Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 8.4.5 - 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 8.4.5

Recommendation 8.4.5

ICANN should regularly provide employees with data about use of the Hotline, that details not only the frequency of use but also the types of incidents reported.

Final Implementation Report

Sharing information from the Anonymous Hotline, including usage, frequency, types of incidents, could breach confidentiality and discourage use of the Anonymous Hotline.

ICANN org developed mandatory training, including *The ICANN* Org *Way*, to support and sustain a safe environment where all staff feel comfortable and confident in the various methods of speaking up to raise concerns. All staff completed the required training that served to highlight existing mechanisms to share feedback, concerns, and suggestions, in addition to raising awareness of the formal policies in place to maintain the highest standards of ethical, moral, and legal business conduct. These include training on the Anonymous Hotline Policy and Procedures, as well as other policies such as the Open Door Policy, Prohibition of Harassment Policy and Fraud Prevention Policy, and the ability to raise a concern with direct management or Human Resources Business Partner. Moving forward, this will be an ongoing organizational initiative. ICANN org will continue this initiative through open discussions, training and webinars, and annual policy acknowledgments, and will maintain open lines of communication and reinforce the commitment made to foster an environment where staff feel comfortable speaking up.

ICANN org will continue using its existing mechanism for reporting statistics on usage of the Anonymous Hotline.

Rationale

Sharing information from the Anonymous Hotline including usage, frequency, types of incidents, could breach confidentiality and discourage use of the Hotline. ICANN org will continue using its existing mechanisms. Thus, the existing actions are sufficient to meet the recommendation requirements.

Timeline

Expected implementation date: N/A
Final implementation date: 1 March 2022

Milestones

13 January 2022 -The ICANN Org Way training was launched
28 February 2022 - The ICANN Org Way training was completed
June 2022 - Annual Engagement Survey Result, 90% favorability to the question "I know the available methods to raise a concern or speak up".