Twelve Concepts of Service

- 1. The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups.
- 2. The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.
- 3. The right of decision makes effective leadership possible.
- 4. Participation is the key to harmony.
- 5. The rights of appeal and petition protect minorities and insure that they be heard.
- 6. The Conference acknowledges the primary administrative responsibility of the Trustees.
- 7. The Trustees have legal rights while the rights of the Conference are traditional.
- 8. The Board of Trustees delegates full authority for routine management of Al-Anon Headquarters to its executive committees.
- 9. Good personal leadership at all service levels is a necessity. In the field of world service, the Board of Trustees assumes the primary leadership.
- 10. Service responsibility is balanced by carefully defined service authority and double-headed management is avoided.
- 11. The World Service Office is composed of selected committees, executives and staff members.
- 12. The spiritual foundation for Al-Anon's world services is contained in the General Warranties of the Conference, Article 12 of the Charter.

General Warranties of the Conference

In all proceedings the World Service Conference of Al-Anon shall observe the spirit of the Traditions:

- 1. that only sufficient operating funds, including an ample reserve, be its prudent financial principle;
- 2. that no Conference member shall be placed in unqualified authority over other members;
- 3. that all decisions be reached by discussion vote and whenever possible by unanimity;
- 4. that no Conference action ever be personally punitive or an incitement to public controversy;
- 5. that though the Conference serves Al-Anon it shall never perform any act of government; and that like the fellowship of Al-Anon Family Groups which it serves, it shall always remain democratic in thought and action.