

**Please direct all
communications to:**

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January 11, 2023

Dear A.A. Friends,

On behalf of the employees at the General Service Office (G.S.O.), I wish you a very Happy New Year! While we A.A.s strive to live one day at a time, for many still, the new year brings a spirit of renewal and an added spark of hope. I share this spirit, particularly for the future of A.A.

I am pleased to share some exciting updates and changes at G.S.O.

G.S.O. provides a tremendous range of critical services, which requires that the office be structured in the best way possible to facilitate the delivery of these services efficiently and effectively. At the same time, we must stay true to the spiritual principles that guide our work. With this in mind, we have taken a close look at several services and functions and made some changes.

Many of these changes are in the Publishing Department, which produces, distributes, and updates our life-saving literature. As the world has changed, many of these services have grown in complexity—specifically, the licensing of our literature to A.A. structures around the world, new translations of our books and pamphlets, translation of documents and background for our General Service Conference, and monitoring and protecting Intellectual Property Rights related to our literature and the A.A. name. These services are vital, not only in assisting groups and members in carrying the message, but also to preserve our single purpose and our Traditions.

The primary reason for these changes is to allow for more focus on and oversight of these services, and to allow the Publishing Department to focus directly on our literature. To best facilitate carrying out these and the other services in the most effective manner, we have established two separate departments.

- Legal, Licensing and Intellectual Property. In addition to assuming the services of international literature licensing and Intellectual Property (IP), this new department has assumed the responsibility for coordinating all legal matters

administered at G.S.O. This department is staffed by leadership with strong legal background and others with deep experience in licensing and IP.

- Language Services. As I mentioned in my most recent [communication](#), this department has centralized the function of translation of our literature and thousands of documents into several languages each year. It also coordinates essential interpretation services that allow for direct interaction and communication with other A.A. structures around the world. These services ensure full participation and help to unify our worldwide Fellowship.

These changes are the result of a great deal of collaboration, participation, and effort by members of management and their teams. All involved have been very open and willing to make this happen and are enthusiastic about increasing the effectiveness of the office and our services. These efforts are another example how we infuse our principles into the G.S.O. operations.

We are here to serve the Fellowship and are grateful for your support through your contributions to the General Service Board and the trust you place in us and each other.

With gratitude for all you do for A.A.,



Bob W.
General Manager, G.S.O.