AL-ANON AND ALATEEN INFORMATION SERVICE OF GRAND RAPIDS AREA

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Policy and Procedure Manual

January 19, 2021

Policy and Procedures Manual
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Policy and Procedures Manual

MANUAL OVERVIEW

This Policy and Procedures Manual (PPM) contains the Al-Anon and Alateen Information Service of Grand Rapids Area (AISGR) listing of officer duties, board duties, committee duties, and other general operating procedures. The PPM can be changed by discussion, vote, and, whenever possible, by substantial unanimity (defined as two-thirds) of participating Trustees at any Board of Trustees meeting and ratified by discussion, vote, and, whenever possible, by substantial unanimity of participating Al-Anon Information Service Representatives (ISR) at any AISGR meeting.

ABBREVIATIONS AND DEFINITIONS

The following abbreviations and definitions are used in the Bylaws and in this document:

AA – Alcoholics Anonymous

ADR – Alternate District Representative

Advisory Member – A member appointed to a committee by a Board or Committee Chairperson to have a voice, but no vote

AIS – Al-Anon Information Service

AISGR – Al-Anon Information Service of Grand Rapids Area

AISGR Membership – The Board of Trustees plus an Information Service Representative from each Al-Anon and Alateen Group in the Districts it serves

AGR – Alternate Group Representative. The AGR is an elected representative and may attend any service meeting and may be the substitute for ISR at AISGR meetings, if needed. See Appendix VI.

AISR – Alternate Information Service Representative. The AISR is an elected representative and attends AISGR meeting when ISR cannot.

AWSC – Area World Service Committee. State wide meetings three (3) times per year.

Board of Trustees – Officers, DISLs, Chairpersons of the Standing Committees, Liaison to AWSC, and Trustee(s)-at-large.

CAL – Conference Approved Literature

Chairperson – AISGR Chairperson is an Officer of the Corporation and Chair of the Board of Trustees. Standing Committee Chairperson is an appointed position that oversees a committee and its coordinators and sits on the Board of Trustees.

Consensus Voting – A process of making group consensus decision at the end of which a simple majority is taken. See Appendix II for further explanation.

Coordinator – An appointed position to a committee with a specific defined role.

District – The district is the first link from the groups to the Area, the WSO, and the World Service Conference. Districts are comprised of a number of groups within a geographical part of a city, state, or province that meet as needed.

DISL – District Information Service Liaison. Sometimes the ADR, a qualified member of a district elected by their represented district to serve on the AISGR Board of Trustees

DR – District Representative

GR – Group Representative. The GR is an elected group representative and attends District meetings and may be a substitute for the ISR at AISGR meetings, if needed. See Appendix VI.

Group – Any Al-Anon or Alateen group that has registered with the WSO**.**

ISR – Information Service Representative. The ISR is a representative of their group and attends AISGR meetings.

KBDM – Knowledge Based Decision Making – Is a defined process of looking at a topic through certain agreed upon criteria. Pertinent background information is gathered and shared with those responsible for making the decision. Then a decision can be made through a motion and vote. See Appendix I for more information.

Liaison to AWSC – Member of the Board that is the voting representative for the AISGR at AWSC.

Officers – AISGR elected officers: Chairperson, Secretary, and Treasurer

PPM – Policy and Procedures Manual

Participating Districts – A District that is not already represented by another AIS and has voted as a District to participate in AISGR.

Participating Groups – Groups that are not already represented by another AIS and have voted as a group to participate in AISGR.

Service Manual – The Al-Anon/Alateen Service Manual published by Al-Anon Family Groups, Inc. Every Al-Anon and Alateen member is encouraged to own and study this Manual. It gives a clear and concise picture of the Al-Anon fellowship, its purpose and functions and how it helps us to resolve group problems and maintain unity. It is the result of the largest group conscience in all Al-Anon Family Groups.

Substantial Unanimity Voting – A majority in which the two-thirds of the voting members exceeds the second-highest number cast, while not constituting an absolute majority. If substantial unanimity is not achieved when voting on a motion the motion fails. If substantial unanimity is not achieved on election voting, next steps are detailed under Election Policy and Procedure.

Standing Committee – Ongoing committee chaired by an Officer or Coordinator.

WSO – Al-Anon World Service Office

AISGR VISION STATEMENT

All people affected by someone else's drinking will find help and hope within every community.

AISGR MISSION STATEMENT

To provide services that help the community find Al-Anon and Alateen; to act as a resource for individuals as well as professionals within the community.

FUNCTIONS OF AISGR

The AISGR is a service arm of participating districts or Al-Anon and Alateen groups of unrepresented districts that are not already represented by another Al-Anon Information Service. AISGR is a service body only; participation and cooperation are the keys. The more members involved, the lighter the work. Experience shows that when the Information Service works closely with the Area and districts, it increases its formula for success. As a service arm AISGR provides services that would be difficult for groups to do on their own.

PER THE AISGR BYLAWS, THE AISGR WILL:

> Maintain an answering phone service and publish our number in directory(s).
> Receive inquiries and direct them to the appropriate group
> Publish an up-to-date printed and electronic directory of meetings within the AISGR
> Collaborate with the Area Group Records Coordinator and District Representatives to keep meeting information up-to-date.
> Channel local Public Outreach inquiries to the appropriate District coordinator
> Channel local Alateen inquiries to the appropriate District coordinator
> Hold periodic meetings attended by Information Service Representatives (ISRs) from the groups they serve
> Maintain a website for the general public to find information about Al-Anon and Alateen and where to find a meeting.
> Serve the groups in its geographic area, regardless of language or culture
> Be supported by the groups within its geographic boundaries. Contributions from Al-Anon groups and members are voluntary and are not a condition for membership. The AISGR does not seek or accept support outside the geographic area it serves.
> Work in cooperation with the District and/or Area coordinator or the corresponding District and/or Area committee
> Maintain a mailing address and/or Post Office box
> Receive inquiries from prospective members, professionals, institutions, local media, and the public and facilitate the appropriate link of communication to a Group, District, or Coordinator
> Hold regular Board of Trustees and Membership business meetings.

AISGR MEMBERSHIP

DISTRICT ELIGIBILITY AND QUALIFICATIONS

Districts that choose to participate and the groups they serve are eligible for AISGR membership, provided that they are not already represented by another AIS. Qualifications included: active district representation, willingness to send a DISL to serve on the AISGR Board of Trustees and a participation agreement letter.

GROUP ELIGIBILITY AND QUALIFICATIONS

Any Al-Anon or Alateen group located within the Districts AISGR serves or participating groups of unrepresented districts that are not already represented by another Al-Anon Information Service and have registered with the World Service Office may send an Information Service Representative and become a voting member of AISGR. Any Al-Anon or Alateen member may attend AISGR meetings and have a voice but only representatives have a vote. The group joins AISGR with the understanding that it will abide by the Twelve Traditions of Unity, Twelve Concepts of Service, and keep its doors open to anyone whose life is or has been affected by someone else's drinking.

There are no dues required for group membership with AISGR. However, AISGR is supported by the groups it serves. Group and individual Al-Anon and Alateen member donations are accepted.

INFORMATION SERVICE REPRESENTATIVE (ISR)

In the Al-Anon and Alateen Information Service of Grand Rapids Area, ISRs:
> become familiar with the Bylaws, the PPM, and the Al-Anon/Alateen Service Manual (a copy of the Bylaws and the PPM shall be available at each meeting and/or downloadable on AISGR website);
> serve as a representative for their Group at AISGR meetings by:
  - preparing in advance of AISGR meetings by reading reports, reviewing the agenda, and asking questions of the Officers and Coordinators as needed,
  - voting and giving voice to the group conscience decisions;
> report back to their group on a regular basis and keep the group informed about AISGR activities, decisions, and events;
> keep group members informed about AISGR-level service opportunities for members and groups.

More information about the Al-Anon Information Service and Information Service Representatives can be found in the Al-Anon/Alateen Service Manual.

ALTERNATE INFORMATION SERVICE REPRESENTATIVE (AISR)

When the ISR is unable to attend the AISGR meeting an elected Alternate Information Service Representative (AISR) may attend and vote for their group. The expectations of the AISRs are the same as stated above for the ISR. The elected Group Representative (GR) often serves as the AISR and the ISR may serve as the Alternate Group Representative (AGR) at their respective meetings.

SUGGESTED TERM OF OFFICE

The elected Information Service Representatives, called a panel, are elected every three years for a three-year term. The election of each panel is held concurrently with Area and District elections.

MEETINGS

AISGR MEETINGS

Location and Time – AISGR meetings are held regularly, no fewer than twice no more than six per calendar year. Location, date and time are determined in advance and sent out via email to the ISRs. An AISGR meeting can be rescheduled or cancelled by a vote of the membership. The AISGR Chairperson may cancel an AISGR meeting due to severe weather conditions.

Attendance – AISGR meetings shall be attended by: ISRs or their Alternates, Board of Trustees, Officers, Committee Chairpersons and Coordinators, Liaison to AWSC, DISLs, and any member of Al-Anon / Alateen.

Conduct – In the interest of good order, due deference should be given the Chairperson at all times. Al-Anon and Alateen members will abide by the conduct policy of the meeting location and applicable state and federal laws. AISGR meetings are conducted with the support of the following guidelines:

Follow the agenda	No side conversations
Stay on topic	Be courteous to one another
Share one time on a topic	Silence distractions and/or electronic devices
Two minutes per share on a topic	Presume goodwill
Do not repeat what has already been stated	

Voting – All decisions are reached by discussion, vote, and, whenever possible, by unanimity of participating AISGR members.

At all regular or special AISGR meetings, each registered Al-Anon or Alateen group shall have one (1) vote. The designated eligible representative of each registered group will cast this vote in attendance. Trustees, except the AISGR Chairperson, are entitled to vote at the AISGR meetings, excluding the DISLs. The DISLs only have a vote at Board of Trustee meetings. At all meetings, each person shall have only one vote, regardless of the number of voting entitlements. Voting may be done by a show of hands, by written ballots, by electronic media, and/or by e-mails. E-mail votes should be addressed to both the Chairperson and the Secretary.

Anything that affects policy, finances or operations requires a motion before voting; consensus voting can make all other decisions.

See additional information on KBDM, Appendix I; Voting Guidelines Appendix II; and Motion Voting Process, Appendix III.

New Business – All new business is to be cleared through written request to the Chairperson at least two (2) days prior to the AISGR meeting.

Agenda – The agenda shall include, but not be limited to:
> Opening with moment of silence and the Serenity Prayer
> Reading of the Twelve Traditions of Unity and the Twelve Concepts of Service
> Introduction of all present
> Reports: Secretary, Treasurer, Standing Committees, and Special Committees.
> Unfinished/Old business
> New business – May include review or presentation of any topic deemed appropriate by the Chairperson and/or Board of Trustees
> Closing with the Al-Anon Declaration

BOARD OF TRUSTEES MEETINGS

Location and Time – The AISGR Board of Trustees meets regularly, no fewer than twice no more than six per calendar year. The Board meeting shall be held at a location and time designated by the Board Chairperson. When needed, the Chairperson may call for additional meetings.

Attendance – Trustees must attend at minimum two-thirds of the Board meetings within any 12-month period of time. Any Al-Anon or Alateen member may attend.

Conduct – In the interest of good order, due deference should be given the Chairperson at all times. Trustees will abide by the conduct policy of the meeting location and applicable state and federal laws. Board of Trustees meetings are conducted with the support of the following guidelines.

Follow the agenda	No side conversations
Stay on topic	Be courteous to one another
Share one time on a topic	Silence distractions and/or electronic devices
Two minutes per share on a topic	Presume goodwill
Do not repeat what has already been stated	

Voting – All decisions are reached by discussion, vote, and, whenever possible, by unanimity of Board members.

At all regular or special Board of Trustees meetings, Trustees are entitled to vote. At all Board meetings, each Trustee shall have only one vote. Voting may be done by a show of hands, by written ballots, by electronic media, and/or by e-mails. E-mail votes should be addressed to both the Chairperson and the Secretary.

See additional information on KBDM, Appendix I; Voting Guidelines Appendix II; and Motion Voting Process, Appendix III; and Voting Guidelines Appendix VI.

Quorum – A quorum for the Board of Trustees is established at two-thirds of the full board, including at least two (2) Officers.

Board of Trustees Meeting Agenda – The agenda shall include, but not be limited to:
> Reading and reviewing of the minutes of the last regular meeting of the AISGR, Board of Trustees, and of any special meetings
> Reports of the Treasurer, and the Standing and Special Committee Chairs, as requested
> Unfinished/old business
> New business
> Setting of next AISGR meeting agenda
> Designated portion at end of meeting given for question and comments by Al-Anon and Alateen members in attendance.

SPECIAL MEETINGS

Notice – Special meetings can be called for AISGR and/or Board of Trustees meetings. Notice shall state the purpose of the meeting. No other business shall be acted upon at any Special meeting.

Special meetings shall be called by written notice mailed or emailed at least ten (10) days before the date of the meeting.

Location and time – The time and place of the Special meeting shall be at the discretion of the Chair

Governing Rules: Rules governing regular AISGR and/or Board of Trustees meetings shall also govern Special Meetings.

BOARD OF TRUSTEES

The Board of Trustees shall consist of not less than three nor more than seven persons of the following classifications: Officers, Chairperson(s), Trustee(s)-at-Large, and District Information Service Liaison(s) for those terms are described in this PPM. The Board will generally be guided by the directions of the Al-Anon Information Service Representatives of the groups of the AISGR. Trustees cannot serve as ISRs because they have a vote at AISGR meetings as a member of the Board of Trustees.

BOARD COMPOSITION

The total number of Board of Trustees is to be an odd number to avoid an even split when voting.

Officers – Officers who are elected by the AISGR membership;
> Chairperson
> Treasurer
> Secretary

Committee Chairpersons – Chairpersons whose appointment originates with the AISGR Chairperson, with the consent of the Board of Trustees.
> Communications Chairperson

Trustees-at-Large (optional) – Trustees whose appointment originates with the AISGR Chairperson, with the consent of the Board of Trustees.

The total number of such Trustees-at-Large shall be set by the Board of Trustees from time to time.

The length of time any Trustee-at-Large may serve on the Board is two (2) three-year terms that may be consecutive.

Liaison to AWSC – The Liaison represents AISGR at the AWSC. The AISGR Chairperson appoints a willing Board member to be the AISGR Liaison. The AISGR Liaison:
> Attends Assemblies and AWSC meetings each year, at the expense of AISGR.
> Serves as the information link between AISGR and AWSC, encouraging the exchange of information between the two entities.
> Votes at the AWSC meetings, but not at any other Michigan Area 27 meetings
> An Al-Anon member who is also a member of A.A. is not eligible to serve as an AISGR Liaison. See Appendix VI.

District Information Service Liaison (DISL) – Trustees who serve Al-Anon Family Groups (AFG) in geographic areas of their district as defined by Michigan AFG, Inc. Their purpose is to bring a district perspective to the Board. They do not represent the members of the region, nor are they responsible to the region, but to the AISGR.

DISLs shall be designated by the Districts in which they serve in accordance with such procedures as that body may establish.

Board Duties
> Communicate with other Trustees in person or via teleconferences or e-mail
> Review suggestions or concerns from ISRs, Groups, Districts, Committee Chairs, Coordinators or other sources
> Reviews proposed changes to policy, content, finance or operations. If approved by the Board, proposed changes are added to new business for approval of the ISRs at a AISGR meeting.
> Plans the agenda and anticipate materials or supplies needed for AISGR meetings
> Prepare an annual AISGR calendar
> Arrange for an annual audit
> Prepare the AISGR annual budget
> Conduct annual inventory of assets of the AISGR
> Oversee legal responsibilities of the corporation
> Expedite expenditures as authorized by the budget approved by the AISGR membership
> Succession and transition planning
> Strategic planning
> Adherence to AISGR's Mission
> To know and adhere to the AISGR Bylaws and Policies and Procedures Manual

REMOVAL OF BOARD MEMBERS

Any member of the Board of Trustees may be removed for just cause by a vote of two-thirds of the written ballots cast by the Board of Trustees. Just cause is defined as absence from more than one-third of scheduled meetings during any 12-month period; a conflict of interest or a conflict of commitment violation; or failure to adhere to any written policies and procedures of the Board of Trustees. Such removal shall occur at a regular or specifically called meeting of the Board of Trustees. Upon a finding of just cause, the officers of the Board of Trustees shall send a notice of the proposed removal by mail, certified or registered, if possible, to the last recorded address of such member at least fifteen (15) days before final action is taken on such removal. The member shall have the opportunity to present any relevant information, in writing, in person, or through a representative, to the Board of Trustees before final action is taken.

DUTIES OF OFFICERS OF THE BOARD OF TRUSTEES

Each officer is expected to attend all meetings of both the AISGR and the Board of Trustees. Each officer has the regular duties expected of their office, some of which are itemized below.

In an emergency, other officers may assist the Chairperson. In this activity, the Chair and other officers are guided by AISGR policies, the current Al-Anon/Alateen Service Manual, and regularly confer with the Board of Trustees.

Disbursements of funds is the direct responsibility of the Treasurer, following the directions of the AISGR membership and the Board of Trustees.

Chairperson
> Presides at all meetings of the AISGR membership and the Board of Trustees
> Ensures that the duties of the Board of Trustees are implemented
> Serves as an officer of the AISGR and is listed on all legal documentation
> Serves on Finance Committee and Policy Committee

> Works with the Treasurer to ensure that state and federal records are updated as required by law; brings changes and paperwork updates to the attention of the Officers and the Board of Trustees
> Calls special meetings when necessary
> Creates and dissolves special committees when necessary
> Appoints committee chairpersons and coordinators with Board approval
> Appoints Member(s)-at-Large to the Board of Trustees with Board approval
> Serves as an ex-officio member of all committees
> Serves as or appoints a liaison to the AWSC
> May become a Chairperson of the AISGR Policy Committee when his or her term of office has expired
> Cosignatory with Treasurer for expenses beyond normal day to day operations
> Presents proposed changes to policy, finance or operations to the Board of Trustees and the AISGR

Secretary *(If the composition of the Board of Trustees does not include a secretary the following responsibilities will be divided between the Board members.)*

> Records minutes at meetings of the AISGR membership and the Board of Trustees
> Serves as an officer of the AISGR and is listed on all legal documentation
> May serve on any standing committee for AISGR
> Can attend all committee meetings
> Answers, disseminates and maintains all AISGR email requests and provides a report at AISGR meetings
> Works closely with the Chairperson
> Emails on a timely basis notices to AISGR member groups
> Maintains an up-to-date log of all motions passed
> Summarizes and presents a list of passed motions to the Board of Trustees at year-end
> Prepares the previous AISGR meeting minutes for distribution to ISRs
> Records attendance at meetings of the AISGR and the Board of Trustees meetings
> Keeps an up-to-date contact list of all member groups and representatives
> Keeps an up-to-date listing of all service providers and passwords
> Presents proposed changes to policy, finance or operations to the Board of Trustees and the AISGR
> Ensures that approved minutes of AISGR meetings and Board of Trustees are uploaded on the AISGR page of the website.

Treasurer

> Confirms accuracy of all month-end financial statements for the Board of Trustees, the AISGR membership, and official records
> Serves as an officer of the AISGR and is listed on all legal documentation
> Chair of Finance Committee and serves on the Policy Committee
> Regularly reports to the AISGR membership and Board of Trustees prepares this information for publication in a report
> Develops an annual budget for the coming year and presents the proposed budget for review to the Board of Trustees, then approval at the first AISGR meeting of the year.
> Ensures purchases and cash, including checks and bank accounts, are recorded and managed in accordance with sensible and commonly established accounting practices
> Makes financial recommendations to the Board of Trustees

> Ensures that state and federal records are updated as required by law; brings changes and paperwork updates to the attention of the Officers and the Board of Trustees
> Prepares or has a qualified tax service prepare all tax returns required to be filed with government agencies during his or her term of office
> Regularly checks the AISGR PO Box and deposits contributions in a timely manner
> Pays bills and expenses for the organization in a timely manner
> Presents proposed changes to policy, finance or operations to the Board of Trustees and the AISGR

STANDING COMMITTEES OF THE AISGR

FINANCE COMMITTEE

The primary function of this Committee is to see that our Al-Anon and Alateen Information Service of Grand Rapids Area (AISGR) operation remains financially sound, always aligning the use of our money with the spiritual principles of our program.

Composition: The Chairperson of the Finance Committee will be the Treasurer of the Board of Trustees. The Chairperson of the Board of Trustees will serve on the Finance Committee with the Treasurer and the Communications Chairperson.

Responsibilities:
> Establishes and maintains a yearly budget for the AISGR, estimating yearly income
> Develops immediate and long-range revenue plans for the AISGR
> Makes fiscal recommendations to the Board of Trustees
> Works with Committees of the AISGR to establish and maintain budgets for those committees when necessary
> Makes sure federal, state, and local reporting takes place
> Fulfills responsibilities as defined in the Al-Anon/Alateen Service Manual

POLICY COMMITTEE

The purpose of the Policy Committee is to deal with questions of AISGR policy, procedure, public relations, parliamentary procedure, and internal problems that may be presented to the AISGR. All such matters should be resolved in the light of our Twelve Traditions of Unity and Twelve Concepts of Service.

*Composition***:** The Chairperson of the Policy Committee is recommended to be the immediate past Chairperson of the Board of Trustees. If the immediate past Chair is unwilling or unable to chair the Policy Committee, the chairperson shall be appointed by the Board of Trustees Chairperson.

Committee members can be past Chairs of AISGR, subject matter experts, and persons with experience who are interested in participating. Committee members are appointed by the Policy Committee Chairperson, pending approval from the Board of Trustees.

Responsibilities:
> Advises the Chairperson, the Board of Trustees, and the AISGR membership on the Bylaws
> Incorporates changes to the Bylaws that have been voted on by the AISGR following due process.
> Utilizes the WSO Service Manual and Conference Approved Literature as a primary reference point in reviewing, recommending, and defining policy

> Becomes knowledgeable in rules of order and the proper procedures for the conduct of meetings and informs the meeting of errors in parliamentary procedures if they affect the basic rights of members or the orderly conduct of business
> Assist in the drafting, amending and interpretation of bylaws, policy, and rules of order, and the planning and conduct of meetings

COMMUNICATIONS COMMITTEE

The Communications Committee is comprised of the following services: Phone Answering Service, the AISGR website; and the schedule of Al-Anon and Alateen meetings. For all of the Communications Committee service positions the qualifications for service are: at least two (2) years in continuous Al-Anon/Alateen membership; an understanding of the Traditions and Concepts of Service and how to apply them.

Communications Committee Chairperson:
> Oversees and disseminates all information regarding Al-Anon and Alateen meetings to the Phone Coordinator, Web Editor, and Schedule Editor.
> Schedules and facilitates Communications Committee meetings as needed.
> Ensures meeting information provided by the Phone Answering Service, on the Website and Schedule is up-to-date and meets the criteria for inclusion. Any additions, removals or changes to Al-Anon and Alateen meeting information comes from the District Representative and or the Michigan AFG Area 27 Records Coordinator. Meetings that do not meet the following requirements will be removed from the AISGR printed and electronic schedule until the requirements are met.
>> ▪ Al-Anon/Alateen meeting is registered with the WSO in the District they are located
>> ▪ Al-Anon/Alateen meeting is listed as "Active" in WSO Group Records
> Requests a yearly copy of active meetings from the Michigan AFG Area 27 Records Coordinator to double check that all meeting information is correct.
> Reviews Phone Answering Service, Website, and Schedule for consistency, accuracy and adherence to Al-Anon principles.
> Provides written reports the Board of Trustees and ISRs at AISGR meetings. These include but are not limited to:
>> ▪ Annual budgets for phone answering service, website, and schedule
>> ▪ Informative updates on these services
> Provides proposed changes to policy, content, finance or operations for the Phone Answering Service, Website, and Schedule first to the Board of Trustees for discussion and vote, then to the AISGR membership for discussion, vote, and approval. All changes must be in keeping with Al-Anon's Legacies
> Understands the operations and activities of the phone answering service, website, and schedule
>> ▪ Help Coordinators maintain an operation manual for each service
> Keeps a listing of all service providers, contact information and passwords required for phone, web and schedule

Phone Committee: The purpose of the Phone Committee is to organize, and coordinate operations and procedures related to the AISGR Phone Answering Service that reflects the mission, vision, and legacies of the AISGR.

Coordinator:
> Reports to the Communications Committee Chairperson
> Assumes responsibility for proper management and maintenance of soft- and hardware associated with the phone service.
> Develops a list of volunteers willing to serve on the phone answering service
> Works with phone volunteers to maintain a log and record of all telephone calls coming into the AISGR phone answering service
> Provides thorough training of volunteers handling phone answering service calls
> Presents proposed changes to policy, finance or operations to the Communications Committee Chairperson
> Provides written reports to the Communications Committee Chairperson within the specified time frame

Phone Service volunteer(s):
> Attends Phone Committee meetings and phone service training sessions
> Communicates with Coordinator
> Commits to answering calls for an agreed amount of time

Web Editor: The purpose of the Web Editor position is to edit and maintain the AISGR website with information pertinent to AISGR that reflects the mission, vision, and legacies of the AISGR.
> Reports to the Communications Committee Chairperson
> Provides routine updates and maintenance to the AISGR website
> Reviews web services and presents proposed changes to policy, content, finance or operations to the Communications Committee Chairperson

Schedule Editor: The purpose of the Schedule Editor position is to edit and maintain a printed and electronic schedule of meetings within the AISGR.
> Reports to the Communications Committee Chairperson
> Provides printed copies of the schedule, if requested, at the AISGR meetings for the ISRs.
> Presents proposed changes to policy, finance or operations to the Communications Committee Chairperson

AISGR ELECTION POLICY AND PROCEDURE

Elections: The following positions are elected positions in the AISGR:
> Chairperson
> Treasurer
> Secretary

Election year for these positions shall coincide with that of the MIAFG Area 27, and elections shall be held at the fall AISGR meeting. Those elected shall begin their term the following January.

Election of Chairperson, Treasurer, and Secretary shall be for a three-year period.

An Al-Anon member who is also a member of A.A. is not eligible to serve as an AISGR officer.

Rotation of officers is recommended, however, when someone fulfills a term of office begun by another, they may choose to stand for another term.

At the time of the election, those making themselves available for service positions will state their qualifications for the groups of the AISGR. See Appendix V.

ELECTION OF CHAIRPERSON

The Chairperson asks the ISRs and members with voting rights to vote to elect a Chairperson. A Chairperson may not succeed him or herself but may be re-elected after at least one interim three-year term provided they have remained active in service at the local level. Elections occur every three years, concurrent with Area Election Assembly.

Qualifications for service as a Chairperson: At least 3 years of service as a past or current Group Representative and/or Information Service Representative, an understanding of the Traditions and Concepts of Service and how to apply them, and currently active in service at the AISGR.

Each group has one vote.

Election procedure:
> The Chairperson asks each ISR and others eligible, if any, whether they are prepared to serve as Chairperson for three years. If so, they become a candidate.
> Candidates are asked to share their AISGR Service Statement of Interest with the Groups.
> Names of all candidates for the post of Chairperson are listed by the Secretary.
> The Secretary calls the roll of voting members.
> Paper and pencils are distributed for written ballots.
> Non-voting members are selected to serve as tellers, collectors of ballots, and to record and tally votes on the board.
> Written ballots are cast, collected, and given to the tellers to count.
> Votes will be written on the board alongside the names of the candidates.

The first candidate to receive a two-thirds vote is elected.

If no one has the required two-thirds vote after several ballots have been taken and if two candidates each have 40 percent or more of the total vote, the Chairperson may suggest that the two candidates stay and the others withdraw.

Whether or not any names are withdrawn, another ballot is taken.

If still no election occurs, a final ballot is taken. Then the candidate with the most votes becomes the Chairperson.

ELECTION OF ALL OTHER ELECTED POSITIONS

For all other elected service positions in the AISGR, follow the Election Procedure outlined above.

ELIGIBILITY REQUIREMENTS FOR SERVICE POSITIONS:

Secretary: At least two (2) years in continuous Al-Anon/Alateen membership; an understanding of the Traditions and Concepts of Service and how to apply them; at least 18 years of age

Treasurer: At least two (2) years in continuous Al-Anon/Alateen membership; an understanding of the Traditions and Concepts of Service and how to apply them; at least 18 years of age

APPENDIX I – KNOWLEDGE-BASED DECISION MAKING (KBDM)

KBDM is defined as the process of looking at a topic through certain agreed upon criteria. Pertinent background information is gathered and shared with those responsible for making the decision. Then a decision can be made through a motion and vote.

KBDM is not intended to prohibit introduction and voting on a topic that come up suddenly and requires an immediate decision nor would it be required for non-policy or non-procedural items.

Key Elements
> Open communication
> Dialog before deliberation
> All decision makers have common access to information
> We exist in a culture of trust

KBDM Questions
> What do we know about our members' needs, wants and preferences that relates to this discussion?
> What do we know about our resources relative to this issue?
> What do we know about our "culture" or "environment" (technology, our steps, traditions, concepts, spiritual principles) that relates to this issue?
> What are the implications of our choices (pros and cons, unintended consequences)?
> What do we not know about this issue that we wish we knew?
> How do Al-Anon's legacies apply to this issue?

KBDM Outcomes
> Everyone will have all available information needed to make an informed decision.
> Newcomers to a decision-making body have the advantage of the background information.
> Receiving the information before the dialogue gives members time to digest and process.
> Access to the background information gives members the opportunity to understand the decision and participate in the discussion.
> Related issues come up before a decision is made.
> Decisions are not based on reactions, opinions or emotions. This is proactive, not reactive.
> The focus is on the dialogue of the topic rather than on the structure or wording of the motion or proper parliamentary procedure.
> The suggestion itself is more important than who made the suggestion.
> Trusted servants are not asked to make uninformed decisions.
> Trusted servants will be able to communicate and articulate the decisions made.

APPENDIX II – VOTING GUIDELINES

The Voting Guidelines list five voting types and when they apply at an AISGR meeting.
1. Motion – formal (voters fully informed) substantial unanimity (See Appendix III)
2. Consensus – informal ("I think this looks good, meets the criteria") substantial unanimity
3. Election Ballot – secret, substantial unanimity
4. Simple Majority – Agree/Disagree, Yes/No, go for it looks good/not

	1	2	3	4
REPORTS				
Secretary				X
Treasurer				X
Communications				X
Other Standing / Ad hoc Committees				X
MINUTES				
From previous meeting (official record)	X			
FINANCIAL				
Approval of Annual Budget	X			
Change to approved Annual Budget	X			
POLICY AND PROCEDURES MANUAL				
Additions to	X			
Deletions to	X			
ELECTIONS				
Chairperson			X	
Secretary			X	
Treasurer			X	
AISGR FALL BANQUET				
This year's committee	X			
Theme, speaker, date, location, poster		X		

APPENDIX III – VOTING PROCESS

Progression of a Motion:

1. Every Al-Anon / Alateen member has a voice, but only Information Service Representatives, Group Representatives, or Alternate Group Representatives may vote, make motions or second motions.

2. Board of Trustees, except the AISGR Chairperson, are entitled to vote at the AISGR meetings, excluding the DISLs. The DISLs only have a vote at Board of Trustee meetings. At all meetings, each person shall have only one vote, regardless of the number of voting entitlements. Voting may be done by a show of hands, by written ballots, by electronic media, and/or by e-mails. E-mail votes should be addressed to both the Chairperson and the Secretary.

3. All motions are presented to the Chairperson in writing. The Chairperson will accept motions only after sufficient discussion has been held.

4. Motion is seconded.

5. Discussion Procedures:
    > Discussion begins after the Motion is made and seconded.
    > Discussion is limited to the Motion that is on the floor.
    > Proposer of the Motion may speak to the motion first; the person who seconded the motion may speak to the motion next.
    > So, all members can participate and hear the discussion, avoid side conversations. Again, please presume goodwill. Each member, voting and non-voting, may speak for two minutes. Members are asked to not repeat comments that were already made. Each member may only speak once to the motion.
    > Chairperson does not enter into the discussion.

During discussion the following additional motions may be used to alter the original motion:

Motion: To introduce a subject to the AISGR ISRs for discussion and vote. When discussion commences, the maker of the motion speaks first.

Withdraw the Motion: To "take back" a motion from the floor after it has been made, but before a vote has been taken. Only the maker of an original motion may withdraw it. The effect is the same as if the motion had never been made. The withdrawn motion will not be in the meeting minutes.

Amend the Motion: To modify or change the original motion, an amendment is made and seconded during the discussion of the original motion. After the amendment is made and seconded full discussion. The discussion on the amendment needs to be on the pros and cons of the amendment not on the motion itself. Vote on whether or not to accept the amendment. If yes, discussion on motion with amendment continues. If no, discussion continues on Original Motion.

Call the Question: This brings the discussion of the motion on the floor to an immediate halt. The motion to "Call the Question" must be seconded and a vote taken. If the vote on "Calling the Question" passes, the vote on the original motion on the floor is taken immediately. If the vote on "Calling the Question" does not pass, discussion of the original motion resumes. This motion should not be used prematurely to curtail adequate discussion of any motion.

Table the Motion: To defer the original motion until later in the meeting or until a future meeting. Most often this is best used when a New Business item, not on the agenda, is introduced to the membership and the voting members believe the item deserves more background information, time, and consideration by the groups before a vote is taken.

Suspend the Rules: To depart temporarily from the usual practices for a specific purpose during the current meeting. This motion is not debatable and cannot be amended. An example would be to "Suspend the Rules" to allow more than two minutes per person to discuss a business item.

6. Close of the Discussion:

At the close of discussion, the Chairperson will ask, "Are you ready for the vote?" If no one objects, the Chairperson proceeds to take a vote.

To overturn a previously approved motion, a Motion may be Rescinded (refer to definitions and flow chart).

Tip, Hints, and Words of Caution:

Full discussion of a recommendation should take place before the vote. Premature action (e.g. Amending a motion early in the discussion or hastily "Calling the Question") can divert attention from the subject at hand, thus confusing and/or delaying meeting business.

A member is entitled to, and should, express his/her opinion. However, if that perspective has already been expressed by someone else, it is not necessary to go the microphone and say it again.

Out of respect to those holding a minority viewpoint, applause is discouraged when a member expresses an opinion with which others may agree.

Motion Definitions

To Overturn a Previously Approved Motion,

Rescind the Motion: To "take back" a motion after it has been voted on and passed. This is used to cancel a previously approved motion. This will be included in the meeting minutes. Any voting member can make this motion.

APPENDIX V – SERVICE STATEMENT OF INTEREST FOR THE AISGR

Al-Anon/Alateen members who are willing to stand for a service position in the Al-Anon and Alateen Information Service of Grand Rapids Area will share this statement of interest with the Groups of the AISGR no later than an Election Meeting. For a list of qualifications for service in the AISGR, please see AISGR Policy and Procedures Manual.

If chosen to serve as an Officer in the AISGR, I agree to abide by the following:
> I understand that serving as a Trusted Servant requires more than just a "willingness to serve."
> I am an active member of Al-Anon Family Groups and I will continue attending Al-Anon and/or Alateen meetings.
> I will be required to attend and participate in AISGR meetings and Board of Trustee meetings.
> I am able to speak and write proficiently in the English language.
> I understand this service work may require work between AISGR meetings or Board of Trustee meetings.
> I understand some of this service work may require a computer and additional meetings by phone or e-mail, individually, or in a group.
> I understand and can apply the Traditions and Concepts of Service and will support the AISGR's group conscience decisions, regardless of my personal opinions.

I am standing for _____

Name: _____

Phone: _____   Email: _____

Home Group (Name and City): _____

Continuous years active in Al-Anon/Alateen: _____

List your Al-Anon/Alateen service positions at the group level and beyond. Example: Group Representative, Literature Coordinator, AISGR committee member, etc.

_____

_____

_____

_____

What skills and knowledge will you bring to the AISGR? Please mark with an "X" your experience in the following (leave blank, if you have no experience in an area):

	Basic Experience	Working Experience	Skill Expert
Leadership organizing events and facilitating meetings			
Strategic Planning			
Personal Communication: (rate each)			
Writing			
Speaking			
Electronic Communication: (rate each)			
Using email with attachments			
Accessing and navigating web sites			
Proficiency with basic computer programs (rate each)			
Word			
Excel			
Critical thinking and analysis			
Reading and understanding financial reports			
Public speaking			
Reading and understanding policy and law			
Proficiency in language other than English:			

Professional, technological, or personal skills not listed above (please specify):

_____

_____

_____

_____

GETTING TO KNOW YOU

Please respond to each of the items below.

1. What has motivated you to consider this service position?

_____

_____

_____

_____

2. Identify one challenge or experience in your life and explain how you were able to apply a particular Tradition and/or Concept.

_____

_____

_____

_____

3. What have you learned about yourself when working with others in service?

_____

_____

_____

_____

4. How do you plan to apply the spiritual principles of the Al-Anon program in service to the AISGR?

_____

_____

_____

_____

APPENDIX VI – SERVICE PARTICIPATION BY MEMBERS OF AL-ANON FAMILY GROUPS WHO ARE ALSO MEMBERS OF ALCOHOLICS ANONYMOUS

Al-Anon Family Groups and Alcoholics Anonymous (A.A.) share a common spiritual legacy in A.A.'s Twelve Steps and Twelve Traditions. Before Al-Anon was founded, family groups met with and beside A.A. groups. In 1951, various family groups banded together and agreed to organize Al-Anon Family Groups, a program dedicated to helping the friends and families of alcoholics. Over the years, Al-Anon developed its own service structure, based on the model provided by A.A.'s experience and guided by the Twelve Traditions.

Tradition Five defines Al-Anon's single purpose. Tradition Six encourages cooperation with Alcoholics Anonymous, maintaining that Al-Anon is a separate entity that ought never affiliate or create the appearance of affiliation with any outside enterprise. Putting these principles into practice maintains a separation between the service structures of Al-Anon and A.A. This separation helps avoid the appearance of a conflict of interest and safeguards Al-Anon's singleness of purpose. Accordingly, Al-Anon's policy is that members who are also members of A.A. do not serve as Group Representative (GR), District Representative (DR), Area Delegate, World Service Conference member, alternate to any of these service positions or on any committee of the World Service Office.

Filling service positions is a matter of District and Area autonomy, within this policy and the spiritual principles that form its basis. Tradition Four grants autonomy to local service arms, except in matters affecting Al-Anon or A.A. as a whole. Al-Anon members who are also members of A.A. participate fully in all group activities, including group conscience decisions. However, they do not hold Al-Anon service positions that vote in matters affecting another group or Al-Anon or A.A. as a whole.

Participating in Al-Anon service is integral to recovery for every member. Step Twelve, carrying our message to others, is a very important part of Al-Anon service. Members of Al-Anon who are also members of A.A. are often in a position to carry our message to those who are not aware of the benefits of attending Al-Anon Family Groups. Members of Al-Anon who are also members of A.A. may serve Al-Anon in ways that include being an Alateen Group Sponsor (see "Alateen Policy") or they may be invited by local/Area service arms, the Board of Trustees or the World Service Office to participate in projects, in keeping with the spirit of this policy.

This policy on service participation by members of Al-Anon who are also A.A. members protects Al-Anon's viability as a program dedicated to helping the families and friends of alcoholics. It ensures that Al-Anon's service structure represents the unique perspective of families and friends of alcoholics, recognizing that the alcoholic's perspective is represented in A.A.'s service structure. Members honor this policy out of respect for Al-Anon unity and the group conscience process, in accordance with Tradition One and Tradition Two.

Excerpt from Al-Anon Alateen Service Manual 2018–2021, pages 86 – 87.

**AL-ANON AND ALATEEN INFORMATION SERVICE OF GRAND RAPIDS AREA (AISGR)
FALL BANQUET**

STANDARD OPERATING PROCEDURES

The AISGR Fall Banquet is a celebration of Al-Anon / Alateen recovery in the districts served by AISGR. This event has been an annual tradition in the Grand Rapids area for decades. The banquet welcomes the loved ones and friends of Al-Anon and Alateen members.

The following are standard operating procedures for the AISGR Fall Banquet. Al-Anon groups or a committee of Al-Anon members that accept the responsibility of hosting the banquet—the Host Committee–will be directly responsible to those they serve by reporting at AISGR meetings and following the guidelines provided in the AISGR Fall Banquet binder.

1. **Chairperson(s)** – Host committee will appoint Banquet Chairperson(s). Chairpersons become trusted servants of AISGR and are expected to provide updates on progress at each AISGR meeting for the duration of their commitment. Typically, the duration of commitment is from the beginning of the calendar year to the final report after the banquet. The final report must be complete and sent to the liaison by the end of November of the banquet year. Report templates are in the AISGR Fall Banquet binder.

2. **Board Liaison** – The Board of Trustees will appoint a Board member to assist where needed and answer any questions the Banquet Committee may have.

3. **Speaker** – The banquet speaker is expected to:
   > be an active member of Al-Anon / Alateen for a period longer than one year;
   > focus on the experience, strength and hope in Al-Anon and or Alateen (dual members can be banquet speakers provided the focus is Al-Anon recovery); and
   > follow WSO's speaker guidelines – *Members Interested in Speaking*, G1.

4. **Budget** – The banquet is a financially self-supporting annual event.
   > The AISGR Fall Banquet seed money can be used for any initial banquet expenses. The seed money is to be paid in full back to AISGR.
   > Ticket price must cover all expenses: meal cost including taxes and gratuity, facility rental, decorations, printing, postage, speaker gift, etc.
   > The Banquet Chairperson and the Board Liaison will reconcile the banquet finances before monies are turned over to AISGR's treasurer.

5. **Date** – The banquet is in the fall the last two weeks of October or the first two weeks of November; Tuesday, Wednesday or Thursday evening. Traditionally it is held the first Thursday evening of November, but the Host Committee can propose a date provided the above criteria are met.

6. **Location** – The location of the banquet needs to be within the AISGR geographic regions defined by the districts it serves. The facility must accommodate at least 150 and be handicap accessible. Adequate parking needs to be available.

7. *Fundraising* –The Host Committee can decide to pass the basket for individual members to make tax-deductible contributions to AISGR or have another fundraising activity consistent with any federal or state laws. Contributions to AISGR are used to further its mission: *To provide services that help the community find Al-Anon and Alateen; to act as a resource for individuals as well as professionals within the community.*

AL-ANON AND ALATEEN INFORMATION SERVICE OF GRAND RAPIDS AREA (AISGR) LITERATURE LIQUIDATION SALE

The AISGR Literature Liquidation Sale is for the express purpose of "selling off" the existing literature in inventory from AISGR's Literature Distribution Center (LDC). This sale is not a reopening of the LDC but a sale of AISGR literature assets. The LDC is to remain on hold—inactive—until further notice.

An ad hoc committee is to be created for the purpose of this sale. The following are guidelines for the liquidation sale.

COMMITTEE GUIDELINES

1. **Coordinator** – AISGR's Chairperson will appoint, with Board of Trustees approval, a Coordinator to manage the AISGR Literature Liquidation Sale. The Coordinator becomes a trusted servant of AISGR for the duration of the literature sale.

2. **Timeline** – The Liquidation Sale will begin after Membership approval of the sale. The sale will close in time for final sales reporting at the November 2019 AISGR meeting. At this time all unsold literature will be returned to AISGR. Per Membership approval, an extension of the November 2019 deadline is possible.

3. **Reporting** – Sales report to include retail sales plus 6% tax

   - Sales, expenses and activities report at the AISGR Meetings, July 16, September 17

   - Sales, expenses and activities report at the AISGR Board of Trustees, October 15

   - Final sales, expenses and activities report and literature post inventory at the AISGR Meeting, November 19

4. **Income** – Proceeds from sales will be deposited into the AISGR account by the AISGR Treasurer. The Coordinator will provide AISGR's Treasurer a full reconciliation of the individual sales for each deposit made.

5. **Inventory** – Pre (before the sale begins) and post (after the sale ends) inventory of all books, booklets, pamphlets, service tools, and supplemental materials is to be taken.

   a. No additional literature can be purchased by AISGR for the purpose of this liquidation sale to the membership.

6. **Pricing** – Literature price must be at or above WSO's pricing per WSO's requirement. See Ordering Conference Approved Literature (CAL) & Authorized Service Materials from the World Service Office, S-16.

   a. 6% sales tax must be charged on all sales.

7. **Marketing** – Marketing materials (promotional emails, posters, notifications, etc.) must clearly define this is a Literature Liquidation Sale.

8. **Budget** – A petty cash budget of $100 can be used by this committee for incidental expenses. Any expense over the $100 budget needs prior approval by the membership.

AL-ANON AND ALATEEN INFORMATION SERVICE OF GRAND RAPIDS AREA LITERATURE DISTRIBUTION CENTER (AISGR/LDC)

The AISGR's Literature Distribution Center is to provide Al-Anon/Alateen members with local access and quick delivery of Al-Anon books, pamphlets, booklets, kits, posters, films, guidelines and other Al-Anon/Alateen material. AISGR's LDC and WSO work in partnership to carry the message of hope and recovery through our Conference Approved Literature and service tools.

The following guidelines are to provide an operating structure of a Literature Distribution Center agreed upon by the LDC Coordinator, Assistant Coordinator and AISGR's Board of Trustees and Membership. Operational procedures outside the scope of these guidelines will be determined by the LDC Coordinator provided they are in keeping with the principles and traditions of the Al-Anon fellowship.

AISGR/LDC GUIDELINES

8. **Coordinator** – The LDC Coordinator is elected by ISRs and members with voting rights at an AISGR Membership meeting. The Coordinator becomes a member of AISGR's Board of Trustees for a three-year term. The Coordinator can serve a maximum of two consecutive terms.

    The AISGR/LDC Coordinator will use the following addresses for all correspondence.

    a. AISGR/LDC, PO Box 1428, Grand Rapids, MI 49501

    b. literature@aisgr.org

9. **Assistant Coordinator** – The AISGR/LDC Coordinator will appoint an Assistant Coordinator in consultation with the AISGR Chairperson and with Board of Trustees approval. An Assistant Coordinator will aid the AISGR/LDC Coordinator as needed. The Assistant Coordinator becomes a trusted servant of AISGR for a three-year term. The Assistant Coordinator can serve a maximum of two consecutive terms.

10. **Accountability –** AISGR/LDC Coordinator as a trusted servant of AISGR is accountable by:

    Reporting at AISGR Board of Trustees meetings

    a. Sales and financial reporting

    b. Provides proposed changes to the approved Literature Distribution Center Guidelines for discussion and review prior to vote by the membership

    Reporting at AISGR Membership meetings

    c. New literature offerings and CAL literature highlights/promotions

    d. Ordering process

    e. End of year report

    f. Provides changes to the Literature Distribution Center Guidelines, already reviewed by the Board of Trustees, for discussion and vote by the Membership

11. **Financial –**

    a. **Bank Account** – A separate bank account and debit card for AISGR/LDC will be used for all LDC transactions. The AISGR/LDC Coordinator, AISGR Chairperson and Treasurer will be listed on the AISGR/LDC account.

b. **Income** – LDC sale proceeds will be deposited in the AISGR/LDC bank account. The sales proceeds will be used for the express purpose of the LDC operation unless an alternate use is approved by the Board of Trustees with the vote of the Membership. All operating expenses of the LDC are to be funded by the LDC.

Collected sales tax will be held in reserve for payment of Michigan sales tax. *Note: If sales tax is collected it must be paid no matter the amount of LDC sales in any given year.*

c. **Sales License and Tax** – The AISGR Board of Trustees is legally responsible for AISGR/LDC. The Michigan Sales Tax License will be applied for each year by AISGR's Treasurer. The AISGR Treasurer and LDC Coordinator will file the *Sales, Use and Withholding Taxes Annual Return* (Form 5018) by the end of February of each calendar year.

12. **Pricing** – AISGR/LDC receives a discount from WSO on all orders. AISGR/LDC retail pricing must be at or above WSO's pricing per WSO's requirement. *See Ordering Conference Approved Literature (CAL) & Authorized Service Materials from the World Service Office, S-16.*

The following will be added to all AISGR/LDC sales:

a. 6% sales tax

b. 4% shipping and handling charge

13. **Inventory** – AISGR/LDC will sell only Al-Anon Conference Approved Literature (CAL). The LDC inventory will be determined by the LDC Coordinator.

The funds to cover all purchases must be available prior to purchase from WSO or any other CAL retailer. No accounts payable (on credit) purchases from WSO for resale by AISGR/LDC unless approved by AISGR.

a. Inventory will be maintained at the Alano Club of Kent County (North Club) in AISGR's file cabinets.

14. **Marketing** – Marketing materials (promotional emails, posters, notifications, etc.) must clearly be defined as the Literature Distribution Center of Al-Anon and Alateen Information Service of Grand Rapids Area. Commonly called AISGR/LDC.

AISGR POLICY AND PROCEDURE MANUAL RECORD OF UPDATE

This manual was created in 2017 by the first AISGR Board of Trustees. It was accepted by substantial unanimity of the AISGR participating Al-Anon Information Service Representatives on November 14, 2017. Below is the record of updates to the original manual.

November 13, 2018 – Minor updates and the inclusion of the District and Group Eligibility and Qualifications and the Voting Guidelines Appendix II

January 21, 2020 – Major changes to the number of AISGR and Board of Trustees meetings and the number of Board of Trustees members. Additions and deletions to more accurately reflect the organization.

May 19, 2020 – Addition of approved Literature Distribution Center Guidelines.

January 19, 2021 – Minor updates to the bullets under, "Functions of AISGR."