."

The officers or "trusted servants" needed within the Group are usually chosen by the Group members for limited terms of service. The jobs they do may have titles but titles in AA do not bring authority or honor; they describe services and responsibilities. These are ways of carrying the message. They are forms of Twelfth Step work an AA member willingly undertakes, primarily to help personal recovery. Many AA members have found Group duties an excellent way to strengthen their sobriety.

The various jobs or services required to run a Group successfully can be allocated over the responsibilities of Group officers as set out and outlined below: two or more services may be combined under a single officer when the Group is a small one. For example, a Group may have the following officers:

- Secretary (or Chair)
- Treasurer
- Group Service Representative (GSR)
- Food & Coffee Helper
- Greeters
- Literature Representative

Each Group, being autonomous, selects the officers its members feel are necessary for the smooth running of the Group. Group officers usually serve for a year, since the principle of rotation of officers is important in order that each member should be given an opportunity to serve should they be willing. Each nominee is usually approached by other members in the Group and, if he or she agrees, that name is put forward at a business/service meeting, so letting the Group conscience decide the election.



Qualifications for Group Officers

Most Groups make sure that their officers have had a known period of continuous sobriety (often suggested but not mandatory) of at least one year and have shown themselves willing and available to give dependable service through regular attendance at meetings. It has generally been found that giving a member a job solely to help that member stay sober does not work. The Group's welfare is of primary concern in choosing officers and in this sense, a mention of Traditions 1 and 2 is helpful at election times as is also an appreciation that familiarity with the 12 Steps, Traditions and Concepts for World Service helps officers to do a better job.

Secretary

The Group's principal officer, a.k.a. Chair or Secretary is suggested to have at least one year (two years is better) continuous sobriety and have had other group service experience. Below is a list of activities often performed by the group's Secretary:

- Coordinates Group activities, preventing confusion or misunderstanding in Group affairs.
- Opens all regular Group meetings then turns them over to a speaker who is leader for that session only.
- Has final responsibility for the smooth functioning of the Group and also conducts Group Conscience and Business Meetings.
- Arrives some time before a meeting is due to start in order to arrange the room, usually with the help of other members and the refreshment helpers.
- Encourages the meeting to start punctually.
- Makes any AA announcements at the end of the meeting (e.g., News of conventions, new meetings, etc.)
- Practices Tradition 7 by passing the pot and then closes the meeting with the Serenity Prayer
- Keeps a confidential list of those members willing to do Twelfth Step work and passes on any calls for help.
- Ensures, with the Treasurer's help, that the rent is paid.
- Helps the Treasurer to count and keep a record of the Group's collections.
- Informs (or asks the GSR) the Zurich Intergroup Secretary, CER and GSO UK AAWS New York of the names, addresses and telephone numbers of the Group officers, together with up-to-date Group telephone contacts and of any changes in these or in the Group's venue. In this way the correct information is always available.
- Provides safe keeping for such Group records and correspondence that exist, thus always preserving anonymity. In addition, the Secretary, as well as other Group officers, has a special responsibility for seeing that newcomers get help, are made welcome on arrival and receive a starter pack on departure.



Treasurer

- Collects the money obtained from passing the pot at Group meetings, counts this with a responsible members help and enters the amount into a cash book or balance sheet in the Group accounts book.
- Makes regular reports to the Group showing how money has been used. After paying the approved expenses, e.g., rent, refreshments and literature and retaining a prudent reserve of one month running expenses, any surplus should be sent to the InterGroup Treasurer – preferably by cheque and without delay. Blank signed cheques should never be issued. This is a recommended precautionary measure taken on behalf of both the group and the Treasurer and applies to cheque payments at all levels.
- In effect, covers the cost of all legitimate Group expenses from Group funds, but does not use funds to reimburse members' expenses in relation to direct Twelfth Step work.
- The Treasurer should keep the Group's funds in a separate Group bank account, which requires two signatures on each cheque. AA experience clearly shows that it is not a good idea for a Group to accumulate large funds in excess of what is needed for monthly rent and bills. It is strongly recommended that, apart from a prudent reserve, all surplus money be sent promptly to GSO via the local InterGroup Treasurer.

Further information on the role of Group Treasurer is in section VIII Group Money.

In addition to these general remarks, the Zurich InterGroup has made the following decisions. The suggested schedules are due to the fact that Zurich InterGroup always meets on the last Tuesdays of the month (except in July and December):

- Consolidates all cash flows in a spreadsheet (CSV file) and sends this file one week in advance (until Wednesday before IG Meeting) to Chair in order that it gets distributed with the IG Meeting's Agenda.
- Reimbursement of expenses and any donations from groups can definitely take place before or after IG meeting but can be made as well in between on your discretion.
- In case of larger amounts in IG balance, passes all excess money after projected expenses and prudent reserve to Swiss German AA (30%), CER (60%) and AA WSO NY (10%).

In case of absence, the Treasure should make sure that her or his Alternate is well informed and attends IG meetings.



Literature Representative

- Ensures that the Group has available its own copy of the Big Book (Alcoholics Anonymous). Orders and keeps the Group supplied with books and pamphlets published by AA and available from GSO.
- Puts together selected packs of literature for newcomers and makes sure stocks are replenished.
- Ensures that literature is on display and available to members at Group meetings, encouraging members to buy from the collection.
- Makes available the current edition of The AA Group
- Passes any accounts for payment of literature to the Treasurer.
- Helps the Secretary to circulate AA Service News, convention flyers, notices from GSO, etc.

Coffee / Tea Maker (Room Setups)

Many AA members have reported they get almost as much good out of coffee and conversation before or after a meeting as they do out of the meeting itself. AA members consider sharing over coffee at these times a vital part of their AA routine.

Often AA members say they first felt they belonged when they began helping with the chairs, tidying the room, making the coffee and tea or doing washing up. Some newcomers find such activity helps them to talk to other members. For many of us this experience is our first service contribution to AA. Any expenses for refreshments may be reclaimed from the Group Treasurer. After each meeting the room should be left clean, tidy and in proper order.

Greeter

Often considered the best first service position in AA, the Greeter arrives 15-20 minutes prior to the meeting (usually has an extra set of meeting room keys), welcomes all persons entering the meeting and helps to clean the room after the meeting.



VII. Group Service Representative (GSR)

Bill W. said,

“the strength of our whole structure starts with the Group and with the General Service Representative (GSR) that the Group elects”.

Working via the Intergroup, the GSR is the Groups` link with the General Service Conference, through which groups share experiences and voice AA`s collective conscience.

More from Bill W.: *“The GSR – as the general service representative is known – has the job of linking his or her group with A.A. as a whole. The GSR represents the voice of the group conscience, reporting the group`s wishes to the committee member and to the delegate, who passes them on to the Conference and to the movement.”*

For this, GSRs need the confidence of the group. They also need a good ear for listening. We all realize whatever authority there is in A.A. resides in the group conscience. Because of this, a GSR can determine exactly what a group needs, what a group thinks about a situation, and can pass this information along to where it will be most useful in policy-making.

This is a two-way street, allowing the GSR to bring back to the group the problems and remedies that affect A.A. unity, health, and growth. To the extent that a GSR keeps the group informed, then expresses the group conscience, only to that extent can the Conference feel it is acting for A.A. as a whole.” (extracted from *The AA Service Manual*)



Suggested GSR responsibilities:

- Share with their Group all Fellowship mail, communication and news items.
- Keep members informed about local service activities.
- GSRs can also help their Group solve problems by drawing upon the facilities of the Zurich Intergroup or General Service Office (GSO) in York – Great Britain where the staff is ready to relay helpful AA experience from all over the World.
- They (or the group Secretary) can help see that up-to-date group information for the AA directory is sent promptly to CER and GSO, York and AAWS New York.
- The GSR is the vital link in the chain of two-way communication between the Group and Intergroup. Each represents his or her Group at Intergroup service assemblies, sharing experiences with neighboring GSRs in workshops and sharing sessions.
- Prior to attending Intergroup Meetings – IG Zurich Meetings always take place the last Wednesday of the month –, fully discuss agenda items with the Group.
- Represent and express the Group Conscience at all Intergroup Meetings. The GSR should faithfully express the Group opinions regardless of what his or her feelings may be, thus putting principles before personalities.
- Following Intergroup meetings, the GSR will report back to the Group.
- The GSR has a responsibility to attend all such meetings and, if this is impossible, to brief thoroughly an Alternate, chosen by the Group to stand in.
- Encourage observers to attend Intergroup in order to foster their interest in the Fellowship and sponsor other members into Service.
- Only GSRs and members of the Intergroup Committee are entitled to vote at Intergroup meetings.
- It is the GSR responsibility to know the Group well enough that should unexpected matters arise at the Intergroup meeting he or she will have a fair idea of the Group conscience, and therefore make an informed response.

Finally, should the GSR wish to bring a Group concern to the IG meeting, the Zurich Intergroup has decided that all appeals to IG and any suggestions for IG Agenda items should be brought to the awareness of the IG Chair one week in advance, i.e., the Wednesday before the last Wednesday of the month.



GSR Qualifications

Groups should take due care in electing their GSR, giving particular regard to the following:

- Ideally, it is suggested that the GSR should have at least two or three years of continuous sobriety and preferably not hold any other Group office. (It should be remembered that the GSR may be eligible for candidature as a Regional Representative or as a Conference Delegate).
- Ideally, the GSR should have a working knowledge of the AA publications referred to in the introduction.
- Ideally, the GSR should have a good knowledge of the structure of AA.
- Ideally, the GSR should be a regular weekly attender at his or her own Group and therefore be able, should necessity arise, to stand in for any other officer of the Group who is unable to be present.
- Ideally, the GSR should be prepared to serve for a minimum of two years.

It should be noted that our Zurich AA community is still small and growing and a willingness to show up and be of service, is the most important qualification, allowing members with less sobriety to learn and grow into the position if no one else is willing to accept the position in a group.

By choosing as GSR one of the Group's most qualified individuals, the Group helps its own future and the future of AA as a whole. It is suggested that Groups should also elect an alternate representative who would attend meetings should the need arise.

The GSR is the first vital link in the communications chain between Group, Intergroup, Region and the General Service Board, carrying the Group conscience to Intergroup and the Intergroup conscience to the Group. Groups should take care in electing their GSRs.

It is suggested that the GSR should have at least two years of continuous sobriety, as a GSR may be elected to Intergroup office.

The GSR needs to be familiar with the Twelve Steps and Twelve Traditions and be prepared to uphold them, as well as being conversant with the following books: *Alcoholics Anonymous*, *AA Comes of Age*, the latest edition of *The AA Structure and Service Handbooks for Great Britain*, *The AA Service Manual*, and the pamphlet *The AA Group From Guideline 4 Intergroup*



VIII. Group Money (Treasury)

Every AA group should be fully self-supporting, declining outside contributions.

The job of Group Treasurer is one which requires honesty and reliability. As with any other trusted service, the task should be carefully specified, and its measure of authority and responsibility made clear and well understood. Responsibility and a reasonable period of continuous sobriety (preferably at least one year) are important.

- Groups that elect to participate with the Zurich Intergroup can forward any contributions of their excess funds directly to the IG Treasurer or pass it to their GSR to deliver to the IG Treasurer. It is always recommended to get a receipt. Please see IG MONEY for how the Zurich IG will distribute excess funds to the various AA service Boards.
- Treasurers should keep good, simple records, which should be open to inspection, should report on the Group finances at least once a month and encourage the Group to talk about financial matters.
- Experience has shown that the use of a group bank account is ideal but not always possible.
- Contributions should be collected by passing the hat at Group meetings and the Treasurer should count and record it with the help of another responsible Group member.
- The Treasurer should enter the amount into a cash book and pay the money into the Group account at the earliest opportunity.
- After paying the approved expenses, e.g. rent, refreshments and literature and retaining a prudent reserve of one month running expenses, any surplus should be sent to the Intergroup Treasurer – preferably by cheque and without delay.
- For those groups who do not hold a bank account, it is recommended that a paying in book is used to deposit funds directly into their local Intergroup account.
- Expenses do not include the use of Group funds for social purposes such as dances, bus trips and birthday cakes. Accumulation of large funds is inefficient, wasteful and a denial of Tradition 7.



IX. The Intergroup

1. The Intergroup
2. Intergroup Officers
3. Intergroup Officers' Duties
4. Intergroup Money (Treasury)
5. Conventions

1. The Intergroup

The Zurich Intergroup was re-formed in January 2009, the next level of service structure is the CER (Continental European Region) followed by GSO York, Great Britain and then AA World Services (AAWS) in New York.

Aims

The aims of an Intergroup are to aid the constituent Groups in their common purpose of carrying the AA message to the still suffering alcoholic and, by using their combined strength and unity, to improve and maintain good relations with all organizations in the community.

Areas

Groups may exercise their voluntary choice to cooperate within the AA service structure. Where two or more Intergroups fall within a local authority area their liaison officers co-operate in trying to carry the message (e.g., prisons, hospitals etc.) and work with the host nation Intergroups (in our case Swiss German AA) in trying to reach the still suffering alcoholic. The Intergroups will do their best to consult with the host nation fellowship to make sure they are adhering to local regulations and respecting the host nations service efforts.

Meetings

Zurich Intergroup meetings will be held regularly, the last Tuesday of each month from 20:15-21:30, with the exception of July and December, when there will be no meeting. The IG meeting location at this time is held at the following address:

Cramerstrasse 7
8004 Zürich
Switzerland



It should be remembered that these are business meetings and should therefore be conducted in a businesslike fashion having particular regard to the guidance in the Twelve Traditions and the Twelve Concepts.

One meeting in the year should be set aside for the Annual General Meeting at which the year's accounts are reviewed and approved, and upon which date the rotation of officers should come into effect. A suitable agenda prepared by Intergrupp officers should be sent to all Groups in good time so that the Group can discuss the subjects to be raised and make known their views to their GSR.

The Zurich Intergrupp has decided to hold a Group Inventory twice per year (March, September) for about 20 minutes at the beginning of an IG Meeting. For more information about the Group Inventory process see section "Principles before personalities" under the heading "V. The Group".

Voting

Voting at the IG meetings will attempt to follow a modified version of Robert's Rules of Order (See Appendix C) to ensure as smooth of a process as possible keeping in mind Concepts IV and V with respect to the minority vote being heard. Votes for approval of a measure will require at least a 2/3 majority.

Observers are welcome at Intergrupp meetings but may not vote and it is suggested may only express their views at the invitation of the Chairperson.

2. Intergrupp Officers

An Intergrupp should appoint a Chair, Vice Chair, Secretary, Treasurer and members with other responsibilities as its officers. These officers should have an established period of sobriety, ideally not less than two years. It is recommended that they should serve for not less than one year and not more than two years, in a specific position, except for the Chair and Vice-Chair who should serve no less and no more than two years.

It is recommended that no one individual serve a combined total of more than 6 years in the Intergrupp and then rotates out for at least one year before rejoining the Intergrupp in any capacity. Careful consideration should be given to staggered rotation so that in the interest of continuity all the officers do not terminate their service at the same time. In the event of a vacancy occurring among the officers before the expiry of their term of office, a member may be co-opted for a limited period of time until the next Intergrupp meeting. At this meeting the member co-opted, along with any others, could be recognized for formal nomination and possible election to this post.



The officers can co-opt a member or members, either from GSRs or from Groups to perform a specific service such as organizing a convention or convening a public meeting. The Intergroup may establish sub-committees for specific purposes.

3. Duties of Officers

Intergroup Chairperson

The Chair has the responsibility of convening and conducting the meetings, and creating the agenda and approving minutes before they are published. All appeals and suggestions for the IG Meeting Agenda should be brought to the attention of the IG Chair the Wednesday before the regular IG Meeting.

Intergroup Vice-Chairperson(s)

The Zurich IG has decided to elect two Vice-Chairs. One will be the outgoing Chair who then serves as the Vice Chair in order to provide continuity to the Intergroup meeting and assist the Chair whenever needed. [approved by the initial IG steering committee]. Additionally, the IG elects one more Vice-Chair who has the responsibility of conducting the meeting in the absence of the Chair.

Intergroup Secretary

The Secretary has the responsibility of assisting the Chair with preparing the agenda and minutes of meetings and for distributing these documents to the Groups well before meetings so that there is ample time to discuss the contents. The Secretary deals with all correspondence, passing for example requests for speakers to outside organizations to the Public Information Officer or a suitable member. The Secretary keeps in touch with the General Service Office making sure that it promptly has a copy of the minutes and notice of any change of officer. The secretary will also maintain a confidential list of all IG officers, GSRs and local meeting officers, until an IG Archivist is appointed. The Secretary will make best efforts to record the group votes and document significant milestones as well as keep copies of the CER Liaison's reports to region.



Intergroup Treasurer

The Treasurer has the responsibility for keeping a proper account of all Intergroup finances, including projected expenses, and ensuring that funds are available for its essential current requirements. The treasurer must also present a monthly report, sent to the Chair at least one week in advance of the IG meeting, that covers proposed as well as real expenses and contributions. An annual budget exercise should be carried out to ensure that appropriate prudent reserves are maintained. Surplus funds should always be transferred promptly to GSO, ideally via the CER Treasurer.

The accounts should be open for inspection and presented to Intergroup at each meeting. Group contributions should be clearly listed so that GSRs can confirm their group's contributions have been received. This is a fundamental part of the audit trail. Having been audited or independently checked, annual accounts should be presented by the Treasurer to Intergroup for approval. (See also 4. Intergroup Money page 29).

IG LIAISON Officers and Sub Committees (“Other Responsibilities”)

It is suggested that Liaison Officers work together through a service committee structure, when appropriate.

Intergroup Continental European Regional (CER) Representative

Representatives of the Zurich Intergroup to the AA assembly of Continental European Region (i.e., CER Reps) should be elected by the Zurich Intergroup as carefully as Group Service Representatives. They should be chosen as a rule from amongst serving GSRs but any member, who has the necessary qualifications, even if not at the time serving as a GSR, may be elected. Such a representative will attend all Intergroup meetings to report from the Region and to hear from the Intergroup their wishes to be expressed at the next Regional Meeting.

CER Rep Qualifications It is suggested that at least three years of continuous sobriety are necessary since it is hardly possible for a person to gain enough Intergroup and Group service in less time than that to be of real use to the Region. They should have a good working knowledge of the following AA publications *Alcoholics Anonymous*, *The Twelve Steps and Twelve Traditions*, *AA Comes of Age*, the latest edition of *The AA Structure and Service Handbooks for Great Britain*, *The AA Service Manual*.

They should have good knowledge of the structure of AA. The CER Representative would, in the interest of continuity, serve for two years, after which he or she must retire and cannot be re-elected for at least one year.

It is suggested that two CER Alternates be elected in order to provide proper continuity.

Specifically, the Zurich Intergroup tries to cooperate with other regions within Switzerland (e.g., Geneva) to share in the number of CER Meetings and thereby reducing the cost of travelling. Those who attend a CER Meeting must be willing to attend and to share at the respective Intergroups in Switzerland (e.g., Geneva).



InterGroup Public Information Officer (PI Committee Chair)

A Public Information Officer is responsible for ensuring that information about the AA message and program of recovery is conveyed to outside organizations to the best possible advantage. The Zurich InterGroup has a Public Information Committee and the Public Information Officer serves as its Chair. The provision of a members' committee to perform and direct various PI activities (refer to Public Information Minutes available at a PIC meeting) is an important part of this activity.

Reports to the IG are generally expected on an as needed basis. Requests for funds should be made either when the Treasurer asks for a projection of future expenses, or at least two weeks before an IG meeting so it can be placed on the agenda for discussion. A report of money spent may be requested by IG at any time.

InterGroup Web Committee

(a.k.a. ELCO - Electronic Communications Liaison Officers)

The Webmaster will maintain the technical aspects of the aazurich.org website. She/He will report to IG on at least a quarterly basis as to the status of the Website. The Webmaster will also be required to present a yearly projection of needed funds to the Treasurer and if interim funds are needed a request must be made to the Treasurer and IG Chair at least two weeks in advance of the IG meeting in order to have the request put on the agenda.

Web Content Manager (Vice Webmaster)

The Content Manager will field all group meeting updates and news and event information. If there is information that needs to be approved by InterGroup, then the Web Content Manager needs to request of the IG Chair that the topic be put on the IG Meeting agenda at least one week before the next meeting date. See Appendix A for further instructions.

Web Responders

At least two web responders will cover all incoming emails to the aazurich.org website making best efforts to ensure that at least one of them is always monitoring emails and to ensure that emails are responded to within 24 hours. See Appendix A for instructions.

InterGroup Telephone Coordinator Officer

A Telephone Coordinator Officer coordinates the working of the Telephone Service as recommended in the Service Manual. See Appendix B for further instructions. The Telephone Officer will also maintain an active list of those local members willing to perform 12 Step calls and ensure that the phone is forwarded to the weekly service volunteers.



InterGroup Newsletter Editor

The IG Newsletter production was suspended in Q3 2011 for a variety of reasons. See IG Minutes for further information.

InterGroup Literature

The InterGroup Literature Chair is responsible for making regular orders of AA conference approved literature to supply the groups. The Chair will make announcements to the groups through the GSR's and take orders accordingly. See Appendix C for more detailed instructions.

Liaison to English Speaking meeting in CH

Duties TBD but will likely assist smaller English fellowships within the Swiss German regional area with their needs and connecting to the Zurich IG

Liaison to Host Nation (Swiss German AA)

The Liaison to Swiss German AA will work to understand how to better communicate and interact with the host Swiss German fellowship by attending Swiss German IG



X. CER – Continental European Region

Introduction

This document was written in response to a CER Group Conscience asking for a working aid on how business is done at CER and is meant to serve as a “working aid.” It does not replace any service literature but serves to collate and group existing information and guidelines in addition to documented CER group conscience decisions.

CER (Continental European Region)

A. Aims

1. To improve and foster communication between neighboring Intergroups, thus implementing Tradition One and guided by Tradition Nine.
2. To ensure that the CER recognize areas that are sparsely served by the Fellowship do not remain in “no-man’s land” but become part of the Region’s responsibility.
3. To share Intergroup experience in the field of cooperation with outside agencies, prisons, hospitals, schools, social services, councils on alcoholism, churches, etc.
4. To increase opportunity for members to participate in our Third Legacy of Service,
5. To enable members with experience to serve a larger area.

B. Structure

1. The Continental European Region (CER) is one of the sixteen regions of the General Service Conference of Great Britain, served by the General Service Office (GSO), and the General Service Board, all located in York, England. CER is the English language region serving the Intergroups and unaffiliated local groups in Continental Europe that use the English language as their primary means of communication and carrying the message. CER is the secondary AA service structure in Continental Europe, secondary to all of the AA service structures in the languages of the various host nation Continental European countries in which the Region serves.

For additional information please see the CER Service Handbook, Chapter II (<http://www.aa-europe.net/extra/service.htm>)



XI. General Service Conference of AA in Great Britain

The exploratory Conference held in Manchester in October 1965 concluded that the time had come when the responsibility for safeguarding the continuance and growth of AA within the Twelve Traditions should be spread more broadly. It was therefore agreed that a General Service Conference, representative of AA throughout the UK and the Republic of Ireland, should be set up.

This brought together the General Service Board and the Intergroups and Groups throughout England, Ireland, Scotland and Wales, and provided a means of sharing experience and ideas. In this way the Conference hoped to further the Three Legacies, namely Recovery, Unity and Service, and ensure the healthy growth of an expanding Fellowship by creating closer ties and greater co-operation throughout these Isles.

Tradition Two states that the only authority in AA is that which expresses itself through the Group conscience. Our leaders are but trusted servants who do not govern. This Tradition is the basic authority for all AA services, whether for Groups, Intergroups, Regions or for the Fellowship as a whole. The General Service Conference therefore begins with the Group conscience. It also leads back to the Group, since the Group has final responsibility not just for initiating, but for implementing the decisions agreed upon by Conference. The General Service Conference is the practical means by which the Group conscience in Britain can express itself in matters that concern the Fellowship as a whole. The existence of Conference is moreover a guarantee that the Fellowship will be able to function under all conditions. It is, in effect, the successor to the founders of AA, ensuring the continuity of the work within the framework of the Twelve Traditions.

As its name implies, the Conference is primarily a service body, not a government for AA in Great Britain. Its decisions therefore relate to the services provided by AA, particularly those administered from the center, and they are addressed in the first place to the General Service Board as the body responsible for any action that may be required as a result of resolutions approved by Conference. A simple majority vote by Conference is a recommendation to the Board to take any necessary action; a proposal which is carried by a two-thirds majority of those voting at Conference is binding on the Board, provided that in each case the Board is legally competent to act. In this sense only, Conference acts as the legislative body of the Fellowship of Alcoholics Anonymous in Great Britain. For the rest, Conference can only make suggestions to the Fellowship. Any suggestion by Conference is an expression of the national Group conscience and must therefore carry considerable weight. Conference has itself adopted the following procedures (points 1-8 below) for the conduct of its affairs.



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The Fifteenth Conference in 1980 approved the establishment of 14 Regions, 9 in England and Wales and 5 in Scotland (Ireland left the General Service Conference in 1980). The Twenty Third Conference in 1988 approved the establishment of a fifteenth Region – AA Europe: English Speaking – which Conference 1995 agreed would be renamed Continental European Region. At Conference 2004 a second London Region was approved, bringing the number of regions up to 16.

For additional information about the General Service Conference of AA in Great Britain, please consult *The Structure Handbook of Alcoholics Anonymous Great Britain*
<http://www.alcoholics-anonymous.org.uk>



XII. The General Service Board

The General Service Board, whose full title is - **The General Service Board of Alcoholics Anonymous (Great Britain) Limited** - consists of both alcoholic and non-alcoholic members. The Board is responsible to the General Service Conference for carrying into effect the decisions taken by the Conference on service matters and is required to give an account of its stewardship to the Conference annually.

The General Service Board is the custodian of the Twelve Traditions of Alcoholics Anonymous in Great Britain. As such, it has a responsibility to ensure that the Traditions are preserved intact and that the Fellowship of AA in Great Britain acts in accordance with the Traditions.

Specific services carried out by the General Service Board and for which it is responsible to Conference include:

- A. The administration and operation of the General Service Office in 10 Toft Green House, which serves Great Britain and English-speaking AA Groups throughout Europe (Continental European Region) and the Northern and Southern Service Offices.
- B. The printing and publishing of AA books and pamphlets (AA published and Conference approved), where applicable under copyright and license agreements with AA World Services Inc.
- C. The distribution of books and pamphlets in Great Britain, and English-speaking AA Groups throughout Europe (Continental European Region).
- D. Appointment of a Trustee to National Convention Committees in order to ensure that the Convention program is in conformity with the spirit and the Traditions of AA and to oversee all financial accounting. (All surpluses from National Conventions are to be paid over to the General Service Office.)
- E. On their appointment to the General Service Board, alcoholic members simultaneously become full members of the Regional Assemblies, which nominated them and, as trustees of the General Service Board, are expected to attend such Assemblies.
- F. Co-operation and guidance in Conference arrangements and Agenda.
- G. Internal communications; sharing and liaison with AA in the United States and in other countries throughout the world; collaboration, representation and active participation in World Service Meetings; the production and publication of *SHARE*, and of *Roundabout and*, the production and publication of "AA Service News."
- H. External communications; liaison with outside agencies in the field of alcoholism at national level and the provision of speakers. There are many such agencies, and those with which we currently co-operate most intimately include the Medical Council on Alcoholism, the Society of Occupational Medicine and Alcohol Concern, as well as prisons and hospitals. Maintaining



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relations with the news media – the press, the television and radio authorities; and providing speakers for these and other appropriate bodies.

The General Service Board operates through committees:

1. Finance
2. Internal communication
3. External communications
4. Executive

The Trustees with specifically designated service areas serve on the appropriate committees. Committee reports are presented to the full Board meeting for consideration.

The Board of trustees shall have all the powers provided for in the Memorandum and Articles of Association and as are vested in a Board of Trustees (Directors) under the laws of England and Wales. All powers of the Company shall be exercisable by the Company in general meeting.

The Board of trustees may by general resolution delegate to committees or to officers of the General Service Board such powers as they deem appropriate in the service of the purposes to which the General Service Board is dedicated.

For additional information Please consult *The Structure Handbook of Alcoholics Anonymous Great Britain* <http://www.alcoholics-anonymous.org.uk/>



XIII. The Relationship between AA and Al-Anon

The Fellowship of Alcoholics Anonymous and the Al-Anon Family Groups have a unique relationship. They are naturally drawn together by their close family ties. Yet the Twelve Traditions, the General Service Boards, and the General Service Conferences of both Fellowships suggest that each function more effectively if it remains separate, co-operating but not affiliating with the other.

Each Fellowship has always had its own General Service Board, General Service Office, Conference, publishing company and World Directory. Each has established its own policies and maintained its own services. This separate functioning has served both AA and Al-Anon Family Groups well. As a matter of fact, AA's policy of 'co-operation but not affiliation' was established as long ago as the early 1950's, and both Al-Anon and AA recognized at that time the importance of maintaining separate Fellowships.

However, from time to time, questions come to both AA and Al-Anon General Service Offices indicating confusion as to how AA and Al-Anon may best co-operate in the area of Groups, Intergroups or central services and Conventions and get-togethers. Trustees of AA and members of Al-Anon have met and discussed these questions. The General Service Conference of Alcoholics Anonymous in Great Britain approved the following suggested guidance.

Separate Groups

Since the primary purpose of the AA Group is to help the sick alcoholic to recover, and the primary purpose of the Al-Anon Family Groups is to help the Al-Anon to live with herself or himself as well as with the alcoholic, they should not be combined but remain separate Groups. This should enable both Fellowships to function within their Twelve Traditions and to carry their message more effectively. Thus, the Group name, the officers, and the meetings should be either AA or Al-Anon but not both. Naturally, all are welcome at open meetings of both AA and Al-Anon Groups. The word 'family' is part of the Al-Anon Fellowship's incorporated name and should not be used in an AA Group's name.



Combined Intergroup Services

Both experience and the Twelve Traditions of AA and Al-Anon suggest that each Fellowship will function more effectively if each retains separate committees, separate staff and facilities for handling telephone and personal calls as well as separate telephone answering services, Intergroup activities, bulletins, meeting lists and all types of Twelfth Step services. Members who are involved in a service committee or office should be AA members, if it is an AA facility and Al-Anon members if it is an Al-Anon facility.

Where AA telephone services exist, only the national contact number for Al-Anon should be made available for partners, family, or involved friends enquiring. AA members on telephone duty should never attempt to deal with calls which are matters connected with the family and which should rightly be dealt with by Al-Anon.

Conventions and Mini-Conventions

In accordance with the Twelve Traditions, a Convention would be either AA or Al-Anon – not both. However, most AA Convention Committees invite Al-Anon to participate by planning their own program, and the Committee arranges for facilities for the Al-Anon meetings. If AA invites Al-Anon to participate in this manner, all expenses involved in the Al-Anon meetings are paid from the funds of the AA Convention Committee.

Since Conventions and Mini-Conventions are primarily for AA members and do not seek to attract the general public, the meetings will no doubt be either "Closed" or "Open" and reference should be made to Group Meetings above. At an "Open" meeting, the Chair and speaker are, of course, all members of AA but in any subsequent discussion, participation by non-members is welcome. Al-Anon have produced their own Guideline for co-operation with AA at national Conventions or local Mini-Conventions.

If an Al-Anon member is invited to attend an AA Convention Committee meeting, it should be remembered that Al-Anon have agreed procedures for dealing with such requests. Requests should therefore be directed to the Al-Anon District involved and not in the first instance to an individual Al-Anon member.

Convention Finance

In accordance with the self-support Traditions of both Fellowships and to abide by the concept of 'co-operation but not affiliation', it is suggested that AA should not make gifts or contributions to Al-Anon from the financial profits of a Convention. By the same token, AA should not accept contributions from Al-Anon. Any collections at Al-Anon meetings belong to Al-Anon funds.



Alateen

These groups are part of Al-Anon Family Groups, and their formation and servicing is not an AA function or responsibility.

It was the desire of the Fifteenth General Service Conference of Alcoholics Anonymous in Great Britain to place on record and confirm the relationship between Alcoholics Anonymous and the Al-Anon Family Groups and to acknowledge AA's debt of gratitude to the Al-Anon Family Groups, and it unanimously approved the following resolutions:

"It is RESOLVED that Alcoholics Anonymous recognizes the special relationship which it enjoys with the Al- Anon Family Groups, a separate but similar Fellowship. It is further RESOLVED that Alcoholics Anonymous recognizes the great contribution which Al- Anon Family Groups have made and continue to make in assisting the families of alcoholics everywhere."

For additional information please consult *The Structure Handbook of Alcoholics Anonymous Great Britain* <http://www.alcoholics-anonymous.org.uk/>



XIV. Trudging the Road

It would indeed be premature to imagine that having served in all or most of the capacities listed in this Guidance, the end of the AA road has been reached. For the road of AA Service is one that has no end. One day at a time, the future will unfold in a way that today we cannot imagine. Let us therefore be always ready, as we have been each day during our period of sobriety, to remain a trusted servant, in whatever capacity is asked of us.

In conclusion, Regions, InterGroups and Groups should always bear in mind the value of keeping the experienced members in view for further service or as a backup in consultation on service matters, ever being mindful of the principle of rotation. At both InterGroup and Regional level, use should be made of service committees which should contain a blend of members of varying degrees of experience and newcomers to service, whilst being careful not to deny the newcomer service opportunities.

The experienced member should be given the opportunity to talk at workshops designed to introduce the newcomer to service, encouraged to share from the top table and to write to SHARE and Roundabout magazines about the benefit of service, and for a period work in tandem with their successor. Many such members would be delighted to assist in service, so the direct approach is often the best. Ask them!



XV. AA's Legacy of Service by Bill W. (1951)

Extracted from "The A.A. Service Manual"

Our Twelfth Step – carrying the message – is the basic service that the A.A. Fellowship gives; this is our principal aim and the main reason for our existence. Therefore, A.A. is more than a set of principles; it is a society of alcoholics in action. We must carry the message, else we ourselves can wither and those who haven't been given the truth may die.

Hence, an A.A. service is anything whatever that helps us to reach a fellow sufferer - ranging all the way from the Twelfth Step itself to a ten-cent phone call and a cup of coffee, and to A.A.'s General Service Office for national and international action. The sum total of all these services is our Third Legacy of Service.

Services include meeting places, hospital cooperation, and Intergroup offices; they mean pamphlets, books, and good publicity of almost every description. They call for committees, delegates, trustees, and conferences. And, not to be forgotten, they need voluntary money contributions from within the Fellowship.

These services, whether performed by individuals, groups, areas, or A.A. as a whole, are utterly vital to our existence and growth. Nor can we make A.A. more simple by abolishing such services. We would only be asking for complication and confusion.

Concerning any given service, we therefore pose but one question: —Is this service really needed? If it is, then maintain it we must, or fail in our mission to those who need and seek A.A.

The most vital, yet least understood, group of services that A.A. has are those that enable us to function as a whole, namely: the General Service Office, A.A. World Services Inc, the A.A. Grapevine Inc, and our board of trustees, known legally as the General Service Board of Alcoholics Anonymous. Our worldwide unity and much of our growth since early times are directly traceable to this cluster of life-giving activities.



Appendix

Appendix A

Website Committee: Content Manager, Responders instructions & Information log

Content Manager and Content Manager Alternate

The purpose of the job is to ensure a prompt update of content to the site. It requires a maximum of 1 hour per week, although usually less. Only basic computer skills are necessary, and with short training on WordPress, even a first timer can confidently handle this role. Naturally, more advanced computer skills make this job easier. Any questions or concerns should be brought to the attention of the IG Chairperson at least one week in advance of an IG meeting in order to be put on the agenda.

The work can be thought of in three categories.

- Updates to core content - this includes all content which is authored by Zurich IG. The content manager does not write or alter the content unless specifically instructed to do so as a result of a formal vote by Zurich IG. This can be a change to wording, the addition or removal of a key link (e.g., links to CER events, other fellowships, etc.), adding a new meeting to the official Zurich meeting list, etc.
- Adjusting meeting details - this includes changing times, locations, or other details to the listing of any existing meeting on the Zurich IG site. These changes should only be made after communication from that particular meeting's officer. Meetings not on the list of meetings already cannot be posted without approval from Zurich IG.
- Posting local news or events - this includes posting AA related flyers, invitations to AA events, etc. Depending on the request, the information can be put into the "blog" section of the site, or if appropriate, in the event section. The decision to post any given piece of information is up to the judgment of the content manager, but as a trusted officer, any content that is questionable, or not related to AA should be put before the Zurich Chair or Zurich IG before posting. Typical requests come from local members of the fellowship and local members of local meetings, so only very rarely do "questionable" requests pop up.

Requests for posting new content will typically come to the official IG website email address. It is the primary hub for communication.



Event posting guidelines.

An August 2012 Zurich IG vote has defined the following rules for posting events to the Zurich IG site. Local events are any events that will take place within Switzerland, or within a reasonable, short drive of Zurich is considered a "local" meeting or event; if the event is AA related and within the definition of "local", then it may be posted directly into our local events sub-page. It is best to request a PDF from the organizer and post it for download. All other meetings, regional or other, should not be posted. To promote the larger, regional or international events we provide a link to the CER events website. It is suggested that from time to time, the content manager pulls older events from the events list to ensure that only upcoming events are visible

Web Responders

The purpose of the Web Responder is to make sure that all incoming emails to the general IG email address are either routed to the appropriate Committee Chair or answered promptly. Web responders ideally work in pairs, one female and one male.

The Web Responders must work together to set up a schedule to daily check the email address to see what requests, questions, etc. have come in and answer or forward those emails within a twenty-four-hour period. They are also expected to keep a report of how many and what kind of requests are coming in on a regular basis. Reports to the IG are given to the Chairperson when necessary or requested, at least one week in advance of the IG meeting.

*For additional information See *CER Region Handbook* Appendix D: Website Guidelines for Continental European Region



Appendix B

Telephone Helpline Responders instructions, Telephone Sign-up sheet, 12 Step Volunteer Sign-up sheet & Information log.

Phone Coordinator

The responsibility is to maintain the mobile phone that contains the IG telephone contract's SIM CARD (phone number), maintain the volunteer calendar, divert calls from the cell phone to weekly answer volunteers and to maintain a list of people willing to go out on 12th step calls. There is also the responsibility to reporting to IG when needed or requested either funds or report on how many and what kind of calls the phone service generally receives.

The mobile phone is in possession of the current Phone Coordinator and the number for the cell phone can be found at <http://aazurich.org/contact/>. The phone is a pre- paid Sunrise cell phone and will need to be occasionally re-credited as it costs money for the phone to be diverted. The funds to buy credit need to be requested from IG, ideally well in advance, by bringing the matter to the attention of the IG Chair and Treasurer at least two weeks in advance of the IG meeting so the matter can be put on to the agenda for the meeting. All receipts need to be kept and delivered to the Treasurer.

The Volunteer Calendar can be found at the web address listed below and needs to be maintained by the coordinator as volunteers agree to take the responsibility for weeks listed so everyone is clear about who has the responsibility and what weeks still need volunteers. Volunteers can reach the Phone Coordinator at their personal email address or at the official IG email address. The Phone Coordinator is currently the only person who has full access to the calendar. At least three months of continuous sobriety is required to do the answer service. The calendar currently resides at this URL (subject to change) <http://tinyurl.com/6zsuj99>

The Phone Coordinator must manually divert calls from the AA cell phone to the cell number of the volunteer. Currently this is done weekly on Monday mornings. The coordinator then sends a text message to the out-going volunteer and the in-coming volunteer to say that this has been done. The coordinator must also make sure that the answer volunteer has access to the "Guidelines for the AA Answering Service."

The coordinator will maintain a list of people from the community who are willing to go out on any 12th step calls that come in – with the clear understanding that one member is never to go out alone. This list must be kept up to date with willing volunteers and their contact information.

Currently the Phone Coordinator also has several volunteers who agree to be the fallback answering volunteer in the case of not having enough volunteers from the community. The Phone Coordinator needs to occasionally "market" the need for new volunteers, especially during holidays.



Zürich Intergroup Service Handbook

All supporting documents and further information can be gained from the current Phone Coordinator.



Appendix C

Zürich IG Operating procedures (How do we run our meetings?)

Where/when are Zürich IG meetings held, how long, etc.?

Zürich Intergroup meetings are held the last Tuesday of each month, except December and July from 20:15 to 21:30.

What do I need to do to prepare for an IG meeting?

Each trusted servant should ensure that the Intergroup is prepared to make an informed group conscience.

How is the agenda made?

The secretary and the chairperson will together determine what will be included in the agenda for an upcoming IG meeting.

How to I submit an agenda item?

Ask your GSR to put your Agenda Item forward. Anyone who is part of Intergroup can put an item on the Agenda. E-mail potential agenda items, preferably two weeks prior to the meeting, to the Chair and Secretary (mail address can be found at the beginning and/or end of this Handbook) of IG.

The secretary and the chairperson will together determine what will be included in the upcoming IG meeting and what to put on the Agenda of a later meeting. If the item is not placed on the Agenda the secretary should inform the member who submitted the item what the decision was and why.

What kind of background info should be submitted with an agenda item?

Include enough information for the IG to come to an informed group conscience including answers to possible questions and the financial impacts of the proposed solution. For Agenda items which are motions please see number 5.b. below.

How far in advance do topics need to be submitted to appear on agenda?

Two weeks



How is discussion in meetings handled?

Meeting participants shall be recognized by the Chair before speaking. It is also requested that speakers generally try to limit their sharing to less than 2 minutes, to allow adequate time for full participation by everyone present. Common courtesy should be always observed. Conversations when others are talking, interruptions and other similar disruptions are discouraged.

When discussing a motion, an attempt should be made to avoid repeating what has already been said, as it provides no new facts to aid in arriving at an informed group conscience. Further, merely voicing agreement or disagreement with the motion is also discouraged, since that is the purpose of the vote which follows.

Motions

“The group conscience is the collective conscience of the group membership and thus represents substantial unanimity (or a substantive majority) on an issue before definitive action is taken. This is achieved by the group members through the sharing of full information, individual points of view, and the practice of AA principles. To be fully informed requires a willingness to listen to minority opinions with an open mind.” (From the Pamphlet “The AA Group” pages 34-35)

What is a Motion?

A motion is a formal proposal put before the Regional Assembly which will subsequently be discussed and voted upon by the Assembly.

How to put a motion before IG.

Motions for new business should be submitted in writing and include background information. New business motions and background material should be submitted no later than one week in advance of the IG meeting, i.e. the Wednesday before the last Wednesday of the month (except July and December where there are no IG Meetings held).

Ideally Motions made in the course of the IG meeting will be submitted in writing to the secretary before discussion or vote by the Regional body. This will ensure clarity about what is being discussed and make the secretary’s task easier.

Discussion of Motion.

Motions must be seconded before discussion. There should be enough time to encourage all AA members present to fully participate, when discussing a motion. The Discussion should focus on the motion being addressed, when discussing a motion an attempt should be made to not repeat what has already been said, voicing agreement or disagreement with a motion is also discouraged, since that is the purpose of the vote which follows. (March 2008)



Voting procedures on motions.

“On sensitive issues, the group works slowly— discouraging formal motions until a clear sense of its collective view emerges. Placing principles before personalities, the membership is wary of dominant opinions. Its voice is heard when a well-informed group arrives at a decision. The result rests on more than a "yes" or "no" count— precisely because it is the spiritual expression of the group conscience. The term "informed group conscience" implies that pertinent information has been studied and all views have been heard before the group votes.”

There are three general types of votes: housekeeping issues, matters having financial considerations and the elections of officers.

1. For Housekeeping and other general decisions, a simple majority (more than 50%) is sufficient for a motion to pass, however the chairperson can decide before a vote that a given issue should have a substantial 2/3 majority.
2. For issues with financial implications a substantial majority (> 2/3 of votes cast) is required.
3. For elections voting is done by paper ballot and the Third Legacy procedure is generally followed.

Calling the question

A motion to call the question or close debate asks that debate be halted while the meeting decides to proceed to the vote on the question or not. The chair may disallow such a motion if it appears premature. After a second, the motion is not debatable and requires a $\frac{2}{3}$ vote to pass.

Who Votes?

Voting members include the IG officers and members and Zurich and region GSRs

How are abstentions counted?

The outcomes of votes are based on “eligible voters voting”. Abstentions are not counted either as yes or no. In the case of substantial abstentions (20-25%) the chair may poll the abstentions for clarification and if necessary, reopen the discussion on the motion as appropriate. (March 2008)

Strictly speaking an abstention is not a vote, but a refusal to vote. An abstention can be cast as a “soft”, polite no in the case of elections and resignations. They can also be cast as an “I don’t understand the question”, “I don’t care either way”, or “I don’t have enough information.

(March 2008)

Revised in 2023



How are minority opinions handled?

Minority opinions, if expressed, will be noted in the minutes. After a vote on the motion, the minority is given the opportunity to speak, raising only new items not previously covered in discussion of the motion.



Appendix D

Sample registration / de-registration / amendments to a CER AA Group

<p>G. EUROPEAN GROUP REGISTRATION / AMENDMENT FORM</p> <p>DATE: _____</p> <p>Please return completed form to: GSO AA, PO Box 1, 10 Toft Green, York YO1 7NJ, England.</p> <p>Please tick where appropriate:</p> <p>First Registration <input type="checkbox"/> Date of 1st mtg _____</p> <p>Amend group already registered <input type="checkbox"/></p> <p>SECTION A - Information for G.S.O. Records & Where to Find</p> <p>1. Group Reference number if known _____</p> <p>2. Country: _____</p> <p>3. Town or City of meeting venue _____</p> <p>4. Name of Meeting: _____</p> <p>5. Full Address of meeting venue: _____ _____ _____ _____</p> <p>6. Meeting on: Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/></p> <p>7. Time meeting starts: 8. Smoking <input type="checkbox"/> Non-Smoking <input type="checkbox"/></p> <p>8. Is meeting English Speaking: Yes _____ No _____</p> <p>Contacts for publication in Where to Find Directory (2 people maximum)</p> <p>Name: _____ Tel. no. (incl. Std code) _____</p> <p>Name: _____ Tel. no. (incl. Std code) _____</p>	<p>STRICTLY CONFIDENTIAL</p> <p>SECTION B - FOR GSO CONFIDENTIAL RECORDS ONLY.</p> <p>PLEASE GIVE FULL NAMES & ADDRESSES FOR MAILING PURPOSES.</p> <p>All group correspondence to be sent to: _____ _____ _____</p> <p>Tel no. (incl. code): _____</p> <p>Name, address & tel. no. of Secretary: _____ _____ _____</p> <p>Tel no. (incl. code): _____</p> <p>Name, address & tel. no. of Treasurer: _____ _____ _____</p> <p>Tel no. (incl. code): _____</p> <p>Name, address & tel. no. of GSR: _____ _____ _____</p> <p>Tel no. (incl. code): _____</p> <p>To which European Intergroup does your group belong? _____ Intergroup</p> <p><i>For office use only</i></p> <p><i>NY / REGION Del Stats WEBSITE</i></p>
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Appendix E Sample IG Agenda



AA Zurich InterGroup
Postfach 2001
8022 Zürich, Switzerland
+41 (0) 44 241 3043
aazurichintergroup@gmail.com

IG Meeting No. 30

Wednesday, January 25th, 2012

@ 20:15 – 21:30 Heilsarmee (Salvation Army – DOWNSTAIRS this time!)

AGENDA

- I. **INTRO & OLD BUSINESS** (20:15 – 20:20) (Martin)
 1. Welcome & Preamble & Traditions & “Concept of the month” & Moment of Silence
 2. Welcome to visitors - Representation of Groups (GSRs)
 3. Review/Comments/Questions/Agreement on last Meeting’s Minutes

- II. **NEW BUSINESS** (20:20 – 21:30)- **Suggestion: more go-rounds than interpersonal discussions!**
 1. **INTRODUCTORY REMARKS** from Chairperson (Martin)
 2. **ELECTION of second VICE-CHAIR and ALTERNATE CER REP**
 3. **REPORTs FROM LOCAL GROUPs** - see Template “Report” (GSRs/Altern.)
 4. **SUGGESTIONS for and MOTION on AGENDA TOPICS for 2012** (All)
 5. **ANNOUNCEMENT of AGENDA ATTACHMENT** (IG interested fellow’s emails)
 6. **IG HANDBOOK** (Felix)
 7. **PHONE SUSTAINABILITY for next weeks**

- III. **FURTHER BUSINESS** (– 21:30)- **if time remains!**
 8. **WEBSITE** (Steve)
 - a. Content Management & Transfer website to new format
(www.aazurich.org vs. www.aazurich.org/blog)?
 9. **IG AA INQUIRIES**
 - a. WEB INQUIRIES (Regina) & PHONE (Regina): next steps?
 10. **PUBLIC INFORMATION** (Joel)
 - a. Results from PI Committee, next steps & Sponsorship for expected newcomers
 11. **IG NEWSLETTER** (Volunteers from meetings?): date next issues?
 12. **TREASURY** (Brian): Balance & Budget & Treasurer Workshop?
 13. **LIAISON WITH OTHERs**
 - a. *Continental European Region* (CER) (Felix)
 - b. Liaison to *English speaking Meetings in Switzerland* (e.g. Bern, Geneva, Basel,.)
 - c. Liaison to *Swiss German Meetings* (Regina, Martin)
 - d. Liaison to local *Al-Anon* fellowship (Deirdre)
 14. **LITERATURE - Literature order through IG?**
 15. **HOSPITALs & PRISONs & INSITUTIONs & YOUNG PEOPLE (???)**
 16. **CONVENTIONs/ ROUND-UPs / WORKSHOPs**

- III. **MISC. & CLOSING** (21:20-21:30)
 1. For GSRs - **What might be a good summary of IG meeting for local groups?**
 2. Next social gathering: When? What? Organized by whom?
 3. Next Meeting: **Wednesday, February 29th, 2012 – 20:15 – 21:30 o’clock**
 4. 7th Tradition & Serenity Prayer

THANK YOU ALL FOR YOUR SERVICE!

1/1



Appendix F

Source Material

Recommended reading for regional officers.

The Twelve Traditions

Pages 129-187 of the second section of *The Twelve Steps and Twelve Traditions*

The A.A. Service Handbook For Great Britain

This handbook has been adapted from original material from the A.A. Service Manual (New York) and Guidelines established by the World Service Structure in New York. They have been revised and adapted over the years to better reflect the A.A. service structure in Great Britain and Continental Europe (English speaking). As such this handbook contains material that is also contained in the A.A. Service Manual combined with Twelve Concepts for World Service, published by Alcoholics World Services, Inc. in New York.

Among other material the The A.A. Service Handbook For Great Britain includes:

- A Brief History of A.A. in Great Britain
- A.A.'s Legacy of Service by Bill W.
- Guidelines for A.A. in Great Britain

The A.A. Service Manual combined with Twelve Concepts for World Service
Published by Alcoholics Anonymous World Services, Inc.

AA Comes of Age

ISBN 0-916856-02-x, Alcoholics Anonymous World Services, Inc.

AA Service News (GSO, Great Britain)

Pass It On

0-916856-12-7, Alcoholics Anonymous World Services, Inc.

Dr. Bob and the Good Oldtimers

ISBN 0-916856-07-0, Alcoholics Anonymous World Services, Inc.

Other resources:

- Arena
- Share
- Roundabout
- Grapevine
- Box 459



Zürich Intergroup Service Handbook

How to get a copy of The A.A. Service Handbook for Great Britain

Printed bound copies of The A.A. Service Handbook for Great Britain (the UK Service Manual) can be obtained via GSO York. This can be ordered via the office, but you will need to sort out a payment to Great Britain. Another way to do this is via the Online Shop at the GSO website (<http://books.alcoholics-anonymous.org.uk/>)

To access the online shop, you need to create an account providing your name, address and other information. You will also create a username and a password. If you make more use of the UK website, you might consider setting up a user account for this and then using the same login information for the Online shop.

Some Intergroup literature committees also offer copies of The Service Handbook for Great Britain for sale.

Digital copies as pdf files of “The Service Handbook for Great Britain” can be obtained from the UK website noted above under the ‘Documents’ button in the member’s section. See C.7.b. for how to set up a user account on the UK website.

How to find other literature and resources:

Order much of the literature noted below via the Online store at the UK website. Share and Roundabout can be had by subscription:

Share - £ 22.50 from Share, Subscriptions, General Service Office, PO Box 1, 10 Toft Green, York YO1 7NJ, United Kingdom

Roundabout - £ 19.60 For subscriptions outside the UK, contact G.S.O., York. Telephone _____.

Grapevine - \$ 27.00 from The Grapevine, PO Box 1980, Marion, OH 43306-8080, USA or online at www.aagrapevine.org. Or by phone +1 815 734 5856. The Grapevine also has a Digital Archive to which one can subscribe \$20/yr <http://aagrapevine.org/da/>

The A.A. Service Manual (World Services, NY) via Intergroup literature committees or via GSO in New York or one can get a digital download via http://www.aa.org/en_services_for_members.cfm?PageID=101

AA Service News is published in early March, June, September and December of each year by GSO (*York). GSO sends a copy of The AA Service News to all registered groups. You can request additional copies, or an individual subscription via GSO York, PO Box 1, 10 Toft Green, York YO1 7NJ, U.K.

Box 459 Box 4-5-9 is a bimonthly bulletin from the U.S./Canada General Service Office See: http://www.aa.org/en_services_for_members.cfm?PageID=27



Zürich Intergroup Service Handbook

Other literature – contact:

Alcoholics Anonymous, PO Box 1, 10 Toft Green, York YO1 7NJ, United Kingdom

Alcoholics Anonymous, Grand Central Station, P.O. Box 459, New York, N.Y. 10163,

<p style="text-align: center;"><u>Intergroup Inventory</u></p> <p style="text-align: center;"><u>Intergroup</u></p> <ol style="list-style-type: none">1. What is the purpose of our Intergroup?2. Is the opportunity given to all IG members to speak and participate in discussions and activities?3. Are IG meetings informative and enthusiastic?4. What can we add or change to IG meetings that may be missing?5. Do we participate in wider AA activities and service?6. Do we have an understanding of the Traditions and Concepts?7. What can we do to promote unity with our IG and AA as a whole?
<p style="text-align: center;"><u>The GSR</u></p> <ol style="list-style-type: none">8. Are we as GSRs keeping our groups informed?9. Are we as GSRs making regular announcements about IG and Region service opportunities and activities?10. As GSRs do we feel confident in representing our Group's Conscience?11. Are we representing our Group's Conscience or our own?12. Are we using our IG officers or IG committees for situations that may arise?13. Are we familiar with AA Service literature?14. Do we have service sponsors?15. Do we understand the 7th Tradition?
<p style="text-align: center;"><u>Intergroup Officers</u></p> <ol style="list-style-type: none">15. Are IG Officers available to all groups?16. Are IG Officers keeping us informed about IG, Region, GSO level service opportunities and activities?17. Are Region Representatives representing our IG's Group Conscience at Region?18. Are all members of the IG given an opportunity to stand for IG Officer positions?



Appendix H

The Twelve Traditions (Long Form)

Our A.A. experience has taught us that:

1. Each member of Alcoholics Anonymous is but a small part of a great whole. A.A. must continue to live or most of us will surely die. Hence our common welfare comes first. But individual welfare follows close afterward.
2. For our group purpose there is but one ultimate authority - a loving God as He may express Himself in our group conscience.
3. Our membership ought to include all who suffer from alcoholism. Hence we may refuse none who wish to recover. Nor ought A.A. membership ever depend upon money or conformity. Any two or three alcoholics gathered together for sobriety may call themselves an A.A. group, provided that, as a group, they have no other affiliation.
4. With respect to its own affairs, each A.A. group should be responsible to no other authority than its own conscience. But when its plans concern the welfare of neighboring groups also, those groups ought to be consulted. And no group, regional committee, or individual should ever take any action that might greatly affect A.A. as a whole without conferring with the trustees of the General Service Board. On such issues our common welfare is paramount.
5. Each Alcoholics Anonymous group ought to be a spiritual entity having but one primary purpose - that of carrying its message to the alcoholic who still suffers.
6. Problems of money, property, and authority may easily divert us from our primary spiritual aim. We think, therefore, that any considerable property of genuine use to A.A. should be separately incorporated and managed, thus dividing the material from the spiritual. An A.A. group, as such, should never go into business. Secondary aids to A.A., such as clubs or hospitals which require much property or administration, ought to be incorporated and so set apart that, if necessary, they can be freely discarded by the groups. Hence such facilities ought not to use the A.A. name. Their management should be the sole responsibility of those who financially support them. For clubs, A.A. managers are usually preferred. But hospitals, as well as other places of recuperation, ought to be well outside A.A. - and medically supervised. While an A.A. group may cooperate with anyone, such cooperation ought never to go so far as affiliation or endorsement, actual or implied. An A.A. group can bind itself to no one.



7. The A.A. groups themselves ought to be fully supported by the voluntary contributions of their own members. We think that each group should soon achieve this ideal; that any public solicitation of funds using the name of Alcoholics Anonymous is highly dangerous, whether by groups, clubs, hospitals, or other outside agencies; that acceptance of large gifts from any source, or of contributions carrying any obligation whatever, is unwise. Then, too, we view with much concern those A.A. treasuries which continue, beyond prudent reserves, to accumulate funds for no stated A.A. purpose. Experience has often warned us that nothing can so surely destroy our spiritual heritage as futile disputes over property, money, and authority.

8. Alcoholics Anonymous should remain forever non-professional. We define professionalism as the occupation of counselling alcoholics for fee or hire. But we may employ alcoholics where they are going to perform those services for which we might otherwise have to engage non-alcoholics. Such special services may be well recompensed. But our usual A.A. Twelfth step work is never to be paid for.

Kommentar [R7]: From Section 5 of Handbook

9. Each A.A. group needs the least possible organization. Rotating leadership is the best. The small group may elect its secretary, the large group its rotating committee and the groups of a large metropolitan area their central or intergroup committee, which often employs a full-time secretary. The trustees of the General Service Board are, in effect, our A.A. General Service Committee. They are the custodians of our A.A. Tradition and receivers of voluntary A.A. contributions by which we maintain our A.A. General Service Office at New York. They are authorized by the groups to handle our overall public relations and they guarantee the integrity of our principal newspaper, the A.A. Grapevine. All such representatives are to be guided in the spirit of service, for true leaders in A.A. are but trusted and experienced servants of the whole. They derive no real authority from their titles; they do not govern. Universal respect is the key to their usefulness.

10. No A.A. group or member should ever, in such a way as to implicate A.A., express any opinion on outside controversial issues - particularly those of politics, alcohol reform, or sectarian religion. The Alcoholics Anonymous groups oppose no one. Concerning such matters they can express no views whatever.

11. Our relations with the general public should be characterized by personal anonymity. We think A.A. ought to avoid sensational advertising. Our names and pictures as A.A. members ought not to be broadcast, filmed or publicly printed. Our public relations should be guided by the principle of attraction rather than promotion. There is never need to praise ourselves. We feel it better to let our friends recommend us.



12. And finally, we of Alcoholics Anonymous believe that the principle of anonymity has an immense spiritual significance. It reminds us that we are to place principles before personalities; that we are actually to practice a genuine humility. This is to the end that our great blessings may never spoil us; that we shall forever live in thankful contemplation of Him who presides over us all.

Appendix I

Twelve Concepts for Service in Great Britain

The Long Form of the Concepts is adapted with the permission of AA World Services Inc. In granting permission to adapt, AA World Services did not undertake to evaluate the contents of the adaptation and expresses no opinion regarding the adaptation.

The text following should be regarded as an appendix to, but in no way a substitute for, Bill W's Twelve Concepts for World Service as printed on the following pages. The appendix has been drawn up in order that the charitable company The General Service Board of Alcoholics Anonymous (Great Britain) Limited may properly describe the governance of AA in terms appropriate to the law of England and Wales, and was so adopted by the General Service Conference 1995.

Concept I

The final responsibility and the ultimate authority for British AA services should always reside in the collective conscience of our whole Fellowship in Great Britain.

Concept II

When, in 1995, the British AA groups confirmed the permanent charter for their General Service Conference, they thereby delegated to the Conference complete authority for the active maintenance of our services and thereby made the Conference - excepting for any change in the Twelve Steps, the Twelve Traditions or in Article 12 of the Conference Charter - the actual voice and the effective conscience of the Fellowship in Great Britain.

Concept III

As a traditional means of creating and maintaining a clearly defined working relationship between the groups, the Conference, the General Service Board and its



General Service Office, and of thus ensuring their effective leadership, it is here suggested we endow each of these elements of service with a traditional –Right of Decisionll

Concept IV

Throughout our Conference structure, we ought to maintain at all responsible levels a traditional –Right of Participationll , taking care that each classification or group of our servants shall be allowed a voting representation in reasonable proportion to the responsibility that each must discharge.

Concept V

Throughout our service structure, a traditional –Right of Appealll ought to prevail, thus assuring us that minority opinion will be heard and that petitions for the redress of personal grievances will be carefully considered.

Concept VI

On behalf of AA, in Great Britain, our General Service Conference has the principal responsibility for the maintenance of our services, and it traditionally has the final decision respecting large matters of general policy and finance. But the Conference also recognizes that the chief initiative and the active responsibility in most of these matters should be exercised primarily by the Trustee members of the Conference when they act among themselves as the General Service Board of Alcoholics Anonymous (Great Britain).

Concept VII

The Conference recognises that the Memorandum and Articles of Association of the General Service Board (Great Britain) are legal instruments: that the Trustees are thereby fully empowered to manage and conduct all of the British service affairs of Alcoholics Anonymous. It is further understood that the Conference Charter itself is not a legal document: that it relies instead upon the force of tradition and the power of the AA purse for its final effectiveness.

Concept VIII

The Trustees of the General Service Board act in two primary capacities. (a) With respect to the larger matters of overall policy and finance, they are the principal planners and administrators. They directly manage these affairs. (b) But with respect to the executive services provided by the General Service Office, the relation of the trustees is mainly that of custodial oversight which they exercise through their ability to appoint staff who are charged with carrying out their policies.

Concept IX

Good service leaders, with sound and appropriate methods of choosing them, are at



all levels indispensable for our future functioning and safety.

Concept X

Every service responsibility should be matched by an equal service authority - the scope of such authority to be always well defined whether by tradition, by resolution, by specific job description, by appropriate charters or by legal instruments.

Concept XI

While the Trustees, acting together as the General Service Board (Great Britain) hold final responsibility for AA's service administration, they should always have the assistance of the best possible committees, service executives, staffs and consultants. Therefore, the composition of committees and service assemblies, the personal qualifications of their members, the manner of their induction into service, the systems of their rotation, the way in which they are related to each other, the special rights and duties of our executives, staffs and consultants, together with a proper basis for the financial compensation of these special workers, will always be matters for serious care and concern.

Concept XII

General Warranties of Conference: in all its proceedings the General Service Conference shall observe the spirit of the AA Tradition taking great care that the Conference never becomes the seat of perilous wealth or power; that sufficient operating funds, plus an ample reserve, be its prudent financial principle; that none of the Conference members shall ever be placed in a position of unqualified authority over any of the others; that all important decisions be reached by discussion, vote and whenever possible, by substantial unanimity; that no Conference action ever be personally punitive or an incitement to public controversy; that though the Conference may act for the service of Alcoholics Anonymous, it shall never perform any acts of government; and that, like the Society of Alcoholics Anonymous which it serves, the Conference itself shall always remain democratic in thought and action.



Appendix J

This marks the end of the most current Zurich Intergroup Handbook content as researched and collected beginning in 2010, written, copy and line edited ending 22 October 2012, desk top published ending 19 November 2011, printed and bound on or about 26 November 2012.

Please record and bring typos, omissions, corrections and/or updates to the attention of the IG Secretary as they are found or produced for inclusion in the next edition.

Yours in service,



AA Intergroup Zurich 2012 (reviewed 2023)

Notes: