MARRAKECH – At-Large Regional Leadership Meeting
Wednesday, March 09, 2016 – 17:30 to 18:30 WET
ICANN55 | Marrakech, Morocco

UNIDENTIFIED MALE: This is the At-Large Regional Leadership Meeting, March 9th, 5:30 start.

OLIVIER CREPIN-LEBLOND: Ladies and gentlemen, may I announce that Aziz Hilali has returned to the room. The latest we start this meeting, the latest we will get to the gala. So let's start as quickly as possible so we can get to the gala as quickly as possible.

There you go, so…

Order. Order.

Okay, are we ready, Heidi, with the recording? Staff, are we ready?

AZIZ HILALI: Okay. We are going to begin with this Regional Leadership Meeting. We are going to try to be the shortest so we can leave you some time to go to your room before the gala. So please be

short, be brief. And even if you can avoid to speak, it's better. So I haven't read our schedule, so Olivier, you have the floor.

OLIVIER CREPIN-LEBLOND: I should really speak French. Okay, so I've had an answer very quickly.

We are in a French speaking country so I should speak in French. The problem we have is that the recommendations we are going to read are from the ATLAS II Summit and it's difficult to speak about recommendations written in English, so.

Okay, right. Let's get going through this. So thanks very much, Aziz, and…

AZIZ HILALI: Yes, we are very near the Atlas Mountains.

OLIVIER CREPIN-LEBLOND: …underneath the Atlas Room so we're very close to Atlas at the moment. So thanks very much for this. Now what we're going to try and do, and I think we're still a little distance away from closing off on all these recommendations, but we have had a few actual items. And the last time that we had a conference call on these, there are a number of ATLAS recommendations from our

London meeting which are outstanding and which the RALOs have to act on. There's recommendation 28, 31, 42, and 43.

So starting with 28, the recommendation was as follows: "The ALAC should work with all RALOs and ALSs to map the current expertise and interests in their membership to identify subject matter experts and facilitate policy communication."

Now on this, Heidi was going to contact ICANN staff with regards to the professional survey creation and report back to the RALO secretariats with regards to progress on this. Could I please have an update from Heidi?

HEIDI ULRICH: The update is that I have done some looking into this and that there does not appear to be any particular expertise on survey development within staff.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much., Heidi, and I know that Humberto Carrasco, I believe, has worked on this as well. So, Humberto, you have the floor.

HUMBERTO CARRASCO: In our last meeting we had this information available and I have committed myself to find out whether there was any possibility

to look for other mechanisms to create the survey. I was researching the web and Internet to see if it was possible to do this, if it was possible to create a more professional survey by ourselves. And as far as I know I think this is possible. It is possible to be done. We have to go a step forward as long as we agree on the exact parameters that we would like to survey, and as long as we can appoint one or two people or three people just to see what we are really interested on and perhaps create a more professional survey.

OLIVIER CREPIN-LEBLOND: Thanks very much, Humberto. Just a quick question. Was that an action item that was allocated over to you? Because I remember there was one which was allocated to you but I can't find the action item anywhere. So I'm a bit confused.

HUMBERTO CARRASCO: Yes, that was the action item that was assigned to me.

OLIVIER CREPIN-LEBLOND: Thanks, Humberto. I think this should have been on this page, so Ariel, please update it.

Okay, so should we…. Let's go for Alberto Soto please.

ALBERTO SOTO: The other topic that we have been discussing with Humberto was the internal amount of ALSs to be surveyed, because there were certain ALSs that are individual members and we have some other ALSs that are composed by hundreds of members. So we have to take this into account. ALAC is going to request three names for each ALS, not [every representative as] contact point. So we believe that we should give freedom to the ALSs in terms of the amount of contacts they would like to provide and for the statistics, but we should demand at least a minimum of three. We can discuss this. We can provide certain flexibility so as to have three, but we cannot have 1,000 for example. Thank you.

OLIVIER CREPIN-LEBLOND: Alberto. Heidi Ulrich.

HEIDI ULRICH: Thank you, Olivier. Just as a reminder, there have been some staff resources allocated to a personal survey in terms of staff being able to actually reach out and call the ALSs, the identified representative of each ALS. And we are hoping to use this in the context of the ALS Criteria and Expectations Task Force. But if there could be some sort of collaboration between the efforts in this group as well as that Task Force, that would be most appreciated. Thank you.

OLIVIER CREPIN-LEBLOND: Thank you very much, Heidi, for this. So moving forward from this, what should we do? That's the big question. Do you wish to lead this effort, Humberto? Would you be able to follow up on that if… I'm sorry to be calling upon you like this, but I'm not quite sure how to move forward and obviously it's something that… I think there is interest in LACRALO.

HUMBERTO CARRASCO: It would be my pleasure to lead this effort, however, I would like to work with Siranush because I know they have created a very good survey. So perhaps we can work together and we can create uniform or harmonized questions if she agrees, of course.

OLIVIER CREPIN-LEBLOND: Siranush Vardanyan.

SIRANUSH VARDANYAN: It would be a great pleasure.

OLIVIER CREPIN-LEBLOND: Fantastic. Well, thank you very much. So I think that's a move forward, in collaboration with staff, of course. Please use your microphone, Heidi.

HEIDI ULRICH:	Yes. Just if we could see if staff could work with Humberto and Siranush to ensure that there's a collaboration on that point with the staff resource who's able to call the ALSs. Thank you.
OLIVIER CREPIN-LEBLOND:	Okay, thanks very much for this, Heidi. So that's an action item. And well we've got the recording of it. So that's a good one. I think we can probably then move… Humberto? Did you want to add something?
HUMBERTO CARRASCO:	I would like to ask whether if there is any issue. You know I am the Chair now and if it is okay if I can continue working in the Working Group. That is a formal question.
OLIVIER CREPIN-LEBLOND:	Huge number of issues with you in particular. Your bass playing is absolutely atrocious. We've heard that yesterday. However, with regards to the actual Working Group here, there are no problems with that. I'm also Chair of EURALO and I'm very much involved with this. So it really depends on your time and on your loved ones, whether they remember you or not. But this here is all fine, to my knowledge.

HEIDI ULRICH: [inaudible]

OLIVIER CREPIN-LEBLOND: I didn't understand a word you said, Heidi. You're not using your mic.

HEIDI ULRICH: I'm sorry. So just to clarify that this group is for Chairs, RALO Chairs, Vice-Chairs, Secretaries. So Humberto, of course you're very much welcome as Chair and [merits a] welcome as a new member of LACRALO. Thank you.

OLIVIER CREPIN-LEBLOND: Okay. Thanks very much. Let's then move on to the next recommendation please. And the meeting is open, so you don't need to leave. It's fine. We tolerate non-Chairs and Secretariats, and commoners and stuff. Right. Another joke that was, by the way.

31: "ICANN and the ALAC should investigate the use of simple tools and methods to facilitate participation and public comments and the use of crowd-sourcing."

This one is a bit of a complex one, because the use of crowd-sourcing was mentioned by Global Stakeholder Engagement

staff at some point, and yet not much has come out of it and in fact there has been some push-back towards the use of crowd-sourcing by other parts. So we're not quite sure which way to move forward on this, apart from the fact that the Social Media Working Group and the Technology Task Force are continuing their investigation for better tools.

Now, that said, we also have a new website now, so that somehow certainly helps with regards to the participation and public comments because we have this new way of displaying the public comments, letting people do searches on past comments. Ariel, could you skim over the facilities that we now have for being able to have the right information at the right time for public comments please?

ARIEL LIANG: I'm showing you the site and the section that shows public comment, and currently we're displaying the public comment that the ALAC decided to draft a statement on. So, for example, if you click on the first one, it's about a Geographic Regional Review Working Group report. And here you can see the ALAC has a starting draft the first statement and – sorry, the first draft. And then once that's done and the wiki page will appear here. Probably I should show a different example. Just give me one moment. This is a different example. And you can see we have all

the timeline how the statement is developed internally, and on the wiki workspace is all linked here in those activity log and can direct visitors to go there to leave a comment. So for example, if this one said community started commenting on the first draft, you click on this and then take you to the wiki workspace and you can immediately put your comment on the first draft. So just a create a good linkage between the website and the wiki. And that's pretty much it for now.

OLIVIER CREPIN-LEBLOND: Thank you very much, Ariel. Very helpful. Have all of you tested this so far? Have you looked through it? I would encourage you to have a look at it. Being able to have policy… If us as leaders of the RALOs do not engage in policy work and actually at least read what's going on and use some of the tools, it's going to be very difficult convincing our At-Large Structures to engage in policy work. So we certainly need to look at the tools that are there and find all sorts of ways to improve it. So Siranush Vardanyan, you're next.

SIRANUSH VARDANYAN: Thank you. I wanted to tell about this under AOB, but as the question raised now I will tell you that yesterday NARALO, LACRALO, and APRALO members met with Rob from Policy Development Team. And our request to him was that for us to

encourage ALSs to participate in policy development and to participate in public comment process and comment on those policy developments we need… Whenever there is a policy up for comment, we would need some one-page, simple language, non-technical, just explanation – what is this policy, how it can influence to end users – to be sent to us for us to share with our ALSs and encourage them to come and comment. So I hope that this suggestion will be taken into consideration and will be helpful for us to be more active and activate our ALSs to do this job.

OLIVIER CREPIN-LEBLOND: Thank you very much, Siranush. And you're speaking about the Document Development Program with that.

SIRANUSH VARDANYAN: Exactly.

OLIVIER CREPIN-LEBLOND: Okay. Thank you. We might touch on it a little bit later, but it's great that you've mentioned this.

So on this recommendation, as we've mentioned, there's a link to the Technical Task Force and I therefore call on Glenn

McKnight to give us an update on the Technical Task Force with regards to this recommendation.

GLENN MCKNIGHT: As I stated in the last meeting, we have never discussed crowd-sourcing. And when I asked who came up with that concept, it got lost in the mixture. I guess it was somebody in London that had too much beer or something. But, yes, it's not been a discussion, it hasn't been a discussion, it doesn't intend to be a discussion. But on tools, if you looked on the site and you look down, we've been looking at different tools, [Lumiel] being one, Slack and Buffer being another, and we really don't want to get bogged down in getting another fancy tool. But what's important is people who are using Linux or people who have problems using Flash, these are the things that we have to concern ourself with in terms of accessibility.

JUDITH HELLERSTEIN: And we're also looking at making sure which tools are accessible and meet the standards of W3C on web accessibility. And some of the other program, some of these tools, do not meet those standards.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much for this, Judith. And thanks for this, Glenn. Ariel, I'm just turning to you. I noticed you put your card up, perhaps in response directly to what's being said? No. Okay. It was just I was going to ask you whether you had taken note of the different points that Siranush was making regarding document production. I think that's a worthwhile note to be adding to this page as one of the action points that's been carried forward, and of course the latest here with regards to the tools that we have. But the tools are already listed on the page. I'll let you speak and then we'll come over to Alberto Soto. So, Ariel Liang please.

ARIEL LIANG: Thanks, Olivier. Regarding the action items and notes I will listen to the recording and read the transcript after the meeting and update the page.

And the point I want to add is on the new At-Large website there's a section, it's FAQ on every single public comment page that explains what are ICANN public comment, how the ALAC develop advice, and are the ALAC advice always related to public comment, so those frequently asked questions and with the hope that maybe ALSs, they can read through those the simple instructions to gain better understanding how to participate in

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policy advice development process. So those content are also uploaded on the website.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much, Ariel. I just have one small concern about the website, looking at it now, or at least how it relates to our At-Large or additional information. Sometimes there are a lot of acronyms. You mentioned FAQ. It doesn't translate well in all languages. So "Frequently Asked Questions" might be easier. Yes, you can see… Oh, wow, goodness, community websites, ICANN, GNSO, ccNSO, ISO, GAC. Right. Alberto Soto please.

ALBERTO SOTO: Thank you. I know this is something supplementary, but in order to have ALS participation we need to take into account the period of time. We receive a request for comment and we have 20 days, so we may have people available to make comments and to participate. But in this case, for example, when we speak about geographical regions, there is a period of 180 days, and of course we know that this is not the case for every single comment. So we are trying to reduce that window of time. We have already created a webinar on geographical regions for our people to be able to participate, but of course we will never have such an amount of time unless our ALAC members who have committed to do that let us know with due notice about the

topic, or in fact informed Humberto with due notice about the topic. And Humberto, in that case, should be in charge of generating or creating a quick training on that topic if it is necessary. So in that way I believe that with the tool that we have and with the time and with the necessary preparation, we can create more engagement.

OLIVIER CREPIN-LEBLOND: Thanks very much, Alberto. We are well aware of the short amount of time that we have to respond to public comment requests, and this has been an ongoing discussion for so many years. As you're all aware, staff is still changing some of the parameters. It has been given the green light to change some of the parameters. I think right now… Is it 40 days we now have for a public comment? But everything always has to take place very fast. So yes. I guess longer comment periods are very much welcome, and this is why we're very happy for – the Geo Regions, for example – for them to be longer than what they are.

Okay, Glenn you've finished with the Technical Task Force update, so perhaps we can… Is that all you had to report?

GLENN MCKNIGHT: Yes, we're inviting people to… If they find a nice bauble that's worth us trying, I do understand the gist of what you're trying to

say. Come to us and look at thing that make things more efficient. So, yes, we encourage people in the wider community if they have something that they've used in their own lives, please share it with us and we'll try to make it part of our call.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much, Glenn. I think we can move to Recommendation number 42 please. And that's for, "ICANN should enable annual face-to-face RALO Assemblies either at an ICANN regional office or in concert with regional events."

You will have heard earlier the multi-year budget. I'm not sure we can really add much more. I would suggest that we close off this recommendation the day we actually receive a green light for having our multi-year budget. But in the meantime, we can just say that this is in process. I don't know if there's anything else to add. Heidi? No. Okay, well that one there is no action necessary from the Regional Leaders.

So we can go back to the next… And that's the last one, number 43. And number 43: "RALOs should encourage their inactive At-Large Structure representatives to comply with ALAC minimum participation requirements."

Now, there has been some progress in this. We know that we have a Working Group that is looking specifically at this: the At-

Large ALS Criteria and Expectations Task Force. I guess this is just here to give the floor to anybody who wishes to add to anything that we currently have on our updated recommendation. I'm not sure there's much to discuss further on this one either. I wish that someone from… Do we have someone from that Task Force here to provide us with details as to whether they have met here in Marrakech and whether they've actually made progress?

JUDITH HELLERSTEIN: So this one RALOs to encourage their inactive… So Glenn and I have been working diligently with our inactive ALSs. So we've called them up, we've e-mailed them, and the ones who have not participated in any calls over the last year, we've talked to them about this. Several of them have said, "We're no longer interested," and asked us to de-certify them. And we work with staff to go in that process. There were seven of those. There are other ones who said, "Oh, yes, we would like to but we don't really understand the processes. How do I get involved in a Working Group? How do we do that?" And so we are working with Sylvia to create special webinars to explain the process to these. What happens for us is that oftentimes the RALO, the contact person, has changed and the new one doesn't get the information. And they know nothing, so they're just like a new ALS. And so that is what we've been finding the problem is. And

so we're encouraging all the different ALSs to get involved in all the things. So I don't know if the other RALOs are doing anything similar to this, but that's the process that we have gone through. And we're setting some minimum standards of participation.

Glenn, do you have anything else to add to that?

GLENN MCKNIGHT: Yes, I think it's a good model. We've brought this up before and it doesn't always work for each of the RALOs. Whatever works for you is if time zones are a problem… And I understand some of the areas are quite large. We're quite fortunate, we really only deal with three time zones. But we also have less… We only had 33 ALSs. But I think they were largely ignored for quite a long time. So just getting into calling them and finding out who they are, what their interests, and steering them in a direction of a Working Group or what their interest is, is actually turning out pretty good because we had, I believe – not this meeting this week because we've been all over the map, but we've been averaging since we started this initiative around 14 or 15 people per call which is not bad for a monthly call.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much for this, Glenn. Are there any comments on this? So I had a question on this. Obviously the RALO ALSs are

mostly in United States and Canada. Call costs and so on are probably quite manageable. In other regions, it might be a lot more expensive. I'm looking at Asia, for example, being such a large region. I wondered whether there could be any kind of system to be used for other RALO leaderships if they were to try and do something like this, to be able to have some funding for this. Is there a way, for example, to have – and I know that there are Adigo rooms that you can just click on and you can press a button and it will call someone. So you could effectively use the Adigo room for that dial-out to happen to whoever the leadership wants to talk to and… Yes, Heidi.

HEIDI ULRICH: Yes. Just for those who may not know that each RALO has its own AC room. That is for your use to make calls, etc. So staff are very happy to show you how to use that. Okay, thank you.

OLIVIER CREPIN-LEBLOND: Yes, thanks very much, Heidi. And I think that's something, judging from the faces around the table, something that not many RALOs know about. And do these Adobe rooms – I said, "Adigo," earlier, but these are Adobe rooms. Do these have the ability to dial out to somebody on their phone rather than actually getting them on the… Because I guess the way is to

actually call them on whatever number we have for them, which often is a mobile number.

HEIDI ULRICH: I will check with our staff who know that and get back to you

OLIVIER CREPIN-LEBLOND: Okay, thanks very much. I think that would help and it's something which… I know it's a lot of work, but if NARALO has done it and is able to actually bring some good results on this, it could be something we can do across other regions as well. But I just see a matter of costs. Time-wise, take an hour off once a week and just start calling and dialing and say, "Hey, guess who's here?" But it's the costs. You don't want to have, "Guess who's here," and then a heart attack at the end of the month. Judith.

JUDITH HELLERSTEIN: Yes. So what sometimes we've done is we've e-mailed them first to figure out what's a good time to schedule a call. And some of them we did Skype chat, some of them we try to find out what time works for them and then work with that time. Or sometimes if they haven't e-mailed them back we e-mailed them again next week, "We know you're really busy." We also wanted to find out from them if they're no longer the person,

who is the best person in their ALS that can do this? Because oftentimes that's not necessarily the person who signed up. And so that is something that we have done and tried to work with them.

OLIVIER CREPIN-LEBLOND: Thanks, Judith. Glenn McKnight.

GLENN MCKNIGHT: Okay, I just want to stress that the way this is worded, it looks like, "Comply with minimal ALAC minimum participation requirements," which is voting and attendance. But as we stated on our phone calls, we actually wanted to find out who they are, what makes them tick, where they can fit into the ecosystem, because [now that] you have a really good, deep, conversation and you… If you know the ecospace, you can actually help them get involved. And for example, the Consumer Council of Canada actually attended Chris Mondini's talk at the Economic Council in Toronto. Again, because we're reaching out, constantly talking. So when you find that ALS and what makes them tick, and then get them into the system, I think we can get a good return.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much, Glenn, for this. And I note that there is no one from the ALS Criteria Expectation Task Force. Heidi, do you know if they had a face-to-face meeting earlier this week?

HEIDI ULRICH: They did not. There was a discussion when the ALAC and Regional Secretariat meeting on Saturday first thing in the morning.

OLIVIER CREPIN-LEBLOND: Okay. That was just an update, I guess.

HEIDI ULRICH: [inaudible] was a discussion.

OLIVIER CREPIN-LEBLOND: Was a discussion. Okay. Right. Let's get moving then beyond this. So thanks for looking at this recommendation. We've move that little bit further and we've got an action item for this. So we can then move to… Well, we've done all of these. And finally we just have to return back full circle to the RALO survey.

Humberto, I know you've already spoken a little bit to us about this. You've also been asked whether you could lead on this, but, hey, you were already leading on it. So that's great. What are the sort of plans now from here onwards? And to what extent do you

want participation from other RALOs? Should we have this as a public call for a group to be formed or something? So, please, we're in your hands.

HUMBERTO CARRASCO: Thank you. We've already established some coordination with Heidi over the Skype chat. So in my view we have to agree with Siranush and Heidi what is it that we want to survey about. We do know that we will be needing more information. Each ALSs should provide us with more information about our members. Once we come to an agreement on what we will need, we will determine how many meetings we will have and we will have therefore a more concrete plan ahead of us.

OLIVIER CREPIN-LEBLOND: Thank you. Siranush.

SIRANUSH VARDANYAN: I would prefer to have at least one representative for each RALO to be just join a Working Group on this to find out why we are doing this survey. What is the purpose of the survey and what we want to receive from ALSs? Because if we are trying to find out professional expertise, APRALO already did this. So there is no sense for us again to send this out to find it out. So we need to find out what is the purpose of this and do we want all RALOs to

do that? Because for APRALO it no sense to do the similar one. We just did it in last year. So if there will be a Working Group together with the staff we can discuss, find out what is the purpose and then go with it. The technical side is the easiest part.

OLIVIER CREPIN-LEBLOND: Yes, thanks very much, Siranush. Well, we happen to have a bit of time here. It's quarter past, so should we… No Well, you wish, but should we just try and kick a few ideas around? We do have one person from each RALO around the table. Heidi?

HEIDI ULRICH: Yes. I've just put in the chat a link to the 2010 ALS survey, so perhaps we could… It's up. Thank you. This was a very long survey that we developed with the – I believe it was the RALO Secretariats. And you can see if… Let's see if we can find the actual survey. But what happened after, they were asking basic questions about what their areas of interest. There was, also timely, it was when the At-Large improvements were going on so there were some questions on that. And then there was also a subset of questions that Rudi Vansnick made on some ccTLD issues.

So what happened after that was that all of the RALO Secretariats, Chairs, and Secretaries did an analysis of each of their RALO's results and then that was reported back. So it was really a very useful approach, a deep dive into the ALSs. And again as I'm stressing that this might be a really useful way to collaborate with the work that the ALS Task Force and the Expectations and Criteria Task Force is carrying out. So that's why I keep stressing the link between those two, between this effort and their effort.

OLIVIER CREPIN-LEBLOND: Thanks very much, Heidi. That's very helpful indeed. Siranush.

SIRANUSH VARDANYAN: Thanks. I think the RALOs differs from each other, so like Judith is telling there is no sense for NARALO to do this type of survey because it probably will not give a proper information to them. So the purpose, as Fadi said, we need to find out the purpose of it in order to move forward with this.

OLIVIER CREPIN-LEBLOND: Thanks very much, Siranush. My understanding with regards to the purpose of this is to be able, when we have a statement landing on our lap or question landing in front of us – I don't know what an example recent question/public comment

period… The WHOIS, let's say, a Registration Data Services/WHOIS question. The Working Group moves ahead. First public consultation, we have 40 days to reply to it. At the moment the way that we do it is to just put it out there and ask for somebody to move forward and say, "Oh, I'd like to pick up the pen and to write something and draft something." If we did have a database of the actual knowledge that we have within our community – and not only just the ALS representative, but also within the At-Large Structure – they might have somebody who knows about this specific topic. We could, on a push basis rather than just waiting for someone to answer, we could on a push basis solicit those people and say, "Hey, this is something that is right up your alley and you've got the knowledge for this. Could you please spend some time on this?" Of course, we're not going to pay them, so we can't just say, "Do it." But at the same time, it would certainly reduce the amount of people that we have to send this out to.

At the moment, the way we send our request for comments out to is just by putting on the mailing list, and one of the big concerns that we've always received from most of the people that joined our Summit in London was that their mailbox is absolutely filled with virtually every single question possible under the sun, 30, 40 e-mails a week. And often they completely miss out the request for public comments because it's in the

flood of e-mails and so on. It's really about working smarter and not harder. Now whether we're able to put together such a database, what the modalities of the database will be, and so on, these are just details. But we have to move forward on this.

I see Humberto Carrasco and we'll come back to you, Siranush. Humberto?

ALBERTO SOTO: Thank you. Sorry, I take a chance to use the mic to say good-bye. I have to leave. Bye-bye.

HUMBERTO CARRASCO: Okay. When I gave the name of Siranush, it was with a special intention, because I was aware that her RALO had undertaken a very deep and thorough survey. I wanted to take advantage of her knowledge to inform the other RALOs as well. But also I'd like to go beyond what she asked. And this is in relation to what Olivier said. I realized that all RALOs differ in their backgrounds. For instance, in Latin America there are many more lawyers than in other regions, so each region has different numbers of professionals. And we also have experts within our RALOs we are not aware of their assistance. So the more information we have, it is not because we are going to do data trafficking, but we will be able to customize, to personalize, the information, leaving

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ICANN to the communities. And vice versa, we can leverage the knowledge of the RALO members for the benefit of ICANN. I didn't want to say that out loud, but by the way I think this is an educated, implicit, objective within the recommendation we are now discussing. Thank you.

OLIVIER CREPIN-LEBLOND: Thank you very much, Humberto. If I may even add to what you've mentioned here, my understanding is that the groundwork that is done here can then feed into another recommendation which speaks about the policy management process system, something which is a long-term goal. And there we would be completely redesigning the way that we can carry out policy work in a scalable fashion. The whole idea is to be able to scale this up, with having a blueprint for some kind of an automated system that would make sure that the right information goes to the right people and all according to key words, etc. So yes, it's a good first step but I'm glad that you're on board with this and I'm glad that… Siranush, I'm not sure. You did ask the original question, so has this somehow clarified your question?

SIRANUSH VARDANYAN: Actually it was not question, it was just sharing the concern. But I would be more than happy to run this survey again, and

probably to use this opportunity to update our database on ALS primary and secondary contacts as well. So we can put a couple of questions there to identify the expertise, to update our database, and to ask questions how RALO leadership can be helpful with what kind of information, and what do they need to become an active ALS if that's possible? And based on this we can move forward.

OLIVIER CREPIN-LEBLOND: Yes, thanks very much, Siranush. I guess the focus on policy and on knowledge or competencies and expertise, I think is the right words, we do have experts, or hidden gems, worldwide.

Okay, I think that time is really ticking, so we have pretty much done this as well. Aziz, this is your call, really. Shall I just… I'll pass the floor over to you for any other business, I guess, if there is anything else that needs to be added.

AZIZ HILALI: Thank you. I ask you to finish at quarter past 6, so we are almost there. Thank you, Olivier. Thank you all the team. Do you have something else to add? I like to finish this meeting now, but…

SIRANUSH VARDANYAN: Thank you for everything, and thank you for this meeting.

UNIDENTIFIED MALE: Thank you, Siranush. So now before closing this meeting I want to thank you all. My brain is not working anymore, so I'd like to thank the interpreters for the work they have done during the week, and I want to thank all the staff – Sylvia, Heidi, Ariel, [Jesse], Gisella, who have done a wonderful job for our meeting. Gisella had to work a lot because she speaks French, so we have to congratulate her, and I want to ask Heidi to congratulate her by writing her letter. She has a lot of energy, she is very engaged, very committed. This is what Tijani said [inaudible] yes but she also speaks French. Okay, thank you very much. See you later.

[END OF TRANSCRIPTION]