

**WYSE Travel Confederation
Annual General Meeting (AGM)
15:30 WEST, Tuesday, 27 September 2022
Hyatt Regency, Lisbon Portugal**

1. Call to order

The Director General of WYSE Travel Confederation and AGM Secretary, David Chapman, welcomed Members and guests to the Annual General Meeting (AGM) of WYSE Travel Confederation and the 31st annual World Youth and Student Travel Conference. Attendees were asked to vote with their voting cards.

2. Introduction of AGM Chairman and Management Board members

The AGM Secretary introduced Russ Hedge, Chairperson of the Management Board of WYSE Travel Confederation and invited him to address the audience and call the meeting to order as the AGM Chairperson.

The AGM Chairperson introduced members of the Management Board and noted that there would be eight standard resolutions. He also noted there would be an election of Sector Panel members and that two Panels would be electing Chairpersons, who will in turn join the Management Board.

The AGM Chairperson thanked staff members of WYSE Travel Confederation and called the meeting to order.

3. Approval of minutes of previous Annual General Meeting

The AGM Secretary explained the voting cards and procedure.

The AGM Chairperson called for a motion to accept the minutes of the previous Annual General Meeting of WYSE Travel Confederation, 14 October 2021. James Bell (Alliance Strategies) motioned to accept. Pieter van der Zeeuw, Hans Brinker Hotel seconded. The motion was carried by a vote of the Members and the minutes of the previous Annual General Meeting were approved.

4. Adoption of the Agenda

The AGM Chairperson called for a motion to adopt the agenda of the Annual General Meeting. Carye Duffin (CIEE) motioned to accept. Reinhard Bellinghausen (DR-WALTER) seconded.

5. Report on WYSE Travel Confederation activities

The Director General reviewed the general goals of the association over the last year, which were largely related to maintaining survival mode, but slowly moving back to growth mode. The staff of the association have remained fairly stable over the last three years, although COVID had a considerable impact on membership and events, and therefore turnover and sponsorship.

Indications are that the COVID impact on WYSTC is reducing, with delegates and buyers slowly recovering and returning to event attendance. Educational activities were reviewed, including the number of speakers recruited and articles and podcasts published. Meetings and activities of the various Sector Panels took place over the year, including a webinar hosted by the Travel Safety Sector Panel and continuing work by a Working Group within the Cultural Exchange Sector Panel.

WYSE Travel Confederation recently introduced a new brand identity, bringing the event brands back under the WYSE brand identity.

A new project called WYSE Up! will be initiative to support areas of the youth travel industry via a development grant and mentorship programme. The idea is to identify and cultivate new and innovative products for the future of youth and student travel. The initiative will offer funding assistance for WYSE membership, attending WYSE-hosted events and mentorship within the WYSE community – and fund up to five organisations each year. If you are interested to get involved by become a mentor or contributing financial support, please contact us.

A new Member portal is being rolled out and will be the main route to access Member benefits, resources, invoices, and an important place to keep your business profile and related staff up to date as it will be streamlined with event registration. A key feature is a searchable Member directory. An Affiliate offers section for individuals of Member organisations will also be included in the portal.

The Director General asked if there were any questions on the report. Dave Dahl (WISE Foundation) commented that he would be willing to sponsor at least one company in the WYSE Up! programme.

The AGM Chairperson called for a motion to accept of the Director General's report on WYSE Travel Confederation activities. Dave Dahl (WISE Foundation) motioned to accept. Michelle Hirshfeld (HI USA) seconded.

6. Youth Travel Charter

Vicki Cunningham (BUNAC), member of the Management Board, provided background to the project, going back to 2012 through to 2018 and explained the current status of the project after a delay during 2019 to 2021.

A drafting committee was recently introduced to the project, aiming to develop a top-level version of the Youth Travel Charter that would help to gather stakeholder feedback. The committee reviewed the original 11 goals (and actions) and considered the intended audience(s) for each. The original 11 goals were split into four "powers" and seven "actions". The draft is currently with Sector Panels for review and comment.

The drafting committee will hand feedback to the Management Board with further adjustments. The Management Board will review the adjustments and approve. The Members will then be asked to adopt a final version of the Youth Travel Charter.

7. Report on finances

The 2021 results were reviewed, budget vs actual, with cancellation and postponed events as being the main factors impacting results. There was a 73% drop in turnover against 2019.

Operational costs were down 60%. Marketing costs increased, as did professional fees. The increased professional fees were related to necessary audits related to COVID funding received from the Dutch government.

The Director General asked if there were any questions on the report. There were no questions.

The AGM Chairperson called for a motion to acceptance the report on finances. Pieter van der Zeeuw (Hans Brinker Hostel) motioned to accept. Sandra Cohen (92Y) seconded.

The Director General presented the results YTD 2022 and forecast, noting that Members are returning and new organisations joining. It was noted that a discussion regarding debts owed to ISTC, which had been transferred to ISIC was pending.

A question from the audience came from James Bell (Alliance Strategies), "Why is the (debt balance) gift going to ISIC?" The Director General noted that there was a connection between ISTC and ISIC and ISTC had gifted the debt to ISIC upon its dissolution. James Bell (Alliance Strategies) commented, "I don't understand the logic." The Director General suggested that it was perhaps a good idea to speak to ISIC representatives who were attending WYSTC this week.

The Director General reviewed events attendance and income, noting a drop, but signs of recovery.

Some costs had increased, including IT and marketing spend and professional fees. It was also noted that Dutch government funding support for salaries had ceased earlier in 2022.

A 123K loss is projected for 2022.

Cash flow is good and expected to stay in the black for the next 12 months. Half of reserves from 2019 were preserved but must be dipped into for WYSTC 2022 and increased back up to its prior levels.

The Director General asked if there were any questions. There were no questions.

8. Budget 2023

The Director General noted that inflation is a concern, and that staff recruitment remains a challenge. However, budgeting for membership recruitment would be increased, as with attendance for WYSTC. It was further noted that price increases should be expected for events. A Membership fee increase is also planned for new Members after 2023 and existing Members in 2024.

Costs for 2023 will increase with business increase, which in turn will require more staff. IT costs will also increase due to security improvements. Research costs will resume with New Horizons. Other line items remain similar. Although the costs look high, they are actually 25% lower than in 2019. There is potential break-even position (surplus of 10K) for next year.

The Director General asked if there were any questions.

Bill Gertz (AIFS) asked if there would be more Members if WYSTC was moved, but then asked how many more years the conference would be in Lisbon. The Director General replied that WYSTC would be in Lisbon for two more years.

An attendee asked for a comparison with 2019 figures since they were not shown. The Director General gave a short summary.

The AGM Chairperson and Management Board Chairperson explained the process for management of finances and budget between staff and the Management Board. These are processes to protect financial integrity. The Director General and Head of Finance were thanked for their work.

The AGM Chairperson called for a motion to accept the consolidated budget 2023. Dave Dahl (WISE Foundation) motioned to accept. Grant Millar (Hostelling International) seconded.

9. Balance sheet year-end 2021

Current assets of EUR 532K. A negative position for a few years, but in the black as far as cash flow.

The Director General asked if there were any questions. There were no questions.

The AGM Chairperson called for a motion to accept the balance sheet for year-end 2021. Carye Duffin (CIEE) motioned to accept. John Cedergårdh (Educatus Group) seconded.

The AGM Chairperson called for a motion to accept an extension of the period to present the accounts. Dave Dahl (WISE Foundation) motioned to accept. Vicki Cunningham (BUNAC) seconded.

10. Release of liability for the directors

The AGM Chairperson called for a motion to accept the release of liability for directors of WYSE Travel Confederation. John Cedergårdh (Educatus Group) motioned to accept. Scott Curry (IENA) seconded.

11. Appointment of auditors

The AGM Secretary reported that tenders for new auditors for 2022 and onwards had been invited. Upon review, the recommendation is to change to a new provider, The Audit Generation, based in Utrecht, The Netherlands.

The AGM Chairperson called for a motion to accept the appointment of new auditors. Reinhard Bellinghausen (DR-WALTER) motioned to accept. Sandra Cohen (92Y) seconded.

12. Membership report

The AGM Secretary reviewed membership trends of the association, including growth up until 2019 and then compared the trends with the 2020 to 2022 period.

A total of 199 Members joined in 2022, including fifty-three new Members and 37 re-joining. Twelve Members resigned and 14 Members did not renew. WYSE Travel Confederation currently has 263 Members.

New Members were presented for ratification, including those joining in 2021 after the last AGM and in 2022 to date.

The AGM Chairperson called for a motion to ratify the presented organisations as new Members of WYSE Travel Confederation. Sandra Cohen (92Y) motioned to ratify. Casey Slamin (InterExchange) seconded.

The AGM Secretary noted that there would be no disaffiliations for the year, but disaffiliation will start again for the next period 2022/2023.

13. Report from the Nominations Committee and Election of Sector Panel members

Pieter van der Zeeuw (Hans Brinker Hostel) reported on the Nomination Committee's 2022 activities, process, gender balance of the Sector Panels, and application levels for the Sector Panels. It was noted that new appointees will officially begin on 1 January 2023.

Accommodation Sector Panel:

- Louise Garner, Clink Hostels – Chairperson
- Tom Cooney, Tourism Adventure Group - member

The AGM Chairperson called for a motion to accept the new members to the Accommodation Sector Panel. Michelle Hirschfeld (HI USA) motioned to accept. Alejandro Osario (Viajeros Hostel) seconded the motion.

Cultural Exchange Sector Panel

- Saurabh Sabharwal, Volunteering Travel Solutions

The AGM Chairperson called for a motion to accept the new members to the Cultural Exchange Sector Panel. Vicki Cunningham (BUNAC) motioned to accept. John Cedargardh (Educatius Group) seconded.

Travel Safety Sector Panel

- Patrick Simmons, Secutive
- Sarah McNamara, Intrax – AuPairCare

The AGM Chairperson called for a motion to accept the new members to the Travel Safety Sector Panel. Ed Lane (Secutive) motioned to accept. Reinhard Bellnhausen (DR-WALTER) seconded.

Study Abroad Sector Panel

- Fabiana Martilotta, Viajeros Sin Fronteras
- Jason Nusser, Greenheart International
- Kevin Morgan, Academic Language Solutions – iTEP
- Nina Slupphaug, Educatius Group – Chairperson
- Terri Hamilton, Brigham Young University

The AGM Chairperson called for a motion to accept the new members to the Study Abroad Sector Panel. Marcie Schneider (Intrax) motioned to accept. Bill Gertz (AIFS) seconded.

The two newly appointed Sector Panel Chairpersons were also appointed to the Management Board.

14. Appointment of Nominations Committee for 2023

The following individuals were put forward for appointment to the Nominations Committee for 2023:

- Pieter van der Zeeuw, Hans Brinker Hostel
- Shayna Zand, WeTravel
- Percy Raygada Leveratto, INTEJ
- Robyn Walker, Cenet

The Nominations Committee also includes the Director General of WYSE Travel Confederation.

The AGM Chairperson called for a motion to accept the appointment of individuals to the 2023 Nominations Committee. James Bell (Alliance Strategies) motioned to accept the appointment. Reinhard Bellnhausen (DR-WALTER) seconded the motion.

The AGM Secretary thanked the Management Board for their work and support, especially Russ Hedge for her service as Chairperson of the Management Board. The staff of WYSE Travel Confederation were also thanked.

15. Date of next AGM

The next Annual General Meeting of WYSE Travel Confederation is scheduled to take place on 12 September 2023 at the World Youth and Student Travel Conference in Lisbon, Portugal.

The AGM Secretary reminded attendees of a reception for Members of WYSE Travel Confederation and thanked InterExchange for sponsoring the social event.

The meeting was adjourned.