



Plain Language
Association
International

Annual Report 2018

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President's message

As this annual report details, this has been another good year for PLAIN.

Membership

Our focus for membership is to grow and diversify to become a more truly international organization. We have some ambitious targets for membership growth, but we did not meet them this year.

This was caused in part by changes to the way PayPal operates. But in the longer term, we need to strengthen the members-only benefits that we offer to encourage more members to join.

Our work this year has focused on the underlying systems that will support this, particularly in a new membership system and website that will create a 'members only' area with exclusive content.

Conference

A major focus this year was preparing the 2019 biennial conference for next September in Oslo, Norway. We are working closely with our hosts Difi (Agency for Public Management and e-Government) and Sprakradet (the Language Council of Norway). The theme for the PLAIN 2019 Conference is "Clear communication – clear results".

I would like to thank Margrethe Kvarenes and Claire O'Riordan, as well as Marie Antaya who is on the Program committee, for their continued hard work towards what we are sure will be a wonderful conference.

PLAIN has also initiated a drive towards hosting smaller plain language events in non-English speaking countries. This year, on July 26, PLAIN sponsored an international plain language one-day seminar in Chile, attended by 270 participants. Dr Neil James, former PLAIN president, was keynote speaker and Joanna Richardson, current PLAIN president, gave an opening address.

On a personal level, I was particularly pleased to be able to participate in this event. I am happy to report that PLAIN aims to promote this kind of event in non-conference years in the future.

Communications

Communications are key to connect to our members. PLAIN's LinkedIn Forum continues to be a place for lively and helpful discussions. Our pages in languages other than English are popular and we hope to have more.

Our newsletter has been temporarily discontinued until we find a new membership management service, but we continue to use our social media platforms - like Twitter and Facebook - to keep in touch with our members.

Publications

Our main publication activity this year was publishing *Clarity* journal #76 with a selection of papers from the 2015 conference in Dublin, which Claire O'Riordan prepared as guest editor. We have picked a design for our e-journal. We are looking into the first edition being bilingual and highlighting the work being done in countries with emerging plain language movements.

Professional development

Some of our professional development goals have been on hold until our new website and membership system is in place. This includes upgrading the membership directory and making our logo available to members to promote their membership.

We presented the Christine Mowat Award at the Graz conference to Annetta Cheek and have designed a beautiful new award trophy for the future. We are also putting forward the Cheryl Stephen's award for innovation in plain language.

We continue to work on the major international survey about plain language in the public sector, which we are running in partnership with Claro in Portugal and partners in three other countries.

Governance and finance

The Treasurer's report confirms PLAIN's finances are strong. We have net assets of about \$CAD 83,000.

Our Treasurer, Diane Macgregor, has worked tirelessly alongside Secretary Greg Moriarty to ensure that PLAIN complies with all the requirements necessary to be a Canadian non-profit organization.

Report card

Following is a brief report card on the 25 major goals in our strategic plan. At just beyond the half-way point of the plan period, many goals remain in progress. The next couple of years will be crucial for PLAIN to realise its full potential as an organization.

While continuing to offer the wide range of PLAIN's activities and services this year, we have laid some important foundations for the future, particularly in our new membership systems and website. This will support healthy growth in the next couple of years.

Acknowledging our Board members

In closing, I would like to express my thanks to Board members who are leaving us at the 2018 AGM.

In particular, I am grateful for the support of Vice President Jana Goldman, who has served one three-year term. Fortunately for PLAIN, Jana is willing to continue to serve in the same position on the Board for another term.

Sylviane Duval is leaving the Board after serving three years, and we would like to thank her for her work on the Publications committee.

More personally, I am also stepping down as President and from the Board, as I have completed two three-year terms, with my last year as President. It has been a wonderful experience working with colleagues from around the world in our common goal to promote plain language.

Joanna Richardson, President

2018 report card on PLAIN 2020 goals

1. Membership	
1. Double membership over the next three years and work toward 1,000 members by 2020.	In progress
2. Double membership from non-English speaking countries from 15% to 30% of members to become more truly international.	In progress
3. Create a tiered membership to better target benefits for professional practitioners and public supporters.	In progress
4. Collaborate with other plain language organizations by offering mutual membership benefits.	Ongoing
5. Increase membership fees in line with increasing member benefits.	Ongoing
2. Conference	
6. Take increasing ownership of our biennial conference and standardize the processes for organizing the location, promotion and sponsorship.	In progress
7. Double the number of participants from 200-300 to 400-600 per event by 2020.	In progress
8. Increase conference activities such as webinars and run smaller events in the years between conferences.	Ongoing
9. Make some conference papers public, but offer extra information to members as part of their membership benefits.	In progress
3. Communications	
10. Continue to upgrade the PLAIN website.	Ongoing
11. Prioritize the website and a newsletter to communicate with members.	Ongoing
12. Provide information through four social media channels: LinkedIn, Facebook, Twitter and YouTube.	Ongoing
13. Retain the Yahoo email forum as a functioning archive but run the major discussion group on LinkedIn.	Completed
4. Publications	
14. Publish PLAIN's own online journal.	Ongoing
15. Develop a series of 'occasional papers' to promote debate and research about plain language.	Not started
16. Consider funding books or e-books through sponsorship or crowd sourcing.	Not started
5. Professional development	
17. Develop and promote our website membership listing and use of our logo.	In progress
18. Extend our awards program to increase the peer-based recognition of plain language practitioners and organizations.	In progress
19. Develop a training program to provide professional development for members.	In progress
20. Develop an advocacy program supporting plain language in member countries.	In progress
21. Continue to collaborate internationally in developing plain language as a profession.	In progress
22. Explore the feasibility of a certification program for professional members.	In progress
6. Governance and finance	
23. Increase the Board's policy focus and reduce operational responsibilities.	In progress
24. Professionalize operations, with paid contractors working to standard procedures and an annual plan and budget.	In progress
25. Greatly increase annual budget to at least \$100,000 through increased membership, sponsorship and income generated by our activities.	In progress

1. Membership

Kate Harrison Whiteside (Canada) Membership co-chair

Anki Mattson (Sweden) Membership co-chair

1.1 Increasing our membership

The membership growth plan has been updated, actions have been taken and are being assessed. We look forward to 2019 with greater options for members, more opportunities for recruitment and website enhancements to improve communication, networking and sharing.

Problems with the system upgrade is hampering our work

The Board has a goal of working to increase our membership to our target of 1,000 by 2020. The technical problems with developing our different systems have not yet been resolved. This means there still are no obvious benefits to offer members, or to appeal to lapsing members to renew.

Despite the technical problems, we are moving forward and when the new website membership registration platform arrives, we expect to increase membership in 2019. We are sharing ideas with Professional development and Communications on how to enhance membership benefits and categories. A proposal is being drafted.

PLAIN has previously announced that member fees will increase in line with benefits. A new fee structure will come with the new tiered member services arrangement so members can renew easily.

There have also been some indications that members are experiencing problems with PayPal, which keeps them from renewing. We are looking at options that work for PLAIN and incoming members.

Membership numbers keep decreasing

On September 6, 2018, we had 216 active members. Of those, 170 were active, and 45 were pending renewal. And almost 100 are due for renewal from August to December 2018.

- 192 individuals
- 5 enhanced individuals
- 13 organizations
- 2 enhanced organizations
- 4 students.

PLAIN manages the official International Plain Language Day event

We celebrate International Plain Language Day on October 13. It marks the *Plain Writing Act* passing in the United States in 2010. PLAIN has official control of this event, which will become a more prominent feature of our promotion efforts.

Coordinated by Membership, the day now has its own page on our site. This lets us create membership promotions around an annual event: #IPlainDay. The 2018 theme is 'Let's be clear' #letsbeclear.

PLAIN is strengthening its collaboration with other organizations

PLAIN and Clarity and the re-energized Foundation all offer opportunities to develop cross-member benefits. The executive is in discussion.

Presentations on plain language and promotions of PLAIN took place at:

- Editors Canada Conference
- International Seminar on Plain Language in Chile
- South African Professional Editors Guild meeting.

1.2 Internationalizing our membership and our Board

Thanks to several events in 2017, 2018 and 2019 we are confident our multi-cultural, multi-national membership profile will be greatly enhanced.

- 2017 PLAIN Conference in Austria in German and English
- 2018 Clarity Conference in Canada in French and English
- 2018 PLAIN sponsored event in Chile in Spanish and English
- International Plain Language Day October 13 moving to PLAIN
- 2019 PLAIN Conference in Norway.

The following table shows the distribution of PLAIN memberships by country.

Country	Members
Canada	64
United States	48
Australia	38
Sweden	12
New Zealand	8
Argentina	4
Norway	4
South Africa	4
Finland	3
France	3
Ireland	3
United Kingdom	3
Brazil	2
Chile	2
Germany	2
Netherlands	2
Portugal	2
Spain	2
Switzerland	2
Cayman Islands	1
Denmark	1
Hungary	1
Italy	1
Malaysia	1
Mexico	1
Peru	1
Poland	1
27	216

2. Conference

Margrethe Kvarenes (Norway) Conference co-chair

Claire O’Riordan (Ireland) Conference co-chair

2.1 Taking increasing ownership of our biennial conference

The conference committee has been very busy over the last year. We have agreements and a structure to run the conferences with local hosts, and we own more of the decisions – and responsibilities. However, a stronger financial base for PLAIN would help us improve ownership of events.

2017 Graz conference affirmed PLAIN’s commitment to become truly international

We planned our 2017 in Graz with local partners, Klarsprache.at Gesellschaft für lesbare Texte, and it attracted participants from 28 countries.

The conference – Improving Customer Relationships – came within budget and made a profit. The presentations included “best in class countries” for plain language, exciting innovators and countries who are just beginning to use plain language.

We are very pleased to have run our main conference – our 11th – in a non-English-speaking country and in this way addressing the strategic goal of becoming truly international.

The conference papers are free to download from the news section of PLAIN’s website:

<http://plainlanguagenetwork.org/wp-content/uploads/2016/06/PLAIN-2017-Conference-Programme-Austria.pdf>.

We plan to make the papers from our 2019 conference mainly free and consider offering extra material to members to help increase membership.

Oslo 2019 conference planning will benefit from shared sponsorship duties

In a competitive bid to host PLAIN’s 2019 conference, Norway’s tender won. Two Government bodies are organising the event – The Language Council of Norway (Språkrådet) and the Agency for Public Management and eGovernment (Difi) – which will take place in Oslo on 25–27 September 2019.

Our President and our Conference Committee met with their Norwegian counterparts four times (virtually) in addition to extended email communication. We now have a tight and strong conference budget as well as an exciting plan of action that covers location, promotion and sponsorship.

We have booked the Radisson Blu Scandinavia Hotel in Oslo, and the promotion for PLAIN 2019 started in Graz and continues. Please visit the conference website: <http://www.plain2019oslo.org/>.

Norway is handling national sponsorship matters. PLAIN is managing international sponsorship to meet a minimum new sponsorship target of \$30, 000 CAD – in addition to the more regular sponsors. We are using previous sponsorship templates but also developing them.

There is great enthusiasm for this plan which has a dedicated project manager, a conference planning committee from local hosts and from PLAIN, a separate but linked program committee and a national reference group. The templates for promotion and sponsorship are in line with PLAIN’s last two conferences and improved.

The call for papers went out in September – again in line with previous templates for calls, but updated to keep developing and improving our work.

Oslo 2019 hopes to attract 400 attendees

The Norwegian conference in PLAIN 2019 has set a target of around 400 participants. This we are confident about achieving.

That said, attendance at the PLAIN 2017 was less than expected at 145 participants. We attribute this partly to the difficulty getting to the location (at minimum of 2 flights involved in most cases).

Hearteningly, our latest event on 26 July 2018 attracted 270 participants and this was a seminar, so we are excited about this upward trend towards our ultimate goal.

2.2 Increasing conference activities in the years between conferences

Chilean seminar confirmed smaller events can be a success

We contacted the Chilean Plain Language Network (Red de Lenguaje Claro Chile “RED”) in November 2017, and offered to help organize and sponsor a plain language event there.

This event – PLAIN’s first international seminar on plain language in a language other than English – surpassed our expectations. It had 270 participants, mostly lawyers and public sector employees.

The speakers were top notch and delivered their presentations in Spanish apart from the keynote speaker former PLAIN president, Dr Neil James. Current president Joanna Richardson gave her presentation in Spanish and all other papers were in Spanish. We hope that this seminar will be the first of many more.



The planning of webinars should be a priority task for the next term.

3. Communications

Vera Gergely (Hungary) Communications co-chair, website manager

Jana Goldman (United States) Communications co-chair, social media and newsletter manager

Joanna Richardson (Argentina) Communications advisor

3.1 Ongoing improvements to our website

Improved website will play a key role in supporting members

Our website is our front door to members and potential members. We continue to add content and improve the site.

Vera Gergely continues to be an excellent manager of the site, and her tech savvy means that she can ably handle most of the site's needs.

We had several technical issues during this year, the biggest of which was with PayPal - members couldn't sign up or renew their membership for an extended period.

We added only a few news items this past year. The only major item was when we made the presentations for the Graz conference available. It would be helpful if we could find a member to help the Communications Committee suggest or write new content for the website.

Monthly visits to our website vary between 1,600 and 2,500.

Visits from the US, Canada, Australia and combined have dropped from 55% to 41%, which means a more diversified audience. Most notably, we have seen a rapid rise of interest in Colombia.

Unsuccessful contractor work significantly slowed our communication efforts

The Board approved a tender to create new software for the website to improve members' experience and offer member-only content. However, the contractor failed to deliver the expected result after a lengthy delay. The team will seek an alternative.

Unfortunately, the biggest impact of this delay is on our membership offerings and the quality of the contact our members have with us.

While securing a new developer is unlikely to happen quickly, the Board can independently manage how we improve our member offerings through the website.

3.2 Communicating with our members

Our current channels work well to help us reach members

There is a good response to our Facebook and Twitter posts.

Facebook: As of August 25, 2018, we have 387 likes and 423 followers – both increases over the last year. Our posts reach an average of 200 people, but the one about the Chile plain language seminar in late July hit a record 786 people.

Twitter: Our followers continue to increase, and as of August 25, 2018, we had 1,933 people following our feed. As with Facebook, our top tweet was about the seminar in Chile.

Quarterly newsletter: Because of the contractor issue, PLAIN Matters has been put on a temporary hold until we find a system that can better produce and disseminate the publication to our members.

LinkedIn: our forum continues to grow internationally. PLAIN renewed the contract for Deanna Lorianni of Zuula to continue to manage the forum for another 12 months.

There were strong levels of membership and discussions overall, with 156 new members almost evenly split between male and female joining the forum from May-July. The manager declined a few posts because they did not fit in the forum's focus.

India, USA, and Canada were the top countries bringing new members. Qatar, Tunisia, Zambia, Tanzania, and Estonia stood out as new countries to the mix. Professions include lawyers, legal professionals, and communications professionals (writers, editors).

They discuss wide-ranging topics such as Gross Domestic Product, gender and language, resource of words, and health screening studies.

YouTube: the vehicle we least use. We are looking for a member to help manage our YouTube efforts.

4. Publications

Joanna Richardson (Argentina) Publications chair

Sylviane Duval (Canada) Publications advisor

Neil James (Australia) External Publications advisor

While the Communications Committee oversees our regular publications, such as our quarterly newsletter and social media, our ambition is to strengthen our program with some more ambitious publications.

4.1 Developing our e-journal

E-journal will form a major addition to our program

This will be a major new benefit, exclusive to members. We will publish the journal solely in electronic format and make it available to members via email and on the members-only section of our website.

The format will have one or two feature articles and a further five or six shorter pieces about plain language. We will source content from and about:

- conference papers
- recent articles
- book reviews
- member contributions
- plain language in various contexts (law, websites, instructions, education)
- hot topics or themes.

The journal will be published twice a year. Rotating guest journal editors will be responsible for each issue, under the committee's supervision.

First edition may be bilingual

In 2017/18, we put out a bid for tender to design an e-journal and once we had the winning design, sent out a request for content from our membership. The response was limited and we are now researching the possibility of the first journal being devoted to articles from countries with emerging plain language movements.

In keeping with PLAIN's aim of promoting plain language in languages other than English, we are considering making the journal bilingual, with original language articles and English translations.

Our aim is to help members keep in touch with plain language developments around the world.

4.2 Publishing papers from conferences

As in previous years, we have collaborated with Clarity International, the international association promoting plain legal language, with an issue of the bi-annual journal Clarity.

In March 2018, Clarity Journal Volume 76 was published with a selection of papers from the Dublin PLAIN conference in 2015.

5. Professional development

Marie Antaya (Canada) Professional development co-chair

Bede Sunter (Australia) Professional development co-chair

5.1 Supporting members and member countries

We can enhance the commercial benefit of membership

This year PLAIN has been working to enable members to make better commercial use of their membership privileges. The aim is to enable members who have a commercial offering, such as providing training, to advertise those services on our website. This will be through the existing ‘Enhanced individual’ and ‘Enhanced organisation’ memberships.

We have also been working on making the PLAIN logo available to members to use on their own websites and publicity materials. We are developing guidelines around using the logo and a specific form of the logo for our members to use.

We collaborated internationally to help develop a plain language profession

In July this year, PLAIN supported the ‘Primer Seminario Internacional de Lenguaje Claro’ (First International Plain Language Seminar) in Chile. To promote plain language in languages other than English around the world, PLAIN contacted the Chilean Plain Language Network (Red de Lenguaje Claro Chile “RED”) in November 2017, and offered to help organize and sponsor a plain language event in Chile.

The event was from 9 am to 2 pm on July 26, 2018, in the Bicentenary auditorium of the Chilean Interior Ministry, in Santiago de Chile. PLAIN had a table at the auditorium entrance with a PLAIN banner, brochure about PLAIN in Spanish, plain language bookmarks, and postcards advertising the PLAIN2019 Conference in Oslo. Attendees took all the materials with great interest.

Some 270 people attended, mostly lawyers and public employees. The facilities in the auditorium were excellent. There was a state of the art sound system, excellent technicians, a screen on stage for speakers as well as the audience, and a sign language interpreter at all times. Attendance was free.

5.2 Extending our awards program

Cheryl Stephens Award was announced in Graz

This year, PLAIN has instituted another award to recognise the achievements of our members. This is the Cheryl Stephens Award for innovation in plain language.

The award recognises the significant contribution of a PLAIN member and honours one of PLAIN’s co-founders, Cheryl Stephens, and her outstanding achievements in innovation for plain language on behalf of the community.

This is in addition to the Christine Mowat Award, which was presented to Annetta Cheek in Graz, Austria in 2017.

We will call for nominations for both awards early in 2019 and present the awards at our Oslo conference in September 2019.

6. Governance and finance

Diane Macgregor (Canada) Treasurer, Governance and finance co-chair

Greg Moriarty (Australia) Secretary, Governance and finance co-chair

6.1 Presenting the Treasurer's report

PLAIN continues to be financially healthy

PLAIN continues to be in good financial health. Our expenses are growing as we work to build services for members. But the difference is offset by increased memberships, a conference donation received in July 2017 from Jana Goldman, Press Here, and our share of the proceeds of the conference in Graz.

This final figure was received from the conference organizers in December 2017. The seed money sent by PLAIN to Graz was CND \$14,165, while PLAIN's share of the conference proceeds was \$13,509.19.

The financial statements cover July 1, 2017 to June 30, 2018. They accompany this report. We will table these for comment and endorsement at the AGM. This complies with Canada's Not-for-Profit Corporations Act to present these statements to members within three months of our year-end.

We had a few expenses beyond our basic operating expenses. The Board approved them all:

- We continued to have Zuula Consulting moderate the LinkedIn Group (\$5,000) and extended their contract into the next fiscal year.
- We paid a deposit for manufacture of the Mowat Award for the Graz conference (\$650).
- We paid Paul Silva Design (US) a deposit on the design of our upcoming journal (\$330).

Our regular financial review by MFGT meets our legal obligations

MFGT, Chartered Professional Accountants in Ottawa, Ontario did our financial review. Our members approved hiring this firm at the 2017 AGM. A copy of the financial review is with my report.

The financial review was not a complete audit. It fulfils our legal obligations and costs significantly less than a full audit.

Treasurer submits a request for motion

As Treasurer, I respectfully submit this report and ask for a motion to approve this report and the financial statements.

Treasurer submits a request to appoint of auditor for 2018–2019

Though PLAIN is not required to have a financial review, we are in the practice of having one to ensure transparency. I recommend that the membership reappoint MFGT, licensed public accountants, Ottawa, Canada, to conduct a financial review for PLAIN's 2018/2019 financial year. They are reasonable in price (about \$1200 for a normal year) and they're familiar with our organization, which helps to keep the cost down.

Treasurer's notes below cover specific parts of the financial statements

Statement 1: Statement of financial position

Assets	Notes
Cash	Included in this is sponsorship money we received from Jana Goldman for the 2017 Graz conference (500 Euro in USD). We passed this to the conference organizer in July 2017.
Prepaid expenses	These are prorated amounts for insurance, web hosting, communications (CITRIX, which we use for conference calls), and Wild Apricot.
Liabilities and net assets	Notes
Accounts payable	This includes the cost of the 2017–2018 financial review by the auditor and the fees for conference calling services, CITRIX – GoToMeeting.

Statement 2: Statement of receipts and disbursements receipts

Receipts	Notes
Membership fees	We attracted more members in the last fiscal year, with fees up from \$12,085 in the previous fiscal year to \$15,498 in this reporting period.
Conference	PLAIN's share of the proceeds from the Graz conference: \$13,509. (Note: the seed money sent to Graz = CND \$14,165 from member donations received in the previous fiscal and in this reporting period.)
Other	This is a sponsorship from Jana Goldman, Press Here, for the 2017 Graz conference: \$702 (500 Euro, received in USD).
Disbursements	Notes
Business tax	Annual fee to the government for PLAIN registration
Consulting fees	Includes conference seed money sent to Graz and conference protocol gifts
Insurance	Directors and officer's liability insurance
Interest and bank charges	Mostly PayPal fees, an amount paid on each transaction, which varies by currency and amount
Memberships	Wild Apricot membership management services
Office	Includes postage and miscellaneous expenses
Internet expenses	Web hosting
Operating expense #2	Deposit towards the manufacturing the Mowat Award
Professional fees	Auditor's review, contract to moderate our LinkedIn group, and design of our journal
Telephone	Citrix/GoToMeeting

6.2 Understanding our governance structure

The working Board carries out most of its work at committee level

The Board has been operating with 12 directors. Since the 2017 AGM, we held five Board meetings and many other committee meetings.

Every director participates in one or more of the following committees:

- Executive (President, Vice President, Treasurer and Secretary)
- Membership
- Conference
- Communications
- Publications
- Professional development
- Governance and finance.

Each committee has at least two directors, including the chair. We can also add further members from the membership to participate in any, except the Executive committee. This table lists the full Board, the committees they work on and their Board meeting attendance.

Role	Name	Country	Committees	Meetings attended
President	Joanna Richardson	Argentina	Executive, Communications	5
Vice President	Jana Goldman	United States	Executive, Communications	5
Treasurer	Diane Macgregor	Canada	Executive, Governance and finance	5
Secretary	Greg Moriarty	Australia	Executive, Governance and finance	4
Director	Marie Antaya	Canada	Professional development	3
Director	Sylviane Duval	Canada	Publications	3
Director	Vera Gergely	Hungary	Communications	3
Director	Kate Harrison Whiteside	Canada	Membership	5
Director	Margrethe Kvarenes	Norway	Conference	5
Director	Anki Mattson	Sweden	Membership	3
Director	Claire O’Riordan	Ireland	Conference	3
Director	Bede Sunter	Australia	Professional development	5

Governance activities promote the smooth running of the Board

With an international Board working across six time zones, finding meeting times to suit everyone presents its challenges.

We use the GoToMeeting software to hold the Board meetings. It is the same software we use to allow members to join the AGM remotely.

The secretary organises the meetings, prepares an agenda with the President and takes minutes.

Special thanks go to Claire O’Riordan, who routinely helps out with the minutes when the secretary cannot attend.

For the AGM, we prepare an agenda, this report, and other supporting documents. Because the AGM changes location, Board members work both online and at the venue to ensure we maximise the meeting time for our members.

Future work for governance will focus on writing procedures for our key GoToMeeting and Wild Apricot applications, expanding our templates, and finalising a commitments register to log all of PLAIN’s one-off and ongoing financial obligations. This helps with the turnover of directors written into our bylaws.

Taking better control of our PayPal account cost us memberships

It has been a long process to get our PayPal account properly administered and named. PayPal is exceptionally difficult to communicate with.

We needed to get the account changed into PLAIN’s name formally. While dealing with our formal request, PayPal temporarily froze the account, which effectively blocked people from joining or renewing. This happened over the holiday season of December 2017–January 2018, which had an impact on response efforts.

The good news is this short-term hitch placed us in a more secure position for the long-term.

2018 AGM will elect three Board members

Directors serve for 3-year terms and at each AGM, we have some directors vacating positions, which we need to fill. We put a call out during the year for nominations to join the working Board.

Two Board members are retiring this year and one is nominating for re-election.

Joanna Richardson has served her maximum term of six years. Sylviane Duval is finishing up after 3 years. Jana Goldman’s first term is ending and she would like to remain on the Board.

We thank them for their valuable contributions and we wish them the very best.

Three positions are available this year, all for 3-year terms. Members will receive with this report the voting details in the agenda, proxy form, and short bios of each person nominating.