ICANN ORGANIZATION RESPONSE to the
CCWG-Accountability-WS2 QUESTIONS ON DIVERSITY

ICANN organization received the CCWG Accountability Work Stream 2 Diversity Sub-Group communication and questionnaire on Diversity, and appreciates the opportunity to respond.

Based on the communication, the Sub-Group wishes to gather information from ICANN SO/AC/groups on their current consideration of diversity and any actions they undertake to promote diversity.

In its communication, the Diversity Sub-Group has identified the following non-exhaustive list of elements of diversity as potentially relevant to ICANN SO/AC/groups:

A. Geographic/regional representation
B. Language
C. Gender
D. Age
E. Physical Disability
F. Diverse Skills
G. Stakeholder group or constituency

This response is for ICANN organization, and as such is focused on topics relevant to the questionnaire within this context. Where there are externally-focused efforts, those are specified.

As a global organization, diversity is extremely important to the ICANN organization and its staff members. As an organization with responsibility to serve the global Internet community, ICANN seeks to ensure it can serve, within its mission and scope, the broader ICANN community and the approximately 3.7 billion users (and growing) of the Internet.

For the past several years ICANN organization has been executing a deliberate global strategy, consistent with its strategic plan, to meet these expanding and changing needs. In this regard, ICANN organization factors several elements into its effort, presence, and skills. ICANN organization now has 12 locations serving key roles (please see below, and https://forms.icann.org/en/contact) in 11 countries around the globe, with staff based in 32 countries, speaking 54 languages, and comprising a range of skillsets to connect more closely with, and serve, the broader community.

ICANN locations include:
- Regional offices in:
    o Los Angeles, USA (North America)
    o Istanbul, Turkey (Europe/Middle East/Africa region)
    o Montevideo, Uruguay (Latin America/Caribbean)
    o Singapore, Singapore (Asia/Australia/Pacific)

- Engagement centers in:
    - Beijing, China and Seoul, South Korea (Asia/Australia/Pacific)
    - Brussels, Belgium and Geneva, Switzerland (Europe)
    - Nairobi, Kenya (Africa)
    - Washington DC, USA (North America)
- Partnership centers in:
    - Cairo, Egypt (Africa)
    - Asunción, Paraguay (Latin America)

With staff members fluent in multiple languages, the organization can directly serve more people in more regions. And the diverse skills sought out within ICANN organization are intentionally broad, to service all parts of the organization's work.[1]

With regards to external efforts, ICANN organization also works to support the overall community's efforts to continue to promote diversity, including the work of the Global Stakeholder Engagement department, the Development and Public Responsibility Department (DPRD), the Fellowship program, ICANN language services, the GDD summits, Policy Development Support, and efforts to support the ICANN community meetings strategy. In additional ICANN organization provides travel support funds to SOs and ACs, which could in turn use those to support new and diverse participation. As part of the Work Stream 2 of the Enhancing ICANN Accountability Work, ICANN organization is also supporting the subgroup efforts on diversity in ICANN, and is looking forward to receiving the CCWG-Accountability's recommendations.

1.What relative importance does your SO/AC/group give to these seven dimensions of diversity?

As ICANN organization is not an SO or AC, our comments are focused on ICANN as an organization serving the global community.

The ICANN organization is committed to diversity and enjoys a widely diverse workforce across many dimensions. However, in order to comply with laws in the nations in which ICANN operates, and as an Equal Opportunity Employer in the United States, there are many things that ICANN cannot take into account when making employment decisions or setting job requirements.[2] For example, ICANN therefore does not and cannot have quotas established along many of the identified diversity elements.

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[1] As an Equal Employment Opportunity employer, ICANN organization complies with US law, which includes that ICANN organization cannot consider several dimensions when hiring, such as nationality, gender, age, disability or other protected classifications.

[2] As an Equal Opportunity Employer, the organization does not discriminate against qualified employees or applicants because of race, color, religion, sex, pregnancy, childbirth or related medical conditions, family care status, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, veteran status, or any other characteristic protected by U.S. state or federal law.

The ICANN organization is made up of people from across the globe.

As of May 2017, as noted above, ICANN organization has more than 390 employees spread across 32 countries, and the staff collectively speak 54 languages (including English). Within these 54 languages, all 6 UN languages are represented; English, Arabic, Chinese, Spanish, French and Russian. The top three spoken languages (excluding English) are Spanish, French and Mandarin Chinese.

At present, 75% of ICANN organization employees are in North America, 15% of the staff reside in Europe, Middle East, and Africa, 7% are in the Asia Pacific region, and 3% are in Latin America.

Though the overall numbers for gender diversity are well-balanced, with 53% female and 47% male, there is a discrepancy/imbalance when we look at senior management and executive team positions. The 52-member senior management team is 38% female and 62% male, and the Executive Team gender balance is 31% / 69% (female/male).

The senior management distribution is higher in the Americas and European & Middle East regions than the Asia Pacific region, which has higher percentage of operational functions (such as Contractual Compliance and GDD Operations). The GSE team, responsible for engagement, is based around the globe, as are teams of other functions. The distribution has been stable for the last couple of years, consistent with relatively low turnover.

Age distribution of the organization has also been stable over the last 3 years, averaging around 41 years of age, which is around the mid-point of most professional career progressions and is as expected relative to the high professional acumen requirements in most ICANN organization positions.

2. What, if any, additional dimensions of diversity are important to your SO/AC/group?

In addition to the dimensions previously noted, members of the ICANN Organization have self-organized internal affinity groups where those within ICANN organization who have similar background or viewpoints are encouraged to come together to share experiences, give support, and identify if there are things that ICANN Org could do to improve their work experience.

3. How, if at all, does your SO/AC/group measure and track diversity issues related to its work?

ICANN organization has data on several diversity elements including gender, age, length of service, and ethnicity. Research on best practices with regard to data and the importance of transparency is ongoing.

In relation to external efforts, and in response to community calls, the ICANN organization is launching a Gender Diversity and Participation survey to better understand current perceptions of gender diversity in the ICANN community and to identify potential barriers to participation. This community-wide survey will ensure all interested parties have an opportunity to share their views. The results of the survey will be shared widely and future surveys could be undertaken with a focus on other elements of diversity.

4.How, if at all, does your SO/AC/group seek to promote diversity in its membership, its active participation, and its leadership?

In addition to content provided above, and in response to the first question in this questionnaire, there are few other elements of the organization we can note here.

As part of the recent implementation of the Enterprise Resource Planning software, ICANN's career landing page which is available to all applicants on the website, is now available in the six UN languages. https://www.icann.org/careers. While English language skills are required for employment at ICANN, this will increase the visibility of the recruiting efforts of ICANN organization.

As noted above as well, ICANN organization has offices around the world. These offices, along with recruiting and hiring strategies developed to support the international office strategy, are visible demonstrations of ICANN organization's ongoing effort to support a global community.

Externally, ICANN organization actively supports the broader community's efforts to promote diversity awareness through the execution of the ICANN meetings, GDD Summits, regional strategies conducted through the Global Stakeholder Engagement department, and the Fellowship program.

ICANN also continues to follow a regular regional rotation for the ICANN Public Meetings. By going to where the ICANN community is, we increase the opportunity for greater diversity of those able to participate in ICANN. Following the community-designed ICANN Meeting Strategy, adopted in 2014, ICANN Public Meetings includes those regions where there are logistical issues in holding a full ICANN public meeting.

We further support diversity and participation efforts with remote participation support, and through real-time interpretation services provided throughout key sessions during ICANN meetings, as well as on other community web-conference meetings.

In addition, ICANN's Language Services team consists of regional and language industry experts that focus on high quality translation and localization of content. Currently, this means that dozens of content items on www.icann.org are translated every day. ICANN organization also has a roadmap to further these mechanisms, with the goal of providing full-site translations of icann.org.

5.What, if any, educational and informational initiatives does your SO/AC/group pursue to promote diversity awareness?

Internally, all new employees are provided onboarding training, which highlights and promotes the incredible diversity of both the organization and the community. We also provide training to facilitate how we can respect those from diverse backgrounds.

ICANN organization has some key activities that are externally facing to support the community's efforts to promote diversity awareness. While these are externally facing, we believe they are useful to note here.

As noted above, the GSE team, responsible for engagement, is based around the globe, and has a specific objective of ensuring diversity in its engagement with stakeholders in each of the five global regions, and they have specific strategies that they execute in support of that objective.

ICANN organization also promotes diversity through the work of the Development and Public Responsibility Department (DPRD). DPRD's role within the ICANN organization is to work to broaden and support the multistakeholder model through concrete tools and programs, including initiatives related to strengthening diversity and supporting the public interest and human rights within ICANN's remit. Key activities related to diversity include:

ACTIVITY	AREA(S) OF DIVERSITY
Fellowship Program	Geography and skills, focus on underserved and underrepresented communities
NextGen@ICANN	Geography and age, regional focus, ages between 18-30
ICANN Learn	Language and skills, online courses available in all six UN languages and on a variety of topics

And as noted previously, another area ICANN organization works to support community efforts in promoting diversity is in the use of language services support.

6.What, if any, formal or informal practices or written or unwritten policies are pursued in your SO/AC/group to promote diversity?

Please see above.

You are also welcome to append any additional general comments on the topic of diversity.

Again, thank you for this questionnaire and the opportunity to provide information on this important topic.