

Herb Waye
Office of the Ombudsman
Remarks – San Francisco Public Forum
March 2011

**Mr. Chairman, Mr. President, members of the Board,
Liaisons, ICANN staff, ladies and gentlemen; thank
you for this opportunity to speak.**

**My name is Herb Waye and I have held the position of
Adjunct Ombudsman for the past 5 years with
ICANN. Since assuming interim responsibility for the
Office in February 2011, I am pleased to announce
that all complaints that have been addressed to the
Office have been resolved after brief investigation or
through referral. I would like to express my sincere
gratitude to the ICANN staff for their assistance.**

In the 5 years I have spent with the organization decoding acronyms I must state that I am most impressed with the spirit of volunteerism that exists across the community. I would like to read to you from the Principles and Values Statement of a large international organization; and as I am reading them ask yourselves if you have observed some of them in the ICANN community.

Universality: (This organization), in which all (parts) have equal status and share equal responsibilities and duties in helping each other, is world-wide.

Unity: It must be open to all. It must carry on its (...) work throughout its territory.

Independence: ...is independent. ...and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able, at all times, to act in accordance with (their) principles.

Impartiality: It makes no discrimination as to nationality, race, religious beliefs, class or political opinions...

Neutrality: In order to continue to enjoy the confidence of all, (it) may not take sides... or engage at any time in controversies of a political, racial, religious or ideological nature.

Voluntary Service: It is a voluntary (...) movement not prompted in any manner by desire for gain.

Humanity: The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination...

Ladies and gentlemen, I have witnessed you demonstrating many of the same organizational values embraced by the Red Cross, organizational values that fit nicely into my role as a dispute resolution practitioner, that fit nicely into ICANN's role with the Internet, and fits even nicer with the volunteerism that is displayed by the people in this room and those listening or watching worldwide. You are all here because you care.

Because you care, you work together; because you work together you develop relationships, and wherever relationships exist, inevitably conflict will arise.

ICANN, to me, is basically made up of three components: first - you, the volunteers, and I include the Board in this group; second – what I will call the acronym zone where volunteers meet to decide things, and third - rules.

It is a very simplistic model, but when you put the three together, it makes me want to get down into the weeds with this impressive group of volunteers, to step in when asked, and to help make this organization run

**smoother for you, so that the people who really count,
the users of the Internet, get their money's worth.**

Thank you.