



30 July 2018

RE: Complaints Officer Initiated Project - ICANN Community Anti-Harassment Policy Awareness

In response to an [anonymous letter](#) submitted to the ICANN org on 19 March 2018 suggesting that, among other things, the ICANN org (all subsequent uses of "ICANN" refer to the ICANN organization) put forth more effort to raise participant awareness regarding the [Anti-Harassment Policy](#) at ICANN meetings, my office took it upon itself to research and analyze whether ICANN can do more to raise awareness about the Anti-Harassment Policy. I've researched this issue with various departments inside ICANN and worked with the Ombudsman to provide you with this response.

Following my research and internal discussions, I found there were several improvements that have been initiated and additional activities were identified to raise awareness regarding the ICANN Community Anti-Harassment Policy. Activities being implemented to raise participant awareness regarding the Community Anti-Harassment Policy are:

- ⦿ All ICANN meeting participants must agree to the Community Anti-Harassment Policy before their registration can be submitted.
- ⦿ Create and conspicuously display six-foot banners at ICANN meetings reminding participants of the Community Anti-Harassment Policy.
- ⦿ Placing a printed copy of the Community Anti-Harassment Policy in the ICANN meeting bags.
- ⦿ Post the Community Anti-Harassment Policy in Adobe chat rooms.
- ⦿ Including the name and contact information of the Ombudsman and Complaints Officer on the back of ICANN meeting participant badges.
- ⦿ The Ombudsman will remind participants of the Community Anti-Harassment Policy when opening ICANN meetings.
- ⦿ The Ombudsman will meet once per year with SO/AC executive committees to discuss optimal ICANN meeting participant behavior and to encourage awareness at the SO/AC level.

In addition to these improvements to raise awareness, the ICANN org, Board and Ombudsman are working with a group of community participants to collaborate on additional campaigns, communications and efforts to ensure maximum awareness and to provide resources to community participants. Should you have questions, suggestions or comments regarding this matter please contact myself or the Ombudsman.

ICANN takes its responsibility seriously to provide a safe environment for all community participants. ICANN asks that all org members, Board members, and community participants make sure they know, understand, and abide by the Community Anti-Harassment Policy.

Kind regards,

Krista Papac  
Complaints Officer  
ICANN