
Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 8.4.3 - Implementation Documentation

Enhancing ICANN Accountability – Work Stream 2 Final Report
<https://www.icann.org/en/system/files/files/ccwg-acct-ws2-final-24jun18-en.pdf>

See <https://www.icann.org/resources/work-stream-2-implementation-en> for more information on Work Stream 2 implementation.

WS2 – Transparency I Improving ICANN’s Anonymous Hotline (Whistleblower Protection) – Recommendation 8.4.3

Recommendation 8.4.3

The definition of incidents reported should be broadened from “serious issues” to encourage the report of all issues and concerns related to behavior that may violate local laws and conflict with organizational standards of behavior. Furthermore, the policy should provide specific examples of such violations to guide a potential reporter.

Final Implementation Report

ICANN Organization’s Anonymous Hotline Policy was updated and re-posted internally on 1 December 2020 to encourage the reporting of all issues and concerns and also provide specific examples of when the Hotline should be used. The following language is included within the policy <https://www.icann.org/en/system/files/files/icann-anonymous-hotline-policy-04nov21-en.pdf>

Staff members may use the Hotline to report any work-related concerns, including, for purposes of illustration and without being limited to, the following:

- *Breach of law*
- *Violation of ICANN policies*
- *Misuse of funds, theft, embezzlement, or fraud*
- *Waste of resources, funds or property*
- *Theft or misuse of information or technology resources*
- *Falsification of contracts, reports or records*
- *An actual, potential or perceived conflict of interest*
- *Unethical behavior*
- *Safety violations or hazards*
- *Pressure to do something wrong*
- *Retaliation for someone bringing forth a concern*

The updated language specifically addresses the recommendations stating that the Hotline may be used to report any work-related concerns and provides a list of examples, not being limited to those examples listed.

In early 2022, ICANN org launched a new internal training for all staff called “The ICANN Org Way”. ICANN org developed the mandatory training to support and sustain a safe environment where all staff feel comfortable and confident in the various methods of

speaking up to raise concerns. This training raises further awareness on methods to speak up and encourage reporting of issues and concerns.

Rationale

The policy and procedures documents have already been updated and thus, the actions already taken are sufficient in relation to the recommendation.

Timeline

Expected implementation date: N/A

Final implementation date: 1 December 2020

Milestones

1 December 2020 - Policy updated.