

# Staff accountability

Mis en forme : Anglais (États Unis)

Discussion starter

## **Issue description :**

Several commenters in the public comment period requested that the CCWG consider how to enhance Ican staff and management accountability. As stressed out by CENTR, for instance, the goal would be to create a “culture of accountability”.

In general, management & staff should be accountable to working for the benefit of the Purpose of Ican, its mission. While they report to the Board (the President & CEO) or the President & CEO (management & staff), the purpose of their accountability is the same as the Organization :

- complying with Ican's rules and processes
- comply with applicable legislation
- achieve certain levels of performance as well as security
- decisions for the benefit of the public, not in the interest of a particular set of stakeholder or Ican the organization

The President & CEO, management and, ultimately, the Ican Board are then expected to promote the set of behaviours that will create the "culture of accountability" across staff. Ican has already set up some mechanisms such as the Ombudsman or a whistleblower.

Part of the CCWG recommendations (either WS1 or WS2) could address the issue.

## **Potential concrete steps for CCWG :**

The following ideas for recommendations of the CCWG could be explored :

- Establish an inventory of existing policies and prodecures for ICANN staff
- Assess enhancing reconsideration and review processes to staff action
- Consider a Code of conduct to clarify expected accountability behaviors from staff & management
- Transparency regarding interactions between management and government officials
- Regular independent (internal + community) surveys / audits to track progress and identify areas of improvement
- Appropriate processes to escalate issues, enabling both community members and staff to raise issues