Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 8.4.6 - 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 l Improving ICANN's Anonymous Hotline (Whistleblower Protection) – Recommendation 8.4.6

Recommendation 8.4.6

ICANN should not prioritize receipt of reports as "urgent" and "non-urgent," but treat every report as a priority warranting formal acknowledgment of receipt of a report within 48 hours at the latest.

Final Implementation Report

The Anonymous Hotline Policy was updated to treat the receipt of every report as a priority and to acknowledge receipt within 24-48 hours. The following language is included within the policy https://www.icann.org/en/system/files/files/icann-anonymous-hotline-policy-04nov21-en.pdf

> *In line with the Anonymous Hotline procedures, which are posted in weCANN, upon receipt of a report, the Service Provider shall simultaneously notify via email ICANN's General Counsel and Secretary, Deputy General Counsel responsible for employment matters, and Senior Vice President, Global Human Resources (collectively, "Hotline Committee"). A representative of the Hotline Committee will acknowledge to the Service Provider the Committee's receipt of the report as soon as practicable after receipt, and request that the Service Provider to inform the reporter within 24-48 hours.*

Rationale

The policy was revised to remove the distinction between "urgent" and "non-urgent" reports, and ICANN org treats all claims equally with a 24-48 response period. Thus, the implemented actions meet the recommendation requirements.

Timeline

Expected implementation date: N/A
Final implementation date: 13 May 2021

Milestones

23 December 2020 - Policy update
13 May 2021- Policy/Procedure revised to address Recommendation 8.4.6