

## **Excerpt from ALAC Rules of Procedure approved April 2013 Part B Sec 9**

### **9. Performance, Metrics and Remediation**

The ability of the ALAC to represent the interest of Internet users depends on strong participation from all ICANN regions. Furthermore, the ALAC can function effectively only if all ALAC Members and Appointees meet the obligations of their positions. Satisfactory performance is a complex concept including both objective and subjective issues and must factor the very significant personal contributions made by At-Large volunteers. Moreover, the ALAC and At-Large receive significant funding from ICANN, both for travel and other activities, and the ALAC must be able to justify such expense.

9.1 All ALAC Members must make regular and significant contributions to the ALAC, At-Large and ICANN.

9.2 A variety of metrics will be maintained related to quantifiable performance aspects to ensure that all ALAC Members and appointees are aware of their performance, and to support the Chair in the responsibility of monitoring such performance. Such metrics will include, but are not limited to:

9.2.1 Meeting attendance, which includes sending prior notice if attendance is not possible. Attendance will be based on individual ALAC sessions for meetings held during an ICANN meeting.

9.2.2 Participation in the decisions and votes of the ALAC.

9.2.3 Participation and roles played in ALAC working groups as well as those of other bodies within ICANN.

9.3 Subject to privacy and confidentiality requirements, the metrics for all Members and Appointees will be publicly available.

9.4 The ALAC is empowered to set thresholds which the Chair or RALOs could use to monitor performance.

9.5 The ALAC has the right to withdraw the appointment of ALAC appointees.

9.6 The Chair is empowered to initiate or take action as agreed to by the ALAC with regard to performance and remediation. Any such actions must be done with due sensitivity and consideration to cultural differences throughout the globally diverse At-LargeCommunity to the extent possible.

9.7 Such actions may include but not be limited to:

9.7.1 Discussion of issue with the ALAC Member or Appointee.

9.7.2 Use of an impartial third-party for mediation.

9.7.3 Discussion with the RALO leadership if the ALAC Member is a RALO appointee.

9.7.4 Recommend to ICANN the withdrawal of travel funding.

9.7.5 Although resignations are far preferable to the ALAC taking formal action, should the situation warrant it, the ALAC may vote to remove an ALAC Member following the procedures described in Paragraph 21.

9.7.6 Actions specified in Paragraph 9.7 do not need to be done in sequence and none of those listed above are mandatory unless specified as so by the ALAC.

9.8 The ICANN Ombudsman provides an independent internal evaluation of complaints by members of the ICANN community who believe that the ICANN staff, Board or an ICANN constituent body has treated them unfairly.

9.9 The ALAC is empowered to publish an Adjunct Document: Metrics and Remedial Actions for ALAC Members and Appointees to describe in fuller detail the metrics referenced in Paragraphs 9.2 – 9.4, and actions referenced in Paragraphs 9.7.