SARAH DEUTSCH: Okay, everyone. We're ready to start. I want to encourage anyone. There's still room at the table, so I highly encourage everyone who wants to sit come join us up front.

The topic of anti-harassment is an extremely important issue that we wanted to discuss with the community. This is the first time that our newly created board working group is meeting in a more formal way to kick off our discussion and work on this topic with the community and wanted to get your feedback.

What we plan to do during this session is really spend a little bit of time just walking you through the agenda to tell you how the working group got formed, how we got here. To discuss ICANN's existing policies on anti-harassment, the work that has already happened to increase awareness that you should see here in Marrakech. The org has done some interesting best practices research your going to hear about. And then how to work together going forward.

So our plan is I'm going to be handing off the baton to different board members on the working group with me, and we're going

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to try to move through briskly so we can leave lots of room for Q&A. If you, Franco, could move to Slide 5, we're going to talk a little bit about the purpose, scope, and composition of our working group.

Just to give you a bit of background, several months ago a number of board members who are now part of this working group were approached by some members in the community who were very concerned about the topic of harassment which also some of you have been talking about publicly at the microphone.

We see some of you in the room and really appreciate you being here and talking to us. Because if not for you, this group would not have occurred and this discussion wouldn't be taking place. So thank you again. It's an issue that the board takes really seriously.

I would like to emphasize a few things at the start. One is that we already have a community anti-harassment policy. The policy itself, if you read it, is actually pretty clear. The policy supports ICANN's expected standards of behavior but also gives community members recourse if they identify or are victims of inappropriate behavior or harassment.

After hearing your concerns in January 2019, the Board Governance Committee created this anti-harassment working group to consider how ICANN's existing policies are being implemented and understood by the community. We know that this topic of harassment is not something unique to ICANN. You see it taking place all over the world in the Me Too movement. We felt as an organization, we had an obligation to take a fresh look at this issue and make sure that we were adopting best practices and understanding how to keep ICANN a safe space for everyone who participates in the process.

The final thing I would just say is that the board is committed to enabling a culture of trust and mutual respect for everyone who participates in this process, and I think we should all in this room be in agreement on that. If we could move to the next slide, please.

Here are the members of our board working group. It's not a surprise. You will see every single woman on the board is a member of the working group, and we have Chris and Lito as well. Frankly, we could have had the entire board on this list, but we had to pare it back somehow. But this is an issue of big interest to the board and big support. Those are the working group members. Next slide, please.

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The overarching goal of the working group is to oversee a review of community's understanding of the existing anti-harassment policy and also to examine our practices and procedures. Are they sufficient? What more can we do? We can only achieve this work by working together with the community.

As I mentioned, our goal here is not to just review the existing policy which itself is pretty clear but to work together to figure out suggestions with your help on how to improve our existing procedures and practices. Again, the focus is on the implementation of the policy and to encourage and promote a spirit of mutual respect. Next slide, please.

The scope again is a review of the community's understanding and awareness of our existing anti-harassment policy, the terms of participation, and our existing complaints procedure. We need to know just as a baseline, do people understand this policy is out there and do they understand what remedies are available today?

Then the second thing is to look at efforts to increase awareness and also to improve upon the practices and procedures that we have in place in support of the policy. I would also mention there's no time deadline around the process, and the scope could certainly change as we discover new things.

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But obviously, this is an important issue and we've already heard from members of the community that you guys wanted and expected rightly to have some changes made immediately. So you'll be hearing about those. Obviously, this is an issue that should be addressed quickly, so that's something we intend to do. Next slide, please.

Just more background. You're going to be hearing from the Ombuds office today. They handle complaints and they also report directly to the board of directors in our bylaws. Process wise, any decisions that come out of our small working group have to be presented to the full board for review and consideration. Next slide, please.

Just want to fill you in. You're going to hear more to date on what's happened, but all of this didn't happen in a vacuum. We've been talking to a very interested cross-section of the community and had lots of input to where we are today. In Kobe, we agreed on an immediate action plan so that there would be several things we're calling low-hanging fruit. And you're going to hear about this, but what could we change immediately? You're going to hear about some of the changes that are now visible here in Marrakech.

Some of those include increasing awareness about the anti-harassment tools. Also, org has created some, gathered some

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interesting best practices research. What are other organizations similar to ICANN doing to prevent harassment? I think the details of that are really, really interesting. What new training opportunities? There's some really interesting new thinking on training that can help prevent harassment and address harassment in meaningful ways. So you'll hear about that.

Finally, I just want to make sure that you know that we're at the beginning of this process. We want to encourage everyone in the community to engage and to contribute and to help us understand better why it's happened, what we can do going forward.

At this point, I'd like to pass the baton to Chris Disspain to talk a little bit about what our existing community anti-harassment policy is. Chris?

CHRIS DISSPAIN: Good afternoon, everybody. I'm going to be pretty quick really. Could I have the next slide up, please?

There are three overarching strands to the policy, and they're referred to effectively as terms of participation. The first is to behave in a professional manner, demonstrate appropriate behavior and treat all members of the ICANN community in a respectful, dignified, decent manner at all times. To refrain from

harassment of any type. And to refrain from retaliation against anyone for reporting any conduct or commentary that is inconsistent with the terms in the policy or for participating in an investigation of any such report or complaint.

Those are the three very dry terms of participation points. The next slide is the formal procedure of lodging a complaint. I have no intention of going through it. If you want to get a copy of it, it is at the back of the room or the front of the room. Ah, it's up that end, is it? Thank you very much. There are paper copies of it and, of course, it is available on the website. But that explains the formal process of lodging a complaint with the Ombuds office.

That's it from me. I'm going to ask Tripti now to talk about the work to date.

TRIPTI SINHA: Thank you, Chris. Good afternoon, everyone. As Sarah mentioned earlier, we've tackled some what we call low-hanging fruit. We didn't really need to wait to begin this process. So we've embarked on what we call the awn raising campaign. Today, we do have a policy that speaks to anti-harassment, and we took some steps that are very tangible to help us educate and inform the community.

The first thing is I hope most of you have downloaded the ICANN 65 app. If you see in the lower righthand corner, there's an app button. That enables you to actually report harassment. So should a situation occur, you can report the incident immediately. You can do that by remaining anonymous as well. You have the choice of entering your name and your contact information and what the incident is. If you want to be anonymous and simply report the incident, you can do that as well. Next slide, please.

If you look at the back of your badges, we now have information that tells you want to do if you are harassed and you'd like to report the incident. We have the names and contact information for our Ombuds people as well as information on what to do if an assault were to occur. God forbid, but that information is now readily available to you. Next slide, please.

What you don't measure you cannot change. In other words, we need baseline information on awareness which is, do people know about our policies and procedures? So right after this conference, a survey will be conducted where we will gather information. And I really hope all of you take the survey. It will be administered through the app, and it will be implemented on Thursday right after the conference. This will be able to capture

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information from you, and that will be our baseline going forward. Next slide, please.

This is once again yet another very tangible process to educate and make everyone aware of this campaign. We've created banners. There's one right here on the side. These are displayed around the conference center. Essentially, this speaks to don't harass. And on the left-hand side, you see the process that Chris went over very briefly. But there is now a well-articulated process on what to do and what are the next steps should [reporting] occur. Next slide, please.

ICANN org has conducted quite a bit of research to gather data and information on existing policies from similar organizations around the globe. These speak to best practices. Our focus is on education, awareness, and outreach on these kinds of policies and processes as well as on similar organizations, such as the IETF which are volunteer-based organizations and they're global in nature and you have people from various and sundry cultures that come together.

The elements that speak to the best practices is one we need to assess the climate that the community is experiencing through surveys. And then also to continuously and regularly inform people about our policies and standards and procedures. And also to conduct training and what to do if you're a bystander and

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what to do if you choose to be an upstander and how to diffuse a situation and when to make the decision to diffuse a situation.

And also to ensure that you are culturally sensitive because we all come from various cultures and there are some things that are acceptable and some that are not. The best thing we could all do is to actually respect diversity and respect each other's humanity and discourage bullying. So that's the fundamental basis of what we're trying to do here is just create this culture of respect and not bullying and to preserve diversity. Next slide, please.

Going forward using all this research, we're doing two things. One is creating training opportunities in how to train the community and offer these different opportunities. And also the survey, how do we structure the survey and start with a baseline and continue to administer these surveys to gather information over time and do longitudinal studies? Hopefully, we get to a place where we do preserve a culture of respect and diversity.

With that said – next slide, please – I'm going to turn it over to my colleagues Herb and Barbara. Thank you.

HERB WAYE: Thank you very much. And when I say thank you very much, I mean thank you very much for everything that has been done so far and having these people in the room and having an

opportunity to transparently discuss things like complaint process and to raise the awareness in the community for the things that need to be done to make this place safe for everybody.

And also an opportunity to have a discussion about things like transparency versus confidentiality and how as much as we can work as possible in a transparent, open manner so that everybody understands the processes that are used, the complaint process, the intake process, some of the tools we use as alternate dispute resolution practitioners, how we can help people as informally as possible but yet still have an opportunity for a formal process when things get to that point.

The role of the office and the role of myself as Ombudsman and Barbara as adjunct have not changed. This has changed nothing. This has been available to the community. And bringing it to the forefront is critical now to help in education of the community, a better understanding of the policy, how the expected standards of behavior work conjointly with the anti-harassment policy. And also how they work together with our functioning and how we are as much as possible available to the community, to the people formally, informally, just for a chat, and so on.

So anything that helps in better understanding how we can serve our clients, our community, the organization is a big step forward. And again, thank you for that, for the work you've done, and for

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the work you've done bringing the community, our office, and the organization together to have this conversation.

BARBARA CURWIN: Hi. For those of you who don't know me, Barb Curwin. I'm fairly new to ICANN and the Ombudsman's office. So a big learning curve for me. Lots of acronyms and a lot of different areas to learn. However, my background is law enforcement like Herb, but many of those years were focused on conflict and harassment investigations and so on.

It's very nice to see that there's such an emphasis on that area for your organization because it is very important. A safe environment for everyone that's involved is what's required, right?

Basically, I don't know, there was a lot that was already touched on. Maybe just a little bit on the informal side of what we could do for them because the formal side is already noted and described on the chart. But there are other things like if anybody is maybe questioning what the procedures are or maybe what harassment is or even conflict, because they do kind of overlap a lot of the times, so if there's ever any need to just drop in and see Herb and I and discuss it and get more perspective on it, maybe some guidance.

Maybe you don't want to quite go into a formal process, however there are issues maybe brewing. Maybe how to deal with that or how to approach it as easy as maybe tools and guidance on having those difficult conversations. Maybe wanting to deal with it yourself and not sure exactly how to attack it or with our assistance. So many different ways to address it.

Conversations, obviously, when you do come and approach Herb or I or both of us together or independently, are definitely confidential. Done in private. Done at the comfort of the person that's approaching us. So we're very flexible in that manner.

Usually, it's a private conversation, so I'm not used to the public forums and the public discussions. I guess I just want to emphasize that the doors are open. We do have our office that's up at the front near the reception area. We do have office hours, however Herb and I do each have an e-mail address where we can be contacted and, again, met to your leisure and at your discretion and always private.

Obviously, throughout the process be it informal or formal, everybody is treated fairly and we approach it in that manner. So I guess bottom line is our goal is to make sure that ICANN and the ICANN community feel safe when they do come to these events or when they do participate in any ICANN activities and to make it a safe environment for everyone. Thank you.

SARAH DEUTSCH: Great. Barbara and Herb, I assume you all are open to just informal discussions if people want to just approach you in the hall? You don't have to feel like you make an appointment to go into the office, right?

BARBARA CURWIN: Definitely, yeah.

SARAH DEUTSCH: Okay, great.

HERB WAYE: If I may just interject on that point because it is important, since I've been involved in ICANN I've always tried to stress the fact that it's okay to come talk to us about gardening or chickens or other things. No, I mean, we have lives and we have a lot of interests and so do you. So just because people come and talk to Barb or I, whether it be at a function or a social event or even dropping into our office, most of the community knows that my office has a supply of maple cookies, so please drop in for a maple cookie.

I'm trying to break that barrier of if you are talking to the Ombudsman, it's because you have a complaint. I would like that

to morph into we are talking to the staff of the Ombudsman because they're nice people and they've got a lot of interesting stuff to talk about and they're fun to be with, and it doesn't have to be all bad. That's something I work significantly on and hope that the community accepts that as a normal process of part of the life in ICANN is that we're there. We're here to listen. We're here to offer advice. But we're also here to be part of the community and part of the ecosystem and the environment also. Thank you.

SARAH DEUTSCH: Great. Thanks to both of you. We'll have to figure out ways to continue to get that message across so people know that you're around and want to speak.

At this point, I think I would like to shift to the dialogue exchange part of our discussion, and I'm going to turn things over to Becky Burr and Avri Doria to talk about our expected standards of behavior and ICANN culture and how to create our continued place of mutual respect.

BECKY BURR: Do we have the next slide? Obviously, we want as we have said to secure an environment of mutual respect, support, and collegiality for everyone here. That is incredibly important in

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order to enable us to do the important work that we do here. It is also an important part of learning to understand and work with each other respectfully. So that's our goal, and that is the goal of the expected standards of behavior. It forms the basis for everything that we do here.

I guess we don't have an opening ceremony at policy summits, but at every single other ICANN meeting almost the first thing that you hear from the Ombuds office is what those expected standards of behavior are and how they operate. We are working in this anti-harassment working group on the board o breathe life into those in a particular way with respect to some of the harassment issues, but it is part and parcel of the very foundation of our work.

AVRI DORIA: I had a couple of things, but first I really wanted to mention the cookies. He's not kidding. They're really good. They're usually Canadian maple cookies, and I've often gone to his office for the cookies. So really, that's a serious offer and consider it.

Now when you look at that, one of the things we find is that those words are really nice and one of the reasons we wanted to get into an open conversation here is mutual respect, support, collegiality

for everyone. But we don't all necessarily have the same meaning for those words. We don't all always read them the same.

When you look at developing a culture and what our culture is, our culture is an amalgam of many cultures where we're trying to find our way in this environment so that we all come in with our separate cultural understandings and yet coexist and treat each other respectfully. Sometimes that can be difficult. Sometimes that can be confusing.

That's another place where Herb and Barb can be helpful because they can help explain sometimes without a complaint where the cultural barriers lie. They can help people understand why something that seems like it should be perfectly fine isn't perfectly fine. So we don't always understand, and that's part of it.

That's one part for asking questions, coming up with questions now. And also, once we go into the conversation here, not only on this but any of the stuff that went by, anything you've seen about the program that's started so far and the discussion and feel it would be better if, or I would feel more comfortable if, or I would understand it better had it been, and such.

Because we're a diverse group that are trying to do this, but we're limited in our diversity and also most of us are old-time, already

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sort of institutionalized to this Internet cross-culture behavior patterns and don't always remember what it's like to walk into – okay, Barb probably remembers better – but don't always remember what it's like to walk into this environment steeped in your own culture, comfortable within it and its norms, and yet you get here and all of a sudden there's a shift in the norms or there are expectations that aren't quite the same. So that's part of what this whole thing and this conversation and having these conversations is about.

So as we open the conversation, really would like to ask people to be free and exploring those kinds of questions to where you can about it. I think all the people here are totally secure in their insecurity of knowing but not really knowing, understanding but not really understanding, but all really wanting to help and wanting to make sure that we continue moving toward that secure environment of mutual respect which is really quite a concept.

So I'll stop and, really, we should open it up to others of you. I don't know if anybody else from the board group wanted to say anything. But really want to encourage people to talk about it. Tell us, is this start a good start, or did we miss the boat somehow? I'll stop for the moment. I can always keep babbling if

nobody has anything to say, but I'd really like to encourage people to ask questions, start a discussion, what have you.

BECKY BURR: Just to be clear, there is a board working group, but this is really a partnership with the community and we require in order for this to be successful we all need to be active participants in this.

AVRI DORIA: There's a place here where nobody is sitting and there's a poor lonely microphone.

SARAH DEUTSCH: The floor is open. Yes?

AKRITI BOPANNA: Hi, everyone. My name is Akriti Bopanna. I work at the Centre for Internet Society in [Bengaluru], India. [I have a very specific] question. It was something that I was talking to Herb and Barb [earlier] today at the office. What I don't understand or what's not clear to me is we have a community policy for anti-harassment and there's one that applies to ICANN employees. So what my question was really related to is how do you navigate that area when it's someone that when you hire local people for the ICANN

meetings and it's somebody from their end harassing a community members? From what I gathered today, the policy that applies is ICANN's internal policy, which is not publicly available so it's hard to comment on what the contents of that policy is or where you stand with [inaudible] what the framework of reference is for that.

The other question is, is that strictly the way to go? Because those are still community interactions. For a local person, then it gets even more complicated legally because for ICANN employees it's California law which is the applicable law. Then if it's in Morocco, for example, then if you're having a sub sort of contract with events people, then that's probably going by Moroccan law or under some kind of a law. So then within that, how is harassment addressed?

Also, to speak of the fact that when ICANN does carry out these vendor contracts for events – and I'm talking about events particularly because they have such a high potential for interaction with participants where they're showing you around, where they're giving you water, or any sort of interaction. So do these contracts have either a clause talking about prevention of anti-harassment? Is there any training? Is there any conversation that goes on with these local people about how to interact with participants in general? Thank you.

BECKY BURR: I think that's an incredibly good question, and I'm going to look to [Gina] for it. That's a very, very good question.

GINA VILLAVICENCIO: Hi, there. Gina Villavicencio, I'm head of global human resources for ICANN org. There were a lot of questions in that, so I'm going to do my best. If I miss something, forgive me.

But at a high level, you're exactly right. As an employer, we would have an employer-based anti-harassment policy that would apply to our staff globally. The partnership that we would have with the office of the Ombuds if there are situations where it's not a situation of a community member with a community member – it could be community member with staff, vendor, so on and so forth – we would work in partnership so that it's not a one-size-fits-all. It is a case-by-case, and we want to deal with each situation with that level of sensitivity so that we can collaborate where necessary, help the confidentiality of the person whether bystander, upstander, or the actual victim to make sure that they're comfortable at all times.

As it relates to our vendor agreements, there are clauses that would apply. But again, even as recently as this week I've had a meeting with some of our extended vendors that are helping to

facilitate this meeting here with our audio/visual equipment so that they understand that there are expected standards of behavior. And if they see something, they should say something so that they can put it into the right hands of folks to make sure that everyone can feel comfortable in this culture and environment when they come to either participate, work, or just observe at an ICANN meeting or event.

Hopefully, that helps to answer your question.

AKRITI BOPANNA: You said also they can talk to the right people. So that's sort of my question. Who would be the right people?

GINA VILLAVICENCIO: That is something that – the most obvious is the office of the Ombuds. I'm here along with my colleague Henry Meyer in the back of the room to support our ICANN org staff. Krista Papac here, the complaints officer. So we work in coordination to make sure that no matter who someone goes to – we're not concerned that they go to the right or the wrong person – we will make sure that we connect amongst ourselves to get whatever the situation is into the right hands with respecting that confidentiality and the sensitivity of the given situation.

HERB WAYE: Thank you, Gina. Shortly after we had our discussion, I went down and discussed that very, I won't say situation, but what could possibly happen and threw out all the variables and got pretty much the same response from the people that are on the front line that it would be very case specific and that it would be a matter of tracing the contractual line and depending on the various organizations. And I just hadn't had a chance. When I saw you in the room, I said I'll pop over, but things got a little bit busy.

So as a team, we would find the answer and address it so that the behavior, one, would stop, that the individual that may have been either offended or victim of some sort of inappropriate behavior would be protected, and that the organization or company or contractual party that had been involved took the appropriate measures with the appropriate means. So I think you would get your answer either by coming to myself or Krista who shares my office. We share the same office on alternate times.

I think the biggest message is to get out to people and to share that message that if something does happen, it doesn't have to be an ICANN employee or a member of the direct community. That the entire environment really from the minute you get off, or even on, the plane to come to an ICANN meeting to the time you get back home. And every time you're on a Zoom or when you're

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in an online meeting or something like that, all of those standards of behavior still apply. So if you're even indirectly – I've had complaints where people, a situation completely outside of an ICANN meeting but they were two participants at an ICANN meeting and one of them came to me because of behavior that was inappropriate that wasn't even, but because they had met at an ICANN meeting, I took the appropriate steps to make sure that the person was protected. So you'll get your answer by coming to one of us. We can guarantee you that.

AKRITI BOPANNA: So just another thing. It would be useful to have that somehow written somewhere on paper just so that people know that this sort of happens and that there's somebody you can talk to about it. Because usually the harassment policy sort of assume that it's the community and I feel not as much focus on the other aspect of it either being staff or a local in-between which is a more complex area to navigate because different cultures some people think it's being friendly and things like that. It would be very easy to doubt yourself in such a situation and wonder if you are making something up as opposed to seeing something written and seeing that these kinds of interactions happen and you can talk to so-and-so about it or a team of people about it. Thank you.

SARAH DEUTSCH: If I could just follow up, I just want to make sure that what we're talking about is being very explicit about the fact that the expected standards of behavior apply to everybody in the community, from ICANN board to org to the community participants and to those who are working with us in the venue. And that's really the articulation of what you feel we should be clearer about. That's great input. Christian?

CHRISTIAN DAWSON: Hi, there. Christian Dawson with the i2Coalition. I appreciate it. I want to take a moment to take a look at this issue from a different angle. We are a diverse community, and we're a diverse community by design. We actually go out there and we chase certain metrics for diversity. We have outreach groups that try to find people from communities that are underrepresented and we bring them here.

But diversity and inclusion are different. Inclusion is a deliberate act of welcoming diversity and creating an environment where all kinds of different people can thrive and succeed. And I would say that a harassment policy is a, but not the only, important aspect of an inclusion effort. And I'm wondering whether we should perhaps up level this conversation a little bit and take a look at whether we are looking at the right inclusivity metrics, whether the diversity efforts that we're taking from a going out there and

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finding the right numbers in the outreach communities are focusing on the right things. And maybe some of the things we d be looking at aren't necessarily geographic at this point. Perhaps if we take a broader look at an inclusivity effort with this as one component of it, we could achieve more.

UNIDENTIFIED FEMALE: Well, I want to tease this out a little bit. I think it's an interesting question. I don't think that our diversity thinking is exclusively regional and geographic. But it certainly could come across that way. And obviously, we're aware of the many varieties of ways in which diversity is relevant. Also, of course, I think you're right. If there's a broader diversity, you may bring more sensitivities to the table in a faster way. I think that's what you're suggesting.

CHRISTIAN DAWSON: Well, it is what I'm suggesting. I would also suggest that the pilot program that you put forth for child care is an example of something that could go into an inclusivity program that took a look at what it took to bring underrepresented voices that aren't necessarily geographic to the table and make them feel welcome.

HERB WAYE: Christian, I appreciate what you're saying and I agree with you. And there is a home for this, which isn't here. the home for this is the Work Stream 2 diversity work that's being done. There are detailed recommendations about diversity and enhancement of diversity in Work Stream 2 which are currently under consideration. So for this particular group, that is I'm going to say out of scope. It's not what I would prefer to say, but it is. So there is a place to be having that discussion in the Work Stream 2 discussions currently underway where some work has already been done and more work will be done.

CHRISTIAN DAWSON: I appreciate that in that we need to wordsmith something that people can live with when it comes to this particular document. But when it comes to making sure that we're holistically building a place that does actually build the kind of community we want, we can't silo things too much.

AVRI DORIA: I was going to largely say what Chris said. I'm also kind of concerned at this point of, yes, in terms of looking at holistically is a great idea. But also I want to make sure that we don't dilute the effort to prevent and handle harassment and the actual behaviors and acts that happen. So while I very much support

growth of diversity and all the various things that go with it and understand what effects it might have on harassment programs, I don't want to really lose track of the fact that we're dealing with specific acts of behavior that happen to specific people at specific times that need to actually be dealt with and to make sure that we've got a program that's well formed and understood for the people to get the help they need when they need it. And that's partly, I think, a subtext to, yeah, the larger scope is great and I was part of the diversity group and totally agree.

CHRISTIAN DAWSON: My only comment to that is that when you said prevent and provide recourse, the provide recourse part I completely agree. The prevention part is dealt with best holistically in my opinion.

DARCY SOUTHWELL: Thanks. I agree with both of you. What I got up here to say was I think – and Christian and I have actually talked about this a lot – inclusion is really important because diversity is just making the numbers look good. Inclusion is making everyone truly feel welcome at the table and inviting them in. We're in the early stages of what we're trying to do here so I think, Avri, that's why I think what you're saying is so important because we have to start within a foundation.

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But some of the prior meetings we've had in building up to creating this and conversations I've had with Herb, for example, one of the things we've talked about is things that actually are going to enable inclusion as part of this process. So Herb coming to all of the opening meetings whether it's PDPs, whether it's stakeholder groups, constituencies, etc., and helping leaders understand how to make a really inclusive environment and make you feel welcome and participate. So not just that we have the diversity numbers – and I think maybe, Christian, that's some of what you were lending to – is how do we do that. And I think we can do some of that now as part of the foundation while still focusing on getting that foundation really solid. And then we can move it forward. Thanks.

UNIDENTIFIED FEMALE: Can I just add I think it's very important we're talking a lot about evolving the ways in which we do our policy development and our work in order to make it more efficient and we've talked about training for chairs and those kinds of things. And that would certainly include the kinds of training that you're talking about with respect to inclusivity because that will not only promote the culture that we want and the standards of behavior that we expect but also facilitate the work of the group. So it's all very interconnected.

SARAH DEUTSCH: Yeah, and I would just add – I was going to say this at the end – but I wanted to encourage you all to look at ICANN's website. We have some of the initial best practices research there, and we're asking for comments by July 20. So take a look at what's out there. But there is some every interesting research that comes out of Harvard on what actually works to prevent harassment. And it involves changing cultures, and cultures that permit bullying and that type of behavior tend to have more harassment, not surprisingly. And cultures where alcohol is served can result in more harassment, unintentionally or intentionally.

So inclusion is a measurement, an important one, but it's really the culture of the inclusion that we need to make sure that people are all operating on the same series of expected standards of behavior and are inclusive in a meta sense of other people here in the community.

Other comments, suggestions, thoughts? Yes, please.

UNIDENTIFIED FEMALE: Hello. This is [inaudible] from Taiwan. I'm just wondering because I know everybody who comes to ICANN, they're expected to speak at least decent English and well-versed in English and stuff. But then when it comes to harassment it's already kind of hard to

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report and then you have to talk in a language that is not your first language. Sometimes it's going to be very hard to express your feelings or describe the situation correctly or precisely.

But do we have these kind of issues that we have to address, so is there going to be translation services provided? But then it's even harder when you're talking to two persons instead of one, right? So what kind of measures are we going to take to attack these issues? This is my question. Thank you.

HERB WAYE: I can't stress how timely that question was because if she had been sitting in our office, what, a little over an hour ago, she would have participated in that exact conversation of making translation services on an emergency basis available to the office of the Ombudsman. The request hasn't got in yet but it's on its way, for the translation services that are onsite at an ICANN meeting to be on call in an emergency situation if there's a translation issue.

As far as online complaints, my office responds to complaints in all ICANN languages. And I have frequently used translation services too. I'm fluent in English and French and know enough Spanish to get in trouble. But I have translated into Russian, Mandarin, and a few other languages so that I can adequately

converse with a complainant or somebody that contacts the office for information or advice.

So that is one of the things that I'm going to be looking at and addressing at this meeting. And very likely a little bit later today, I'll be talking with meeting staff to make those arrangements so that a quick phone call or quick text can get somebody of the appropriate language into the office to have a conversation in a language that they're comfortable with. Okay? Thank you for your question.

DARCY SOUTHWELL: You mentioned a public comment. That is not on the public comment page. Where would we find it? Or maybe if you linked in the materials, maybe I could get it there. But I'm curious.

SARAH DEUTSCH: Yeah, it's on the blog page. There's a link to the research and asking for feedback by July 20.

DARCY SOUTHWELL: Okay. Is there a reason that's not on the public comment page?

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SARAH DEUTSCH: [inaudible] Sorry for misstating it was public comment, but just
                    feedback.

DARCY SOUTHWELL: Okay, thank you. Yeah, I'm getting that. All right, thanks.

HERB WAYE: Otherwise, it's like 42 days [inaudible].

DARCY SOUTHWELL: Yeah, yeah.

UNIDENTIFIED FEMALE: I wanted to open it up. Are there other changes that you all think
                    need to be made? Are there problems that are occurring that you
                    want to talk about that you've seen or witnessed? Things that we
                    as the board working group need to know about? Kristina?

KRISTINA ROSETTE: Kristina Rosette, Amazon. It's improved significantly, but as I
                    think everyone recognizes that in discussing some of the issues,
                    particularly in the policy development process context, that very
                    often everyone in the discussion has very strongly held feelings
                    and views. And unfortunately, it is from time to time and

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significantly less frequently than it used to be back in the day, those discussions devolve into something a little less than fully civilized.

The question that I have, and obviously we all have an obligation to call things out, but I'm just curious as to whether the board working group has given any thought to empowering one person within each PDP working group or something like that who frankly has a responsibility to call things out or to just point out that "I appreciate everyone has strong views, but I sense that the conversation is perhaps going in a direction that's not productive"? I think it would be helpful to consider doing that simply – not the chair. I think the person who is chairing has got enough on their plate. I also don't think it should necessarily be a staff obligation. But I think if everyone knows that there is one person who has that role, I think it could really be helpful in trying to avoid some of these situations.

SARAH DEUTSCH: Tripti mentioned this as part of the best practices research and the training that they're looking into. But one of the actual most effective ways to deter harassment has been in this bystander/upstander training. So empowering members of the community who are interested in being a liaison or trained on anti-harassment practices is something that we want to hear

more about and learn more about, but it seems to be a success story and definitely something worth pursuing.

Did anyone have any further ideas? Herb?

HERB WAYE: Thank you. Just in the past I would say the last 18 months or so, two years probably, I have been frequently called upon to participate as an observer in the various working groups and review teams that have been operating. And it's with pleasure because I notice that frequently the tone will change just having my name in as an observer status.

I would not even suggest trying to determine whether the topics that are being discussed are appropriate or not or whether they are in scope. But it can serve to tone the temperature down. If the chair or a member of the group advises the office of the Ombudsman that things are getting a little bit out of hand in a working group or a review team, I simply contact staff, they add me as an observer, and I pop in at the next.

And with the approval or with the permission of the leadership team or the chair can actually present the expected standards of behavior and the anti-harassment policy as a brief presentation and then sit in on subsequent meetings until I get a nod that things are okay and back under control. And everybody

understands that they can and will be watched if they get out of line, so that's an option also for the various teams. Thank you.

DARCY SOUTHWELL: Thanks. So, Kristina, to your point, the GNSO Council has an initiative this year called PDP 3.0 which is an improvement process to improve the effectiveness and efficiency of the process. One of the things that we're working on is creating a better documentation of expectations of leaders in the PDPs. It includes a lot of things, but this is one of the things we've been talking about.

We don't have a final document yet, but it will eventually be public and available for comment, I'm sure, standard process. But it is one of the things we're considering that leaders need to be empowered to actually lead PDPs effectively, whatever the issue is. And I think we've learned a lot from the EPDP process and those types of challenges versus challenges we've had before. So that is something we're considering.

SARAH DEUTSCH: Anyone else? My fellow board members who haven't spoken, did you guys want to say anything? Merike?

MERIKE KAEO: Yeah, I'll just say that I'm really happy this dialogue is happening because I think for the board and for the whole community to have a very open dialogue in terms of how we make this a safe and inclusive environment is extremely important.

AVRI DORIA: I'd like to add that this isn't the last time we can talk about this stuff. And while the board members are not places to report incidents, though we will help point you in the right direction if ever there's a need – we're certainly the right people to come and talk to about the culture, to come and talk to about the general problems or the issues in general. And I really can't speak for the rest of my fellow board members, but grab us and talk to us. Well, you know, come talk to us. In a metaphorical sense. And talk to us about the culture and the problems that you see. Yes, I do have to watch my culturally [inaudible] terms, but yes.

But please, and I believe we'll also have sessions like this again. So if things were running at the back of your mind and you didn't quite get to the point of feeling free to talk about them or discuss them, there will be other opportunities and there will be other times to talk to people.

SARAH DEUTSCH: Great. Sam?

UNIDENTIFIED FEMALE: Just to follow up on Darcy's point regarding leadership obligations and training and everything that we said, also we've been taking other steps within the organization to try to support that and try to push that. If you recall in the Kobe meeting or during Kobe, John Jeffrey the general counsel sent a note to the chair of the GNSO Council regarding how the organization will stand by and stand behind leadership of groups to enforce expected standards of behavior. And even gave some guidelines and some examples of how conduct that seemed to be against the expected standards of behavior could be addressed immediately and on the spot. So I think there's a collective effort from the organization and the board to try to support better behavior and try to give tools to catch it at the time that it's occurring.

SARAH DEUTSCH: Great. Any last comments? If not, thank you all for raising this issue to our attention. We've just begun work, but take a look at the blog post and the best practices research and provide us and org with the feedback.

UNIDENTIFIED FEMALE: And take the survey.

SARAH DEUTSCH: And the survey. Yes, please, take the survey.

HERB WAYE: Please, take the survey.

SARAH DEUTSCH: And don't grab anyone. Thank you.

[END OF TRANSCRIPTION]

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