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1. Board of Directors report: Short overview of main activities and milestones

1.1 BeWelcome website

The main events on BeWelcome during the 2021-2022 term were as follows:

- A major site update was released, introducing a new Trips feature enabling travellers to publish their itinerary and hosts to invite them. An improved messaging system and various bug fixes were also part of the release. This was the result of work started during the previous BoD term, and thanks to all the volunteers involved the Trips feature could be released timely, just before summer (i.e. the main holiday season for BeWelcome's majority member base).
- A second update was released in autumn, with some design improvements and changes to the default search parameters. After lengthy discussions, a consensus was found about the new default search parameters and sorting of results.
- A cleanup of inactive members (who didn't log in after 5 reminders) was done on January 22nd, enforcing a decision from the 2019 General Assembly. 18 632 members were suspended. A community news was issued, highlighting BeWelcome's efforts to keep an active member base and display realistic statistics.
- 2 newsletters were published, with a third one being prepared at the time of writing this report.
- The Wikipedia article about BeWelcome was deleted in the English version, allegedly because of a lack of reliable sources. Communication Team has started gathering all media sources about BeWelcome, but until now we have failed to write a new, better documented article. We also didn't get any significant new media coverage. Articles still exist in several other languages, as the standards applied by Wikipedia seem not to be very well-defined.
- The year 2022 saw the end of travel restrictions due to the COVID pandemic in most countries. This led to a global boom of travelling, which benefited BeWelcome with a sustained growth in member count. The mark of 200,000 members was crossed in August. Many of those members are probably coming from the Couchsurfing.com site.
- The end of COVID restrictions also enabled some of our members to organise real-life events: especially, a cross-community week-end (with members from all hospitality exchange networks) was organised near Napoli (Italy) and another one in Sète (France). However, the overall number of events organised through BeWelcome remains low.
- The start of a war in Ukraine triggered a wave of solidarity on BeWelcome to help refugees. However, it was decided not to take any steps in the name of BeWelcome and just let individual members use our platform to offer or ask for help. It was considered that our site would anyway not be efficient in offering help on a large-scale, and that long-term hosting of war refugees was out of our core activity.

1.2 BeWelcome members and activity

Membership is compared roughly on basis of the Annual Report period, which ends in October or November of the year that the Annual Report is compiled. As of beginning of November 2022, BeWelcome had roughly 215,000 members. This is a net increase of roughly 40,000 members compared to last year. But considering the 20,000 inactive members suspended after the cleanup, there are in fact 60,000 new members.

During the period since the last GA, 5 (as of 16/10/2022) members signed an NDA (nondisclosure agreement) as part of active volunteering for BeWelcome (in Support, Communication, Forum Moderation, Safety and Sysadmin teams).

Activity of the members (compiled on October 16th, 2022 for the GA 2022, using BW statistics (<https://www.bewelcome.org/about/stats>):

During the last 4 weeks only 5,8% of members did log in (~ 12 000 members). 61% of members did NOT log in during the last 12 months. That is a small improvement compared to last year, but it is a mechanical effect of the influx of new members: they are currently counted as having logged in within the year, but these numbers don't show how many of them are really active.

Same statistics for the last years:

Oct 22: 5,8% logged in during the last 4 week, 61% did not log in during the last 12 months

Nov 21: 5,2% logged in during the last 4 weeks, 70% did not log in during the last 12 months

Nov 20: 2,5% logged in during the last 4 weeks, 79% did not log in during the last 12 months

Nov 19: 2,2% logged in during the last 4 weeks, 86% did not log in during the last 12 months

Nov 18: 4% logged in during the last 4 weeks, 85% did not log in during the last 12 months

Nov 17: 6% logged in during the last 4 weeks, 76% did not log in during the last 12 months

The first statistics from the new Trips feature show that it is not widely used yet: every week about 20 trips are created, but only 2 invitations are sent and 1 accepted. The latest release has given more visibility to public trips on the landing page, and ideas are being discussed about how to better inform members.

1.3 BeVolunteer organization

1.3.1 Board of Directors

- The 2021-2022 BoD was made up of 3 members only, 2 of them new, so it has not been possible to do much more than take care of daily business.
- With only 3 members, definition of the BoD roles has been straightforward since 3 roles are already defined in BV statutes.
- 1 BoD member was appointed to be the contact person for each team. This was not strictly necessary, as all BoD members anyway have contacts with several teams, but it is still advisable to have 1 identified contact person for each team.
- Meetings: the BoD organised 12 video meetings (once a month).
- A transfer meeting with the previous BoD was also organised. Communication with the previous BoD has been good, and we would like to thank former BoD members for their help.
- The BoD started a new donation campaign in December 2022. See Financial report for more detailed information.
- A decision database has been created to make it easier to find back previous decisions.
- Writing of team procedures was initiated, but was finally done only for Support and Translation teams. Other teams showed little interest. These procedures are meant to describe how the teams work in order to ease the job of team coordinators and integration of new members.
- Daily volunteer coordination included discussion with OTRS users about the switch to Zammad, communication with new volunteers, reviewing or clarifying some rules for Support and Moderation teams, or answering partnership requests.
- Volunteer resources: as before, the lack of active developers has been the major issue. We also have no dedicated designer anymore. 2 new volunteers started getting involved in August, we hope they will go on. At the moment, most of the programming and design is done by a single volunteer.
- Several issues with the servers have been causing trouble this year. The BeVolunteer site was unreachable for more than 1 month due to a security certificate issue, the contact form on that site has

not been working for a long time, access to Nextcloud was broken several times, one of the newsletters was massively blocked as spam (in addition to a similar issue suspected with our notifications), migration of the old server is still not done... It has been difficult for the BoD to get answers from the sysadmins.

- The BoD tried to attract new members to BeVolunteer. Several volunteers were contacted, and BeVolunteer finally gained 5 new members in this term.
- The BoD will make a proposal for the new budget (2022-2023). More details can be found in the section about Financial Statement and Budget.
- The BoD also took charge of organising the 2022 GA: finding possible locations, voting about the date and place, sending invitations, planning the schedule, preparing the documentation (annual and financial reports)... We would like to thank corazondeviaje for offering to host us in Poland.

1.3.2 BeVolunteer members

BeVolunteer currently has 48 members, 32 of which are eligible to vote.

During the year, 5 new members have joined BV. No membership was cancelled this year by the BoD, according to the Statutes (automatic suspension 2 years in a row). Out of these, 13 members are honorary members. The honorary membership is “a class of membership that is non-voting, confers no rights or privileges [...]”. 3 members joined less than 3 months before the GA and therefore have no voting rights yet at the 2022 GA.

Statistics on General Assemblies and members eligible to vote

Year	BV members	Members eligible to vote	BoD candidates
GA 2022	48	32	Currently 2
GA 2021	43	26	3
GA 2020	40	24	5
GA 2019	48	23	5
GA 2018	47	20	7
eGA 2017	48	36	NA
GA 2017	48	37	3
GA 2016	66	47	5
GA 2015	63	23	6
GA 2014	60	22	6
eGA 2014	60	34	3
GA 2013	50	23	7
GA 2012	45	16	4
GA 2011	43	21	5

2. Finances

2.1. Financial Report

The financial year of BeVolunteer was from October 1st, 2021 until September 30th, 2022. The full financial report with incomes and expenses can be found in a separate document.

The donation campaign was started in December 2021. The donation goal of € 600 was reached in March 2022 and at the closing of the financial year (30/09/2022) we had received 1081,88 euro.

Reason for reaching our goal after less than 4 months was mainly due to some larger donation of €100 and because of the March newsletter that triggered several donations.

We received a total of 64 donations, the average amount donated is about €17, as compared to the usual average of €25. Most donations came from Germany, followed by Italy and France. We also received € 12,72 commission on the sale of T-Shirts

Server costs were still higher than 2 years ago due to the need for an extra server for the ongoing replacement of OTRS and the Production server. At the end of the term, we had a net loss of €1779,49. This was mainly because we did not promote donations after we reached our goal, and the increased server costs.

At the end of the term, we had €12.985,27 of which €2,000 is still assigned as an emergency fund.

2.2. Budget 2022-2023

Details of the budget proposal are in a separate document.

We have currently more than € 12985 in our bank account, of which more than € 10,985 is readily available. At the GA the BV members will have the opportunity to discuss and adapt the current proposal.

The BoD suggests to put the donations' goal at €4911,5 in order to reflect our real running costs.

3. Team Status Reports

3.1. Frontend/ Design Team

Design is currently maintained by the developers, please see section 3.3.1.

3.2. Sysadmin Team

No feedback was given by the Sysadmin team for the annual report.

From the point of view of the BoD, it has been difficult this year to get in touch with sysadmins and solve ongoing issues. Sysadmin team video meetings were organized at the beginning of the year, but then discontinued.

It looks like the lead sysadmin had less time for BW this year, and new team members don't yet have a full knowledge of how the servers work and full access to the settings. We hope some of the new members can get more involved next year.

3.3. Development Team

3.3.1 Developers

BW only has 1 main developer who does most of the work by himself, with occasional contributions from a few others. The workload is always high, especially now that there is no more dedicated Design Team. For several years we have not been able to find new developers willing to get involved for a long-term commitment. 2 new volunteers have recently started working on the code, we hope their involvement will continue next year!

3.4. Communication Team

3.4.1 Membership

November 2021 - 26 members

September 2022 - 41 members

In 2021, we asked members who wanted to stay active to reply to a thread in the Communication Team group. This was repeated in October 2021. Members were also messaged directly. Those who didn't want to sign up to a task or couldn't contribute at this time, were removed from the group and asked to re-join once they have the time and motivation to contribute.

The main task areas include:

- **Newsletter and Community News team**
- **Social Media Team**
- **Content Creation and Design team**
- **External Communication and outreach team**
- **Support and Analytics Team**
- **Activity Moderation Team**

However, the workload system remains poor and relies on a members' own initiative and motivation. There are many people who want to join the group, but many don't have communication experience, and nobody wants to take the lead. If no one organises, nobody else feels like contributing. There is often too much debate, and no action.

With no current work flow/project management system, a October 2021 decision was made to ask for a volunteer, to take full or partial responsibility as a group coordinator. Saleme has volunteered to become a partial coordinator. There is now a recurring end of month meeting, that invites all current group members. Marstr has also been more involved. While there was a growth in members, new members either lack direction, experience or motivation to sustain their initial enthusiasm.

We moved the analytics sub-group back into the group in September 2022, and it will explore a fuller utilisation of Matomo.

3.4.2 Internal Communication

- **Newsletter**

Most communication remains internal with the aim of motivating existing members to use the site for hospitality related activities. While it is a necessary and important task, there is little external communications or a budget to do so. The primary means of internal communication is through the newsletter and community news.

Newsletters sent:

year	# Newsletters sent
2021-2022	3
2020-2021	3
2019-2020	1
2018-2019	0
2017-2018	1
2016-2017	1

Two of the newsletters were 'special', used to increase volunteering and introducing the Trips tool.

- **Community News**

The BoD gave more responsibility to take care of the front-page 'community news' which is only seen if members log in to the site.

Year	stories
2021 - 2022	8
2020 - 2021	9
2019 - 2020	11
2018 - 2019	8
2017 - 2018	24
2016 - 2017	22
2015 - 2016	8

While we were seeking to create at least two stories with pictures per month, that have emotional appeal, rather than technical updates, it was pretty much the same. A mixture of stories related to new releases, and some Q and A stories with members. The use of pictures has been welcomed.

3.4.3 External Communication

The communication team works together to push consistent messages through internal tools such as the BW newsletter, and external tools such as Facebook and Twitter.

- **Facebook** - <https://www.facebook.com/bewelcome.org>

Likes to the Facebook group:

likes	year
1,777	2013
2,600	2014
3,576	2015
4,225	2016
4,751	2017
6,050	2018
6,171	2019
6,700	2020
7,357	2021
7,500	2022

The team uses the page to motivate BW members in their everyday life to engage more with bewelcome.org (i.e. fundraising drives on the main site, building awareness of new site developments, calls to action). Due to a BoD strategic decision, Facebook posts do not contain ‘general’ information related to travel, tourism, hospitality. BW doesn’t use Facebook in any commercial sense, since we are not driving users from BeWelcome to Facebook, but vice-versa. There is no host-guest interaction on the Facebook page. The communication team is constantly looking for content. During 2022, we posted many more photos from hosts and pictures with hosts and guests.

There is a public BeWelcome group (<https://www.facebook.com/groups/BeWelcome/>), where members can post, and seek to connect.

Members	year
2000	2015
1937	2018
1931	2019
2900	2020
3296	2021
3900	2022

It is linked to the official BW page. Many organizations do this to encourage discussion around their brands. However, it's hard to know what content should be allowed there.

- **Twitter** - <https://twitter.com/bewelcome?lang=en>

The @BeWelcome account had:

year	followers
2013	450
2014	535
2015	727
2016	805
2017	836
2018	850
2019	925
2020	1026
2021	1081
2022	1118

There is less growth in Twitter followers in 2022. Like the Facebook account, ‘tweets’ reflect readers back to bewelcome.org. Followers and readers ‘retweet’ positive messages like hospitality experiences or stories related to BeWelcome. The communication team is constantly looking for more interesting input and it is a task for the team to encourage members to let the team know about their stories if they want them published. [katharinegk](#) has taken over as admin of the Twitter page in 2022.

- **Instagram** - <https://www.instagram.com/bewelcome.hospitality/?hl=en>

Seyf is in charge of IG. There are 434 followers. We lack content here. Seyf is happy to continue managing.

3.4.4 Spreadshirt

The BeWelcome shop at Spreadshirt primarily serves the European market. It had a small number of sales in 2021, with a commission payout of 10.08 Euro in January 2021. In 2022, the total commission fees are expected to be 77 euro (compared to the financial report, this is based on some further sales in October 22). We did revamp the page in 2022, and it now looks more attractive. Visitors can use the designs to create their own products. We also added more designs (open your door to the world).

It would be good to have more designs - so far no designer stepped forward and it is a task to organize this. Merchandise is quite expensive, and we are on the lookout for alternative shops.

e.g. <https://www.printful.com/>, [SPOD](#), [Printify Aплиq Dropship](#), [Teelaunch](#), [CustomCat](#), [Lulu Xpress](#), [T-Pop](#), [JetPrint: Print On Demand](#), [Easy Print on Demand](#)

3.4.5 Media requests

Media requests, interviews and requests for information were handled by member duesseldorf who is also member of the Communications Team. The Communication Team as such does not receive or manage media requests.

3.4.6 The BeWelcome Video Channel

Located at <https://vimeo.com/bewelcome> since September 2020. The number of videos remains 8. We do not have many visitors/followers, but use the videos hosted on VIMEO on social media.

3.4.7 Google Ads

Google Ad Grants is a program that credits non-profits \$10,000 every month to advertise on Google.com. It is also open to French non-profits. After the 2016 General Assembly BeWelcome joined the Google for non-profits program.

In 2021-2022, we have sought to maximise the spend by introducing worldwide campaigns. We also created a worldwide campaign and worldwide cities campaigns, both of which have been very successful. Of course, the end of the pandemic has seen numbers rise.

While searches based on derivatives of couchsurfing still get most traction (couchsurfers, couchsurfing app etc), there has been an increase in those specifically searching for BeWelcome. However, as the keyword "couchsurfing" itself declines (less people are searching that keyword during COVID-19), less people may find BeWelcome via Google Adwords.

Examples: September 29, 2021 - September 28, 2022 compared to September 29, 2020 - September 28, 2021

WorldWide Enabled - Clicks	= 64,751 V 59,344	5,407	+9.11%
Europe	= 10,938 V 5,083		+115.19%
North America	= 1,714 V 1,057		+62.16%

While geographically wide campaigns are central to the increases, there have been increases from Algeria (+506.98%) and India (+931.25). However, these are increases from a very low base.

3.4.8 Analytics

We only have access to analytics since October 2020, via server logs imported into Matomo. However, it doesn't tell us how many of those who find us via Google Ads actually sign up. We haven't really used the data, but moved the sub-group back into the Communications Team group - <https://www.bewelcome.org/group/2845>

3.4.9 CANVA and designs

Using CANVA, the team continue to produce a number of infographics to communicate the platforms value points. For example, "Ten reasons to join BeWelcome" has been translated to various languages. These

have been posted to groups and discussion boards online and uploaded to <https://bewelcome.github.io/community-gallery/> so that members can find and use them quickly.

3.4.10 Press Releases

We developed and posted one press release in 2018-2019, but none since. These are important, as they are official markers, and can be used by journalists, and in Wikipedia updates. A Press Release should be developed to promote the new Trips tool.

Medium

We published three stories on Medium during 2022 to help SEO and external engagement. [Bewelcome.org – Medium](https://bewelcome.org-medium.com) (bewelcome.medium.com)

3.4.11 Media Outreach

A new method to keep track of which journalists we reach out to was introduced.

Other: Individual members have sought to promote BeWelcome via discussions on Twitter, Facebook, Reddit and Quora. This an important, but under-valued and under-resourced task.

3.5. Translation Team

3.5.1 The Team

Year	Volunteers
2022	86
2021	71
2020	53

The translation team currently has **[86]** volunteers, that translate 32 languages. The group is currently coordinated by corazondeviaje, sammiekong and pauloaguia.

There has been a big influx of new requests to join the Translation Team (over 100 since March) but hardly any user who clicked the join button fulfilled the translations team rules and/or didn't even respond after the initial contact by one of the team's coordinators. Many of these applicants seemed to have confused the group for something else – the description of the group was improved, asking to state the language to translate when joining the group, and the number of “false applications” seems to have decreased since.

In September/October 2022 the team initiated a cleanup process to remove inactive volunteers. This is still work in progress, for the Forum call 19 translators replied, a few would need to keep their rights due to their work for other teams. Those that have not responded are being contacted via private messages.

Of the [86] members who currently have translation rights, 9 have rights to translate/edit in any language (group admins, developers, testing, etc) and 9 others have the rights to translate more than one language (but not all).

The team's main form of communication is through the dedicated group in BeWelcome. Messages posted there include requests for new translations, requests from the volunteers for help using the translation tools or

for proofreading, as well as internal announcements. Several members respond quickly and overall, there is a nice working spirit. Some languages (at least Dutch, French, German, Greek, Russian, Chinese, Spanish) also have a dedicated work group for the translators of that language to communicate among themselves – these are public groups, managed independently from the main team’s group, but many of these groups seem to be inactive, though.

3.5.2 Languages

BeWelcome is publicly available in 40 languages, with different levels of completeness (see table below). 4 new languages (since last year’s GA) are also open for translation but not yet publicly released: Armenian, Hebrew, Ukrainian, Vietnamese (these are available only on <https://beta.bewelcome.com>).

Apart from English, which is the website’s original language, four other languages have already been fully translated (French, Italian, Portuguese, Spanish) and five others are close to have been done so (Dutch, Polish, German, Greek, Galician are all above 90%), which is an improvement (7 from last year).

About half of the 44 languages have had some translation activity in 2022, but several others seem to have been abandoned: Czech, Hindi, Lithuanian, Serbian, Slovakian, Vietnamese (no translation activity since 2021), Basque, Bulgarian, Farsi, Japanese, Norwegian Bokmål, Romansch, Slovenian, Sundanese, Swahili, Turkish (since 2020), Arabic, Latvian, Norwegian Norsk, Romanian (since 2019).

Language	Transl. Ratio	Volunteers*	Language	Transl. Ratio	Volunteers*
English (en)	100%	[6]	Chinese (simplified) (zh-hans)	39.55%	[1]
French (fr)	100%	[10]	Portuguese (br) (pt-br)	37.64%	[3]
Italian (it)	100%	[4]	Arabic (ar)	36.61%	[3]
Portuguese (pt)	100%	[2]	Slovakian (sk)	30.99%	[1]
Spanish (es)	100%	[9]	Basque (eu)	29.41%	
Dutch (nl)	99.93%	[2]	Indonesian (id)	29.17%	[2]
Polish (pl)	99.18%	[3]	Farsi (fa)	27.82%	
German (de)	96.32%	[16]	Hebrew (he) ^{NEW}	27.29%	[3]
Greek (el)	95.15%	[3]	Latvian (lv)	25.82%	
Galician (gl)	94.54%	[1]	Romanian (ro)	23.72%	[2]
Catalan (ca)	82.09%	[2]	Japanese (ja)	23.53%	
Russian (ru)	75.26%	[2]	Bulgarian (bg)	21.69%	
Serbian (sr)	70.10%		Armenian (hy) ^{NEW}	19.33%	[1]
Czech (cs)	62.27%	[1]	Slovenian (sl)	17.77%	[1]
Lithuanian (lt)	55.81%	[1]	Hindi (hi)	16.67%	[1]
Hungarian (hu)	52.45%	[3]	Vietnamese (vi) ^{NEW}	13.81%	[1]
Croatian (hr)	48.30%		Swahili (sw)	13.22%	
Chinese (traditional) (zh-hant)	47.78%	[1]	Norwegian Norsk (no)	10.56%	
Esperanto (eo)	41.98%	[3]	Ukrainian (uk) ^{NEW}	4.66%	[1]
Turkish (tr)	41.98%	[1]	Romansch (rm)	4.06%	[1]
Finnish (fi)	40.23%		Norwegian Bokmål (nb)	0.05%	
Danish (da)	39.83%	[1]	Sundanese (su)	0.02%	

* does not include the 9 members with full translation rights

3.5.3 Activity

Since last year's GA, there has been an influx of new strings - the new Trips feature, a review of the FAQ and the occasional broadcast message (like newsletters or login reminder). These broadcast messages are usually sent translated into about 10 languages (give or take a couple).

The development team has also improved the mock-up pages - translators can now review translations that don't appear on the website like newsletters, exported data, emails, error messages, etc. This feature had been released the previous year, but it still had several limitations, most of which have been eliminated now.

A new rich text editor was also introduced by the development team to allow for easier editing of formatted text, but this was received with mixed feelings by the translators, some of whom still struggle to use it properly, despite the manual that the translation team has provided to help clarify some of these questions.

3.5.4 Wish list for next year(s)

- Possibility to search by word used in the text (both in the original and in the translated language) – currently we can only search by translation id. This is very important to help keep the translations consistent. The team hopes this would be easy to implement but despite several requests it still hasn't happened.
- A link to the page(s) where the code can be found (listed for 2 years). When translating from the translation tools pages (as opposed to translating directly from the target page) more context is sometimes required. Note: This might also help identify translations that are no longer used by the website.
- A glossary (Listed for 4 years). Having translation suggestions for words used often throughout the website (like host, trips, profile, etc). It should naturally be up to each translator to define those but having them highlighted in the text when they're used or even displaying the relevant suggestions when translating requires further development.
- Creating guidelines for specific languages would improve the coherence of the communication we create. Not only for vocabulary (glossary) but also form (i.e. formal or informal speech? How to deal with masculine/feminine forms in the languages that distinguish between them? Etc.) These guidelines could then be handed over to new volunteers to maintain translations consistent but prove useful even when there is only one volunteer translating a language. The team will discuss internally how to implement this (maybe language specific wiki pages)
- Difference from previous version on updates (Listed for 4 years). When small changes are made to very big texts it's not always easy to pinpoint the changes and the translators must review the whole text again.
- Automatic notification about new translations added / updated (limited to once per day or until the translator logs in again). This might help bring back some inactive translators or help translators for languages that have been fully translated (listed for 2 years)
- See how much each member with translation rights has translated and over what period. (Listed for 4 years). Since this was first requested the development team introduced an improvement to see when and by whom was a string / language last translated but this still does not provide an easy overview of a translator's overall activity.
- Have some sort of online team activity for the translators to know each other or share experiences. The translator team has many volunteers scattered throughout the world so this poses several challenges, but hopefully this will happen within the next year.

3.6. Safety Team and spam checkers

The Spam Checkers consist of 9 volunteers who check the daily signups, the forum and activities for spammers. Currently 3 spam checkers take on the largest part of the work. Although there are no statistics on the number of banned spammers, it is clear that most spam is related to dating spam and Code 419 spam (large amounts of money "donated" by lawyers).

The Safety Team consists of 6 volunteers. Other than reported spam messages the team mainly had to deal with messages which members found disrespectful and reported, and with commercial and dating profiles reported to them with the "report profile" button. Especially from June to August, post-COVID, there was an increased number of complaints about sexual misconduct by hosts and disputes about negative profile comments. But there have not been any really serious cases such as theft or violence.

The Team did receive one (1) request from the Belgian police because a convict had created a profile recently after escaping. Members who had been contacted by him were personally informed and warned, and his profile was suspended.

Some key statistics for the 12-month period up to October 13:

After the peak of the COVID-pandemic the number of profile comments written over the period has more than tripled to 6.682 from 1.978 the previous year (for comparison the number of profiles has increased by 24% over that period, like the previous year). 103 of these comments or 1,5% were negative.

The number of confirmed inappropriate messages reported with the link on the messages was 705 (+32%). These were mainly dating spam, commercial spam/scam, and disrespectful messages between prospective guests and hosts.

In addition, there were still a large number of messages reported by mistake because of the size/position of the report button and of profiles reported instead of the messages they sent. Several improvements made to the reporting system in October are expected to reduce the extra work for the team by helping to understand the reasons for reporting.

The Safety Team, together with Moderators, has proposed to the GA the removal of half a dozen groups used to find sexual partners, and the Safety Team has also proposed an amendment to the Terms of Use intended to give the legal frame to protect members from imposed bed sharing.

The OTRS ticket system, although no longer supported with security updates, could not be migrated to Zammad because of lack of admin support. OTOBO has been mentioned as the possibly better alternative in order to transfer existing OTRS tickets, but there, too, the team did not have the needed admin support.

3.7. Forum Moderation Team

The influx of new members continued this year, increasing activity in the forum and groups. Whilst this has been generally positive, it has also produced an increase in spam and disputes. At times, this has stretched the mod team. The team has remained stable this year, which means it continues to be understrength. Therefore, the mod responses have not always been as quick as we would like.

The main outstanding issue for the mods continues to be the organization and display of BW groups. With the new members, there was an increase in demand for groups – both to set up new groups and to re-vitalise established groups. At present, however, most groups – including new groups – have no visibility and are difficult to find. The mods believe that some relatively simple changes could begin to address this and that, without some changes, members' enthusiasm is being wasted.

An increase in the activity of groups suspected to be used for finding sex partners has been noticed by the mods. Rather than moderating individual posts, which are seldom openly breaching forum rules, moderators have discussed with Safety Team and made a common proposal to remove some of these groups. This proposal, and related changes to the forum rules and terms of use, will be discussed at the GA.

3.8. Activity Moderators Team

There are still not many activities published by BW members, so activity moderation isn't a lot of work for the 3 volunteers involved. It mainly means checking the activities regularly. On the other hand the most active member is in the same time part of support, translation and moderation team and part of BoD. So one or 2 more members would be nice.

A dozen or so spam activities were deleted, and a few others which were just hosting requests. Those members were redirected to the Trips feature. The activity rules are not too strictly enforced, especially about activities with a long duration, as there is currently no issue of clogging the activities page.

3.9. Support Team

Current active members of Support Team volunteers: 7

3 new volunteers joined the team in 2021-2022, of which 1 gave up and 2 remain active. 1 other volunteer starting the training process but didn't go to the end, and 1 former team member became inactive and was removed from the team.

One of the team coordinators (amnesiac84) informed that he now has less time for Support Team. After the switch to Zammad, he may step down as coordinator.

The change of tool, from OTRS to Zammad, is still not done because some testing must be done before switching, and has not yet been organized by sysadmins. We are still looking for another solution that would enable transfer of the old tickets.

Team procedures were written in 2022 and are now available:

- an organization procedure describing the structure of the team
- a working procedure describing the team's tasks

These procedures are meant to facilitate the training of new members, and the work of team members, by gathering feedback about how to answer different kinds of user requests.

3.9.1 What goes well

- all requests are generally answered in a reasonable time (a few days at most).
- the 2020 GA decision to automatically suspend inactive profiles has been implemented, hopefully leading to less newsletter bounces.
- one of the new volunteers is a German speaker, which was one of the needed languages.

3.9.2 Difficulties

- the job is still quite solitary, as each member handles requests alone in most cases.
- the pending switch to Zammad is creating uncertainty.

- all newsletters still produce a lot of bounces to be handled manually.
- a few more volunteers would be beneficial, especially for some languages (Italian, Portuguese, Russian, Turkish).

3.10. New Member BeWelcome Team

There are currently 15 members in the team, but only 2 or 3 team members are still greeting. The main reason is the lack of feedback from the greeted members.

At last year's GA it was decided to install an automatic greeting, in the form of a short message in the first welcoming mail that new signups receive.

The text is ready and will now be translated into all available languages.

3.11. Status Report Ombudsman

The ombudsperson had to deal with 1 case in the last year.

One BW member complained about actions taken by the moderation team. The Ombudsperson had a more detailed look and talked to both conflicting parties. The moderation team followed the forum rules and regulations.

I tried to talk to both parties, but both parties had a strict view and there was no willingness of both parties to approach each other. Generally this was not really a case for the ombudsperson. The conflict between the BW member and the moderation team has been going on for a very long time and is based on totally different concepts. So this is a case for the BoD and the General Assembly and can be only addressed and solved by these institutions.

The Ombudsperson feels like his position doesn't have enough visibility and members who may need him don't know about him. The exact role of Ombudsperson is also not very clearly defined. A discussion was started in BV about this.

----- 2021 – 2022 -----