Meta Q2 2022 Quarterly Update on the Oversight Board

Meta

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Introduction

We are committed to publishing regular updates[1] to give our community visibility into our responses to the Oversight Board's independent decisions about some of the most significant and difficult content decisions Meta makes. These Quarterly Updates provide regular check-ins on the progress of this long-term work and share more about how Meta approaches decisions and recommendations from the board. This update covers open recommendations from decisions issued by the board during and prior to Q2 2022, and it includes details of (1) Meta's content referrals and Policy Advisory Opinion requests to the board and (2) our progress on implementing the board's non-binding recommendations. The report is meant to strengthen transparency and hold us accountable to the board and to the public.

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[1] We base these Quarterly Updates on best practices in human rights reporting principles, corporate disclosures, and goal-tracking reports. These include the Value Reporting Foundation's Integrated Reporting Framework and Sustainability Accounting Standards Board (SASB) Standards, Global Reporting Initiative (GRI) Reporting Principles, and the UN Guiding Principles for Business and Human Rights (UNGPs), among others.

I.   Meta's Content Referrals & Requests for Policy Advisory Opinions

There are three ways cases can reach the Oversight Board for review: appeals by people, case referrals by Meta, and requests for Policy Advisory Opinions (PAOs). This means that people who use Facebook and Instagram may appeal our content enforcement decisions directly to the board, and that we also regularly and proactively seek input from the Oversight Board on some of the most significant and difficult content decisions, policies, and enforcement issues we face. We previously outlined how we prioritize cases for Meta content referrals in our [Newsroom](#). Both Meta content referrals and PAOs generally involve issues that are significant, large-scale, and/or important for public discourse.

The Meta content referral process begins with an internal review of content decisions that are geographically diverse, cover a wide range of policies found in our Facebook [Community Standards](#) and Instagram [Community Guidelines](#), and represent both content we have taken down and content we have left up. Teams with expertise on our content policies, enforcement processes, and specific cultural nuances from regions around the world evaluate the candidate cases for significance and difficulty. Finally, we refer the most challenging of these content decisions to the board. The board has sole discretion to agree or decline to review the content decisions referred through this process. The board's decisions on Meta content referrals and user appeals about Meta's content decisions are binding.

For PAO requests, we ask the board to advise us on our policies and content moderation systems more generally. Once the board issues the PAO, we consider and publicly respond to its recommendations within 60 days. While these recommendations are not binding, the board's guidance through the PAO process holds us publicly accountable for our policies, processes, and decisions. When we receive a recommendation from the board, it is integrated as an additional and important input and we make a substantial effort to consider and implement each recommendation.

In response to feedback to be more transparent about the substance of our content referrals, we are continuing to provide overviews (see below) on the topics of our referrals and will continue to do so in future Quarterly Updates.

Between April 1, 2022 and June 31, 2022, we submitted eight content referrals and one PAO request to the board:

1. A famous artist and rapper posted a music video on Instagram depicting a claymation version of himself appearing to kidnap another celebrity, bury him alive, and carry around his head. We determined that the content did not violate the Community Standards because there was no credible threat of violence.

2. A person posted a historical photo on Facebook of nude children taken during the Holocaust. We removed the content as a violation of our Child Sexual Exploitation, Abuse and Nudity policy, recognizing that we have granted exceptions in the past for child nudity in the context of conflict and war crimes.

3. A government official posted a video on Facebook providing marital advice, stating (as translated and paraphrased) that men could apply soft yet assertive physical touch in order to change their wives' behavior. We removed the content for violating our Violence and Incitement policy.

4. A person posted a video on Facebook depicting a woman being harassed by a group of men, along with a caption condemning the behavior. We initially removed the content for violating our Adult Sexual Exploitation policy because it depicted non-consensual sexual touching. In this case, however, our teams aligned on a decision to restore the content. We granted a newsworthiness allowance and restored this content with a warning screen so the person could highlight crimes of this type.

5. An Instagram account posted a rapper's music video and tagged the rapper and an affiliated artist. Based on context, including information shared in a law enforcement request for removal, Meta determined that lyrics in the video related to a past shooting. We concluded that the content acted as a threatening call to action that could contribute to offline risk of imminent violence or physical harm, including retaliatory gang violence. We removed the content. The board [selected](#) this case to review.

6. A Facebook Page posted a photo of a Palestinian teenager who was reportedly shot and killed after throwing molotov cocktails at Israeli soldiers. The post discusses the event and claims that the individual is a terrorist. We determined that the content did not violate our Community Standards because the individual is considered a public figure under our Bullying and Harassment policy and we allow "criminal allegations so that people can draw attention to personal experiences or offline events" under that policy.

7. A politician posted a video of a clip from a Netflix film on Facebook with a caption condemning the film because it depicts sexualized minors. We removed the content for violating the Child Sexual Exploitation, Abuse, and Nudity policy.

8. A person posted a picture on Facebook of a swastika made of syringes as his profile image. People have used this imagery to protest vaccine mandates by comparing them to Nazism. This content is allowed under our policy as a comparison between a designated entity and an object, as it does not constitute praise, substantive support, or representation.

9. We requested a policy advisory opinion from the Oversight Board regarding our COVID-19 misinformation removal policies.

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● **TOTAL Q2 2022**   ● **TOTAL THROUGH 2022 (6/31/22)**

9 | 63
Total number of referrals
(Meta content referrals + policy advisory opinions)

1	4	0	3	8	59	1	7
Total number of policy advisory opinion requests		Total number of policy advisory opinion requests selected		Total number of Meta content referrals[3]		Total number of Meta content referrals selected	

POLICY VIOLATION

Violence and Incitement
■ 2
▬ 10

Violence and Graphic Content
| 0
| 0

Dangerous Individuals and Organizations
| 0
▬ 2

Hate Speech
| 0
▬ 4

Bullying and Harassment
| 0
▬ 2

Child Exploitation, Abuse, and Nudity
■ 2
▬ 5

Adult Nudity and Sexual Activity
| 0
▬ 1

Not Applicable[4]
▬ 4
▬ 35

REGION[5]

Europe
■ 2
▬ 17

United States and Canada
■ 1
▬ 16

Middle East and North Africa
■ 2
▬ 9

Asia Pacific and Oceania
■ 1
▬ 5

Central and South Asia
■ 1
▬ 3

Latin America
■ 1
▬ 6

Sub Saharan Africa
| 0
▬ 3

[2] The numbers in the Policy Violation and Region sections of this table only apply to Meta Content Referrals, not PAOs.

[3] When we decide to leave content up – unless there is a newsworthiness or other noted allowance – there is, by definition, no policy violation. As a result, we categorize the policy violation as "not applicable" for referrals of content we left up on Facebook or Instagram.

[4] Meta defines "region" according to an analysis of several factors, including the location of the person posting, the language(s) the content includes, and countries/regions referenced in the content.

II. Progress on Oversight Board Recommendations & Institutional Impact

As this and previous updates highlight, the Oversight Board's recommendations expand their impact and improve our company-wide approach to content moderation. Through its recommendations, the board continues to push us to be more thoughtful about the impact of our global content moderation and more equitable in our application of policies and use of resources. Crucially, they also push us to be more transparent, as external voices can help hold us accountable to our promises. We respond to every board recommendation directly and have committed to implement or explore the feasibility of implementing 73 percent of recommendations to date.

In Q2 2022, because of the board's recommendations we:

- Launched a new [Crisis Policy Protocol](#) that codifies our policy response to crises to help ensure that our actions are consistent, justifiable, and equitable. This protocol was designed to complement and bolster existing, company-wide crisis response efforts, many of which emphasize product or operational needs. The protocol is the result of a policy review process and meeting of the [Policy Forum](#), which the Oversight Board attended in January 2022.
- Initiated an in-depth review of our [Dangerous Individuals & Organizations](#) policy to prioritize designations based on risk. To do this, we are gathering deeper supporting evidence to determine that risk, and creating additional documentation for the entities with the highest associated risk. Going forward, we expect to continue this audit of our Dangerous Individuals & Organizations list on a rolling basis.
- Convened our [Policy Forum](#) to consider allowing positive discussion of religious and traditional uses of non-medical drugs in our Restricted Goods and Services policy. Oversight Board members and staff attended this Policy Forum, which was held in June 2022.
- Updated our Transparency Center with more information about how we identify and handle [newsworthy content](#) – including the number of newsworthy allowances documented in the last year, how many of those documented allowances were issued for content posted by politicians, and examples of newsworthy content.
- Launched revamped user notifications across Facebook and Instagram for content

restricted based on government takedown requests, including a link to the newly-expanded [explanation of our process for reviewing government requests](#) within the [Content Restrictions](#) section in our Transparency Center.

- Launched new clarifying language in the [Hate Speech Community Standard](#) on the use of slurs.
- Published [clear explanations](#) of how we create, enforce against, and audit our market slur lists.
- Piloted messaging with more detailed explanations of the specific policy violations that caused us to take an enforcement action on Facebook or Instagram. In France, a pilot of these new messages also informs people whether the enforcement was due to human or automated content review. We plan to launch similar messaging in more markets this year.
- Published the Community Standards in Hausa, Javanese, Kannada, Kinyarwanda, Malagasy, Malayalam, and Nepali, making the Community Standards available in a total of 68 translations.

We continue to make progress in implementing the board's recommendations and will keep the board and the public informed about the status of these efforts. Approximately two years after the Oversight Board's formation, both Meta and the board are each steadily maturing public reporting formats to maximize transparency, accountability, and impact.

This quarter, we welcomed the Oversight Board's first Annual Report, which dedicated a section to the recommendation process and our implementation efforts. The report included feedback on each of our recommendation responses and subsequent progress updates. This feedback has been a valuable tool for internal and external accountability and helped us identify key areas for improvement. The report also raised important questions about how the board and Meta can work together without compromising the board's independence to ensure that recommendations are technically feasible and lead to meaningful change.

Sharing Information With the Oversight Board

We recognize that the most important thing we can do to ensure that the board's guidance is constructive, relevant, and feasible is to share as much information as possible. To achieve this, we hold regular briefings for the board and board staff to update them on our work to implement the board's recommendations and to discuss the feasibility of those recommendations.

These Implementation Working Group meetings are intended to increase transparency with the board and to seek their guidance on the path forward, particularly as we face new resource constraints and compliance requirements. In June 2022, Meta engineers and product managers briefed board staff on their roadmaps for the next two quarters. This meeting gave the board visibility into how board recommendations are prioritized relative to broader context, such as compliance requirements, and how teams make the hard choices about where to allocate resources. It also allowed our teams to inform the board about upcoming integrity projects and focus areas that might not otherwise be captured in an active board case or recommendation. Forums like these allow us to solicit board guidance early on in our roadmaps and provide the context necessary for the board to integrate forward-looking insights where relevant into their upcoming recommendations. This means that board recommendations can help shape internal priorities as they unfold.

Beyond our regular briefings to the board's Implementation Committee, the board's oversight authority means that it may request briefings from Meta's subject matter experts as it deems necessary. During the Oversight Board's biannual meeting on June 27-30, 2022, board members chose to meet with our executives and staff in Menlo Park for a wide-ranging series of briefings. Members of the Meta Policy, Human Rights, Metaverse, Governance, Civil Rights, and Integrity teams answered board questions on key areas of interest including how Meta engages with governments and civil society organizations during times of crisis, our approach to Metaverse governance, and responsible product development. We are dedicated to giving board members and staff as much information as possible so the board is fully equipped to make the tough decisions it is faced with. This also means ensuring that our leadership is available to brief the board and answer questions about the company's strategic direction. Meta executives at the June summit included Sheryl Sandberg, Nick Clegg, and Mark Zuckerberg.

The board also continues to push us to share more data to confirm our implementation of past and current recommendations. Sharing more information with the board and the public remains a top priority for us, and that focus is mirrored in the board's recommendations. It is important to acknowledge that sharing information with the board can raise certain inherent challenges. For example, in ensuring that we carefully balance that priority with our legal obligations and commitments to the safety and privacy of people who use our technologies. The scale and speed of communications on our technologies also make it difficult to achieve the full confidence necessary to report static data. We are continuously working to improve the granularity of our

reporting by defining more integrity metrics and building better processes for measuring our enforcement efforts.

Expanding the Oversight Board's Scope

We believe the Oversight Board already exerts meaningful and productive influence over our policies and systems, but we don't want to limit that reach. We see the current state of board authority as a jumping off point for a continually expanding scope. Ultimately, we hope to engage the board in as many decision points as possible, to ensure that external checks and balances are integrated into all our most significant and difficult judgements.

As the next step in this effort, we are expanding the board's decision capacity from a binary decision to overturn or uphold our actions regarding content on our platforms. Going forward, if the board determines that content should be restored or remain on our platforms, it can issue a binding judgment about whether that content qualifies for the application of a warning screen. [Warning screens](#), in the form of "Marked as Disturbing" or "Marked as Sensitive" notices, are applicable to content that does not violate our Community Standards but may still be disturbing or sensitive to people. Some eligible content, which currently includes some graphic or violent imagery, descriptions of bullying and harassment, forms of nudity, and depictions of suicide or attempted suicide, can be covered with a warning screen to protect the underlying expression while allowing individuals to choose whether they want to view the content. In the case of "Marked as Disturbing" content, we also restrict access to people over the age of 18 so younger people on our platforms will not be exposed to content that may not be age appropriate. We see the use of screens like these as an important tool for nuanced content moderation and a valuable opportunity to seek expanded board guidance.

The complexity and challenges of content moderation at scale mean we are often faced with decisions that are as ambiguous as they are globally consequential. We recognize that we cannot grapple with these tensions alone. As the progress reported here demonstrates, the board's global expertise and grounding in international human rights principles help keep us oriented towards transparency and responsibility. We are grateful for the board's continued oversight.
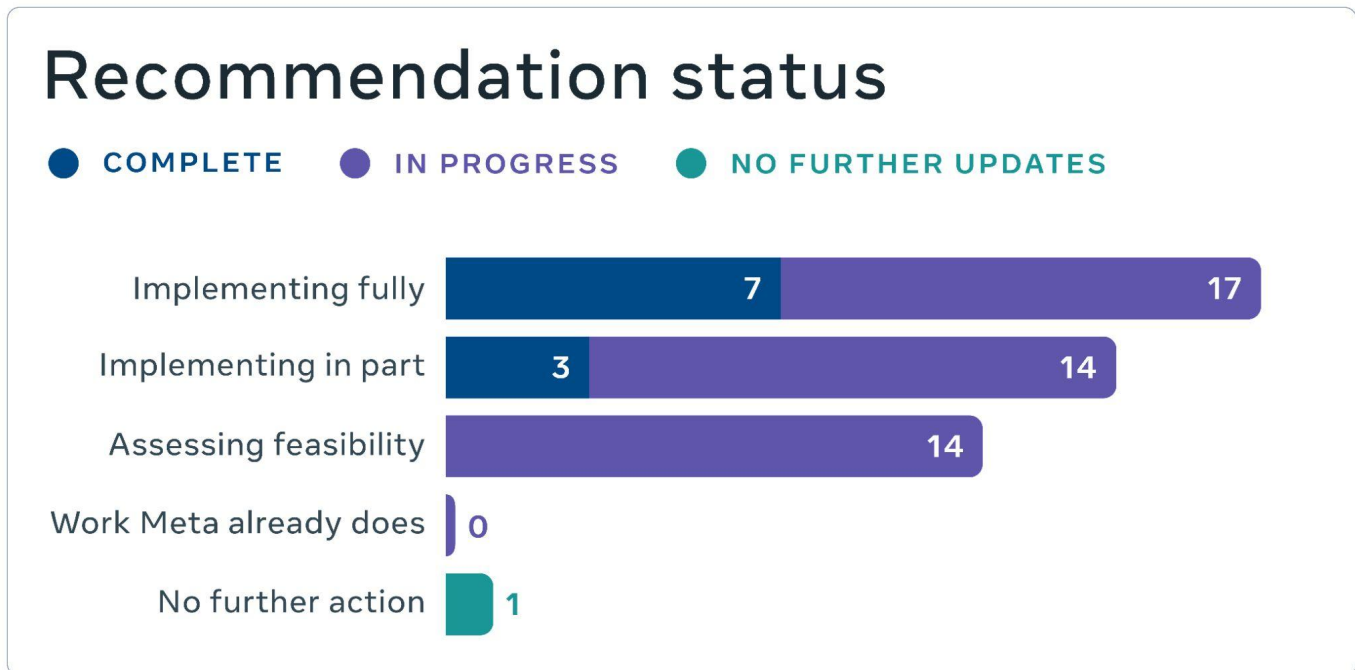
1. How to Read This Update

From January 2021 through June 2022, the board issued 119 non-binding recommendations. In our Q1 2022 Quarterly Update, we addressed 55 of these recommendations and indicated we would provide more information on 46 in our next update. In this update, we address those 46 recommendations, along with the 10 new recommendations the board included in the decisions it issued in Q1 2022, for a total of 56 recommendations. We categorize our commitments to the board's recommendations as follows:

- **Implementing fully:** We agree with the recommendation and have or will implement it in full.
- **Implementing in part:** We agree with the overall aim of the recommendation and have or will implement work related to the board's guidance.
- **Assessing feasibility:** We are assessing the feasibility and impact of the recommendation.
- **No further action:** We will not implement the recommendation due to, for example, a lack of feasibility or disagreement about how to reach the desired outcome.
- **Work Meta already does:** We have addressed the recommendation through an action that we already do.

The current status for our responses to the board's recommendations are defined as:

- **Complete**: We have completed full or partial implementation in line with our response to the board's recommendation and will have no further updates on the recommendation.
- **In progress:** We are continuing to make progress on our response to the board's recommendation and will have further updates on the recommendation.
- **No further updates:** We will not implement the recommendation or have addressed the recommendation through an action that we already do and will have no further updates on the recommendation.

The below graph depicts the status of each of the current 56 recommendations:

Recommendation status

● COMPLETE   ● IN PROGRESS   ● NO FURTHER UPDATES

Implementing fully	7 · 17
Implementing in part	3 · 14
Assessing feasibility	14
Work Meta already does	0
No further action	1

Of the 10 new recommendations issued in Q2 2022, we do not have an update for one. As explained in our 60-day response, we will either take no further action on the recommendation or the recommendation was addressed by work Meta already does.[2] We organize our substantive updates on the 55 open recommendations into three sections:

A. **Transparency (22 recommendations):** Helping people understand the rules on Facebook and Instagram, what violates them, and the consequences of violating them.

B. **Policy (21 recommendations):** Ensuring the Facebook Community Standards and Instagram Community Guidelines are clear and align with our values of expression, authenticity, safety, privacy and dignity.

C. **Enforcement (12 recommendations):** Improving the quality and efficacy of our content moderation operations at scale.

By structuring our updates this way, we aim to facilitate discussion about the progress made in these areas and improve the navigability of this document. In the body of each section, we provide a general overview of our progress. For further detail and the full text of each recommendation, please refer to the Appendix.

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[2] This applies to recommendation #1 in the Post Containing Pictures of Derogatory Words in Arabic case

Recommendations by category

39.3%
Policy

39.3%
Transparency

21.4%
Enforcement

2. Oversight Board Recommendation Implementation Highlights

A. Transparency

We are providing updates for our work on 22 board recommendations that address transparency and accountability.

We want to highlight our progress on:

1. **Launching revamped user notifications and updated information within our Content Restrictions section in our Transparency Center explaining how we assess reports of content alleged to violate local laws, with a focus on government takedown requests**: In Q2 2022, we made significant progress towards implementing the board's

recommendation that we notify people when their content is restricted in some markets due to a government request. We launched updated user notifications for situations in which we restrict access to content for users in a particular jurisdiction or jurisdictions on the basis of local law following a government request. These updated notifications now provide consistent messaging across Facebook and Instagram, clearly indicate that content was restricted in response to a government request, and provide a link to a newly-expanded explanation of our process for reviewing government requests within the Content Restrictions section of our Transparency Center. This updated information builds on a previous iteration to explain exactly what a government takedown request is and the circumstances in which we receive them. It also describes how we process these requests and ensure that our responses align with our commitments under the Global Network Initiative and our Corporate Human Rights Policy. Work to include additional detail on the specific requests received in these notifications remains ongoing.

2. **Updating our Transparency Center with additional details about how we identify and handle newsworthy content, including the overall number of newsworthy allowances documented in the last year, how many of those documented allowances were issued for content posted by politicians, and examples of newsworthy content**: Based on a series of recommendations from the board that we share additional information about our policies and enforcement practices for potentially newsworthy content, we previously updated the introduction of the Community Standards in our Transparency Center to link to more information about our approach to newsworthiness. Since then, we have updated our "Approach to Newsworthy Content" page in the Transparency Center to include details about actions we may take when content may be considered newsworthy. We note in this page that, in some cases, this may include allowing content on the platform but applying a warning screen in accordance with our policies. We have also included new details on newsworthy allowances, including the number of allowances documented over the past year and the number of those allowances issued for content shared by politicians.

3. **Piloting new notifications in France, explaining to people whether human or automated review prompted an enforcement action on Facebook and Instagram, including content, groups, or page takedowns, and account disabling**: As we have shared with the board previously, including more specificity about our content moderation decisions in communications to people remains a key, ongoing priority for our product and policy

teams. This pilot in France, of notifications to people about whether we took an enforcement action as a result of human or automated review, represents a key step towards providing this level of detail to people around the world. Launching this update also prompted important ongoing discussions across Meta's leadership and the broader Central Integrity team to align on the definitions of automated review, which will help to preserve consistency in all of our product integrity and transparency work.

4. **Translating our Community Standards to new languages.** In our [Q4 2021 Quarterly Update](#), we shared that we completed our implementation of recommendation #1 in the [Punjabi Concern Over the RSS in India](#) decision. In that case, the board recommended that we translate our Community Standards into Punjabi and set a goal of making our Community Standards accessible in all languages widely spoken by people who use Facebook and Instagram. In Q2 2022, we continued this work and published the Community Standards in Hausa, Javanese, Kannada, Kinyarwanda, Malagasy, Malayalam, and Nepali, making the Community Standards available in a total of 68 translations.

For a comprehensive list of all 22 recommendations in this category, see [Appendix A. Transparency](#).

B. Policy

We are providing updates for our work on 21 board recommendations that address the Facebook Community Standards and Instagram Community Guidelines.

We want to highlight our progress on:

1. **Launching a new Crisis Policy Protocol codifying our policy response to crises to guide principled decision-making**: The [Crisis Policy Protocol (CPP)](#) is a dynamic framework containing a set of criteria that allow us to identify crisis situations that may require an extraordinary policy response. We have also developed indicators to inform our assessment of the severity of a crisis, allowing us to deploy targeted crisis policy interventions in a specific, proportionate and timely manner, and consistent with observed risks and past interventions. Ultimately, the protocol will help our policy response to crises be more principled, calibrated, and sustainable.

In January of this year, we presented and approved the CPP at the Policy Forum. As of Q3 2022, four policy recommendations from four different cases have gone through (or will likely soon be going through) our Policy Forum. As described previously, Policy Forums are meetings in which subject matter experts discuss proposals to change our Community Standards, Community Guidelines, Advertising Policies, or Product Policies. Increasingly, those proposals are based on board recommendations. Our protocol development included extensive research, consultations with over 50 global external experts in national security, conflict prevention, civil rights, hate speech, humanitarian response, and human rights, and more than half a dozen internal working groups representing a range of interdisciplinary expertise in crisis response. Details about the presentation at the Policy Forum can be found in the minutes section of our Transparency Center.

In the months following this Policy Forum we undertook a number of steps to fully implement and launch this protocol, including developing a playbook for crisis designations, defining roles and responsibilities across teams, and conducting further analysis of policy levers deployed in past crises.

The CPP is just one of a number of tools Meta may use in the event of a crisis. The protocol will be integrated with existing risk management processes to help ensure we are using a holistic and interdisciplinary policy approach to drive improved responses across our product, policy, and operations teams.

As a follow up, the core Content Policy team responsible for the CPP will focus on helping ensure effective utilization of the CPP, strengthening internal crisis learning and protocol feedback measures, and assessing the efficacy of policy levers to mitigate identified risks over time.

2. **Holding a Policy Forum, which the Oversight Board attended, to consider allowing positive discussion of religious and traditional uses of non-medical drugs in our Restricted Goods and Services policy**: In June 2022, the Oversight Board members and staff joined a Policy Forum on how to treat positive discussion of traditional and religious uses of non-medical drugs on our platforms.

   We are committed to protecting open expression on our technologies, and we recognize

that individuals have a range of perspectives on the use of non-medical drugs. We have limited this speech, however, because safety groups have flagged the risks, particularly for young people and at-risk groups, from normalizing drug use through positive discussion.

As a result of the Oversight Board's recommendations, we undertook a rigorous review process to consider allowing speech about religious or traditional drug use without sacrificing safety, which culminated in a meeting of the Policy Forum to discuss the tradeoffs. To inform this discussion, we conducted research to understand the historical and contemporary use of entheogens as well as public opinion around this issue. First, we comprehensively reviewed external literature on entheogens, focusing on their history, modern usage, current legal tensions, and medical harm profiles. Next, we conducted original survey research in 13 countries to assess attitudes regarding positive entheogen posts on Facebook as well as broader attitudes toward hallucinogenic drugs. We engaged with more than 30 stakeholders in 15 countries around the world to solicit their feedback. These included academic and legal scholars, regulators, freedom of expression advocates and NGOs, health professionals, traditional/religious healer associations, community leaders, and indigenous groups. Following the Policy Forum, internal teams are reflecting on the discussion and analyzing takeaways to determine next steps for this and related policies.

3. **Conducting a full policy review of our Dangerous Individuals & Organizations policy to expand upon previous responses**: Following a series of Oversight Board recommendations related to our Dangerous Individuals & Organizations policy, we determined that there should be broader policy development work that can be done to encompass current and previously addressed recommendations. This includes new policy development surrounding our praise, substantive support, and representation (PSR) framework and separately, an in-depth review of the policy to prioritize designations based on risk, establish a deeper well of supporting evidence to determine that risk, and create new documentation for the entities with the highest associated risk. Going forward, we expect to continue this review of our Dangerous Individuals & Organizations list on a rolling basis.

4. **Launching new clarifying language in the Community Standards on the use of slurs**: In response to an Oversight Board recommendation, we added language to the Hate Speech Community Standard policy rationale that clarifies circumstances in which slurs violate our hate speech policy. We also explained circumstances in which slurs, like other hate speech,

can be allowed, such as when shared in a condemning context, used self-referentially or in an empowering way. We included these changes to explain our approach to borderline cases with words that may be harmful in some contexts and not others.

For a comprehensive list of all 21 recommendations in this category, see Appendix B. Policy.

C. Enforcement

We are providing updates for our work on 12 board recommendations that address our enforcement systems.

We want to highlight our progress on:

1. **Publishing clear explanations of how we create, enforce against, and audit our market slur lists.** These explanations include the processes and criteria for determining when and where the slurs are considered violations and subsequently enforced and the processes and criteria for designating which slurs and countries are assigned to each market-specific list.

For a comprehensive list of all 12 recommendations in this category, see Appendix C. Enforcement.

III.   Appendix

How to Read This Appendix

The board recommendations in this appendix are categorized by implementation commitment level and current status of implementation, as detailed in page 12 under How to Read This Update. For each recommendation, we include the following information:

- **Oversight Board Recommendation**: The board recommendation we are sharing a progress update on, along with any accompanying recommendations. As noted previously, when the board has issued similar recommendations across multiple cases, we combine these recommendations in progress updates.
- **Previous Category**: The implementation commitment level indicated in the last Quarterly Update, or the 60-day response to the board, whichever was more recent.
- **Updated Category**: The current implementation commitment level based on updated assessments or additional input from the board in the form of relevant recommendations, content decisions, or guidance from the Implementation Working Group.
- **Current Status**: The current status of our implementation work.
- **August 2022 Update**: An overview of our recent progress, challenges, considerations, and next steps for our work for each recommendation

Appendix A. Transparency

Transparency Recommendations	
Oversight Board Recommendation: *Ensure that users are always notified of the reasons for any enforcement of the Community Standards against them, including the specific rule Facebook is enforcing.* (*Armenians in Azerbaijan Recommendation #1* (along with *Breast Cancer Symptoms and Nudity Recommendation #3*, *Nazi Quote Recommendation #1*, *Depiction of Zwarte Piet Recommendation #2*, *South Africa Slur Recommendation #1*, *Post Discussing a Substance with Psychoactive Properties Recommendation #2*, and *PAO on Sharing Private Residential Information #17*)[3])	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	Since completing the two enforcement messaging experiments discussed in our most recent Quarterly Update, and as a part of our larger work to comply with global regulations, we have launched new messaging explaining to people exactly which policy caused us to take an enforcement action. This is currently launched globally, covering several policies including Hate Speech, Dangerous Individuals and Organizations, and Bullying & Harassment. The messaging is available globally in English, and translation work is currently underway to make the messaging available in all languages used on our platforms. At the moment, rather than simply notifying users that their content is being enforced, these notifications add additional detail on exactly which high-level policy has been violated (e.g. violating the Hate Speech community standard). We are planning on expanding the messaging to apply to most of our policies by the end of 2022. Once we are able to effectively increase the breadth of policies these notifications apply to, we are planning on assessing the feasibility of further increasing the depth by adding additional granularity to which aspect of the policy has been violated at scale (e.g. violating the slurs prohibition within the Hate Speech community standard). As described in our response to recommendation #17 in the PAO on Sharing Private Residential Information, our review systems are often most accurate at the policy level, with the benefit of complete context. Specific, yet inaccurate messaging that lacks context could create worse experiences than correct, broader messaging. With that said, we understand the benefit in additional detail and continue to prioritize efforts to provide additional information to people when we remove content that violates our Community Standards. We have also updated our enforcement communication measurement framework to reflect both the availability and the transparency level of our communications related to each policy.

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[3] The board issued similar recommendations in the following cases: Breast Cancer Symptoms and Nudity #3, Nazi Quote #1, Depiction of Zwarte Piet #2, South Africa Slur #1, Post Discussing a Substance with Psychoactive Properties #2, and PAO on Sharing Private Residential Information #17. We are tracking the progress of our work in response to these recommendations as part of our response to recommendation #1 in the Armenians in Azerbaijan case.

	This updated transparency framework is an effort to comply with board recommendations related to the theme of increased specificity in user notifications, and will ensure that we uphold a certain standard of granularity in all such communications going forward.

Oversight Board Recommendation: *Inform users when automation is used to take enforcement action against their content, including accessible descriptions of what this means.*
(*Breast Cancer Symptoms & Nudity Recommendation #5*)

Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	As shared previously, we conducted an experiment in response to this recommendation in which we informed people whether automation or human review led to the removal of their content. This quarter, we launched a pilot of this type of more detailed messaging in France. This pilot launch introduced policy snippets to help further explain the specific violation that led to an Instagram or Facebook account being disabled (as mentioned in our response to Amernians in Azerbaijan Recommendation #1). It also added information about whether that enforcement was due to human review or automation, and potential local legal consequences. We will be launching this messaging in more markets this year, and will use data from these launches to further understand the impact of the message on people's experiences, and improve our design and approach before launching the messaging globally.

Oversight Board Recommendation: *Expand transparency reporting to disclose data on the number of automated removal decisions per Community Standard, and the proportion of those decisions subsequently reversed following human review.*
(*Breast Cancer Symptoms & Nudity Recommendation #6*)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	As shared previously, this work is currently underway with the same long term goal of completion by 2024. We are currently working on what we internally call "data readiness," which requires aligning on a consistent accounting methodology. We are working to define binaries for each metric as a first step towards aggregating public-facing enforcement metrics. To do this, we are discussing complexities such as how to quantify instances of enforcement conducted by human and automated tools. For instance, how should we track cases where a human reviewer determined that an image was violating and then a machine scaled that decision more broadly. Concurrently, we are resolving gaps in our logging infrastructure to allow us to pull those metrics once we've decided on how to report it. This remains a long-term goal, but we will continue to provide updates on this recommendation in future Quarterly Updates.

Oversight Board Recommendation: *Facebook should more clearly explain its newsworthiness allowance.* *(Former President Trump's Suspension Recommendation #11 (along with Post Depicting Protests in Colombia While Using a Slur Recommendation #2, and Video Depicting a Civilian Victim of Violence in Sudan #3)[4])*	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
August 2022 Update	As explained in our 60-day response to Video Depicting a Civilian Victim of Violence in Sudan recommendation #3, after updating the introduction of the Community Standards in our Transparency Center to link to more information regarding our approach, we have subsequently updated our "Approach to Newsworthy Content" page in the Transparency Center to include additional detail about actions we may take when content is considered newsworthy. We note in this page that, in some cases, this may include allowing content on the platform but applying a warning screen. We have also included new details on newsworthy allowances, including the number of allowances documented over the past year and the number of those documented allowances issued to content shared by politicians. We will have no further updates on this recommendation.
Oversight Board Recommendation: *In its transparency reporting, Facebook should include numbers of profile, page, and account restrictions, including the reason and manner in which enforcement action was taken, with information broken down by region and country.* *(Former President Trump's Suspension Recommendation #18)*	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	As shared in our Q1 2021 Quarterly Update, we are working on two long-term initiatives prompted by this recommendation: measuring our enforcement actions on profile, page, and account restrictions; and measuring enforcement data by location. Both of these initiatives fit into our overall vision for the Community Standards Enforcement Report (CSER) and our implementation goal of Q4 2023 has not changed since our last update. As we build reliable processes for measuring enforcement of complex entities, our most immediate focus is on Accounts, and we plan to expand our scope from there. Building these same measurement processes for Pages has been at least temporarily deprioritized, as we focus resources on other transparency efforts. We will provide an update on the status of this recommendation in the next Quarterly Update.
Oversight Board Recommendation: *Facebook should improve its transparency reporting to increase public*	

[4] The board issued similar recommendations in recommendation #2 in the Post Depicting Protests in Colombia While Using a Slur case and recommendation #3 in the Video Depicting a Civilian Victim of Violence in Sudan case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #11 in the Former President Trump's Suspension case.

	information on error rates by making this information viewable by country and language for each Community Standard. (*Punjabi Concern Over the RSS in India Recommendation #3*)
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	As shared previously, our work defining accuracy metrics is underway and we aim to launch these metrics by Q4 2023. This is due to existing priorities on our data reporting roadmaps, such as those outlined in our Q4 2021 Quarterly Update and in our response to Former President Trump's Suspension Recommendation #18. This is a long-term goal with an implementation goal set for the end of 2023, but we will provide an update on the status of this recommendation in the next Quarterly Update.
	Oversight Board Recommendation: *Ensure that users are notified when their content is removed. The notification should note whether the removal is due to a government request or due to a violation of the Community Standards or due to a government claiming a national law is violated (and the jurisdictional reach of any removal).* (*Support of Abdullah Öcalan, Founder of the PKK Recommendation #9*)
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	In Q2 2022, we made significant progress towards implementing the Board's recommendation. We launched updated user notifications for situations in which we restrict access to content for users in a particular jurisdiction or jurisdictions on the basis of local law following a government request. These updated notifications now provide consistent messaging across Facebook and Instagram, clearly indicate that content was restricted in response to a government request, and provide a link to a newly-expanded explanation of our process for reviewing government requests within the Content Restrictions section of our Transparency Center. This updated information builds on a previous iteration to explain exactly what a government takedown request is and the circumstances in which we receive them. It also describes how we process these requests and ensure that our actions align with our commitments as a member of the Global Network Initiative and under our Corporate Human Rights Policy. Work to include additional detail on the specific requests received in these notifications remains ongoing. We already notify people when their content is removed based on a violation of our Community Standards, including when review against our policies was triggered by a government request. Work to specifically indicate in this notification when content removed for violating the Community Standards was reported by a government entity identifiable as

	such (consistent with the criteria explained in our initial response to [recommendation #4 in the Al Jazeera Post on Tensions Between Israel and Palestine case](#)) is ongoing. This work is dependent on the work to track and provide more information on such requests in our public transparency reporting (described in detail in updates to [recommendation #11 in the Support of Abdullah Ocalan case](#)) and we expect to begin the initial updates to our internal infrastructure this year with the goal of completing full development of the data infrastructure by Q4 2023. Once the infrastructure is in place, we will be able to design and test more granular user notifications, and will share further information in a future Quarterly Update.

Oversight Board Recommendation: *Include information on the number of requests Facebook receives for content removals from governments that are based on Community Standards violations (as opposed to violations of national law), and the outcome of those requests.*

([Support of Abdullah Öcalan, Founder of the PKK Recommendation #11](#) (along with [Al Jazeera Post on Tensions Between Israel and Palestine #4[5]](#)))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	As we shared in our [last Quarterly Update](#), we have completed initial scoping on how to measure and calculate country-level metrics on the number of pieces of content removed under the Community Standards as a result of government requests. We are also working on the necessary system updates to build this reporting in a scalable manner, including improvements to our internal data logging infrastructure. As we shared previously, we plan to complete the initial changes to internal infrastructure this year, but expect this to be a complex, long-term project. We will provide an update on the timeline for public reporting of these metrics in a future Quarterly Update. In the meantime, we have developed our internal policy process for operationalizing sharing information with [Lumen](#) — an independent research project hosted by Harvard's Berkman Klein Center for Internet & Society — and expect to commence that process following a privacy review.

Oversight Board Recommendation: *Engage an independent entity not associated with either side of the Israeli-Palestinian conflict to conduct a thorough examination to determine whether Facebook's content moderation in Arabic and Hebrew, including its use of automation, have been applied without bias. The report and its conclusions should be made public.*

([Al Jazeera Post on Tensions Between Israel and Palestine Recommendation #3](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

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[5] The board issued a similar recommendation in recommendation #4 in the [Al Jazeera Post on Tensions Between Israel and Palestine](#) case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #11 in the Support of Abdullah Öcalan case.

August 2022 Update	We are in the process of finalizing our due diligence in line with this recommendation with our third party partner. This due diligence is framed using United Nations Guiding Principles on Business and Human Rights (UNGP) criteria to examine all salient human rights issues. We plan to release this report alongside our response to any insights and recommended actions in the coming months and will provide an update in our next Quarterly Update.

Oversight Board Recommendation: *Notify all users who reported content assessed as violating but left on the platform for public interest reasons that the newsworthiness allowance was applied to the post. The notice should link to the Transparency Center explanation of the newsworthiness allowance.*

([Post Depicting Protests in Colombia While Using a Slur Recommendation #4](#) (along with [Video Depicting a Civilian Victim of Violence in Sudan #4](#)[6]))

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	As shared in our [Q1 2022 Quarterly Update](#), we have updated the introduction of the [Community Standards](#) in our Transparency Center to link to more information about our approach to newsworthiness. We have now added additional detail to our "[Approach to Newsworthy Content](#)" page in the Transparency Center. This includes outlining the actions we may take as part of our newsworthy allowance and sharing examples of newsworthy content. We are also continuing to evaluate ways to inform people when content assessed as violating is left on our platforms because it is considered newsworthy. In line with our findings, we aim to implement some additional notifications to people on our platforms by the end of the year. We will continue to report on our progress in the next Quarterly Update.

Oversight Board Recommendation: *Provide users with timely and accurate notice of action being taken on the content their appeal relates to. Where applicable, including in enforcement error cases like this one, the notice to the user should acknowledge that the action was a result of the Oversight Board's review process. Meta should share the user messaging sent when board actions impact content decisions appealed by users, to demonstrate it has complied with this recommendation.*

([Depicting Indigenous Artwork and Discussing Residential Schools Recommendation #1](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	As shared in our 60-day response to recommendation #2 in [Video of an Edited Cartoon Depicting a Croatian City](#), we currently notify all reporters about our enforcement decision following their reporting of a piece of content. This includes a secondary notification about further decisions if the person who reported content appeals the result of our decision following their initial report. In this case, we send people a notice explaining the result of their

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[6] The board issued a similar recommendation in recommendation #4 in the [Video Depicting a Civilian Victim of Violence in Sudan](#) case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #4 in the Post Depicting Protests in Colombia While Using a Slur case.

appeal. This includes when we change our enforcement action as a result of an appeal to the board. Currently, people on our platforms receive a confirmation message when they submit an appeal to the board, a notification if their case is not selected for review or if it is, a notification when their case has been assigned to a panel. Finally, they receive a notification about the status of their content as a result of the Oversight Board's decision once that decision is published. These notifications link to the full Oversight Board decision, and read either "The Oversight Board reviewed your case and confirmed that the [content] you reported should stay on [Facebook/Instagram]" or "The Oversight Board reviewed your case and decided that the [content] you reported should not be on [Facebook/Instagram]". These notifications are available in all languages.

While changes as a result of an Oversight Board decision prompt a tailored notification, "enforcement errors", also referred to as incorrect outcomes, currently prompt standardized notifications that do not mention the board's involvement. This half, we plan to launch specific messaging for incorrect outcomes as a result of this recommendation. As we develop this solution, we will also ensure that it is available in all relevant languages. This year, we plan to launch incorrect outcomes specific messaging as a result of this recommendation. As we develop this solution, we will also ensure that it is available in all relevant languages.

Oversight Board Recommendation: In line with Meta's commitment following the "Wampum belt" case (2021-012-FB-UA), the Board recommends that Meta notify all users who have reported content when, on subsequent review, it changes its initial determination. Meta should also disclose the results of any experiments assessing the feasibility of introducing this change with the public. The Board will consider this recommendation implemented when Meta shares information regarding relevant experiments and, ultimately, the updated notification with the Board and confirms it is in use in all languages.

(*Video of an Edited Cartoon Depicting a Croatian City #2*)

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	In our August 12, 2022 response, we explained that currently when someone appeals a content decision, or reports a piece of content as violating, we notify them when we confirm our original decision to take their content down or decide to restore it. Reporters who make a secondary appeal to the Oversight Board receive a notification about the board's decision related to their report both in the board's portal and in the Support Centers on Facebook and Instagram. However, the messaging that people receive is standardized and does not specify if a change in Meta's treatment of their content was the result of the Oversight Board's review process. Consistent with our response to Depicting Indigenous Artwork and Discussing Residential Schools Recommendation #1, we will update the messaging that people receive when we notify them of a change to the status of their content because of an appeal to the Oversight Board. We plan to launch this enforcement error specific messaging this year, and will ensure that it is available in all relevant languages as we develop and scale the notification.

In addition to undertaking work as a direct result of this recommendation, increasing the specificity of support messaging, including reporter notifications, is a key priority for our product integrity teams. As previously described, we already send initial and secondary notifications to reporters when they report and if/when they appeal an enforcement decision following their report. Going forward, for even heightened transparency, we are working to also share updates on subsequent changes to content status even when a reporter has not appealed our previous decision. We will work on improving the scalability and adoption of this work over the second half of 2022. These improvements will provide a technical basis for developing the secondary reporter notifications this recommendation calls for. We expect to report progress against this work in 2023.

Appendix B. Policy

Policy Clarity & Accessibility Recommendations	
Oversight Board Recommendation: Revise the Instagram Community Guidelines to specify that female nipples can be shown to raise breast cancer awareness and clarify that where there are inconsistencies between the [Instagram] Community Guidelines and the [Facebook] Community Standards, the latter take precedence. *(Breast Cancer Symptoms & Nudity Recommendation #2 (along with Support of Abdullah Öcalan Recommendation #10, Post Discussing a Substance with Psychoactive Properties Recommendation #1, and PAO on Sharing Residential Information #9)[7])*	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	In our Q1 2022 Update we shared that, rather than revising the Instagram Community Guidelines to clarify their relationship to the Facebook Community Standards, we are working towards a larger, long term goal of combining the two. This is for improved clarity about the rules that apply to our platforms, and because of our company wide shift to Meta, bringing our apps and technologies together under one new corporate brand. We are working with our legal, regulatory, and product teams to scope and implement this plan, adjusted to reflect our new corporate brand and mission, while still fully implementing the spirit of the board's recommendations. Since our previous update, we have completed the initial scoping of this recommendation and begun the work of mapping the two policy documents in order to ensure that the unified Community Standards clearly explain the small differences in our policies between the two platforms. By the end of the year, we aim to complete this policy scoping work and work with other teams across Meta to transition our policies to the Meta.com domain. We hoped to launch the unified Community Standards on this new domain by the end of the year, but due to unexpected competing product work based on urgent regulatory priorities, we may not complete implementation before the end of the year as anticipated. However, it remains a top priority on our roadmaps for Q1 and Q2 2023. We will continue to report on our progress in the next Quarterly Update.
Oversight Board Recommendation: Facebook should develop and publish a policy that governs its response to crises or novel situations where its regular processes would not prevent or avoid imminent harm. *(Former President Trump's Suspension Recommendation #19)*	

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[7] The board issued a similar recommendation in recommendation #10 in the Support of Abdullah Öcalan case, recommendation #1 in the Post Discussing a Substance with Psychoactive Properties case, and recommendation #9 in the PAO on Sharing Residential Information case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #2 in the Breast Cancer Symptoms & Nudity case.

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
August 2022 Update	In January of this year, because of the board's recommendation, we presented and approved the Crisis Policy Protocol (CPP) at the Policy Forum. Protocol development included extensive research, consultations with over 50 global external experts in national security, conflict prevention, hate speech, humanitarian response, and human rights, and more than half a dozen internal working groups representing a range of interdisciplinary expertise in crisis response. Details about the presentation can be found in the Policy Forum minutes section of our Transparency Center. The Crisis Policy Protocol (CPP) is a dynamic framework used by Meta's Content Policy team to guide principled decision-making during a crisis. The CPP contains a set of criteria that allow us to identify crisis situations that may require an extraordinary policy response. We have also developed indicators to inform our assessment of the severity of a crisis, allowing us to deploy targeted crisis policy interventions in a specific, proportionate and timely manner, and consistent with observed risks and past interventions. Ultimately, the protocol will enable our policy response to crises to be more principled, calibrated and sustainable. In the months following this Policy Forum, we undertook a number of steps to fully implement and launch this protocol, including developing a playbook for crisis designations, defining roles and responsibilities across teams, and conducting further analysis of policy levers deployed in past crises. The CPP is just one of a number of tools we may use in the event of a crisis. We will integrate this protocol with existing risk management processes to ensure we are using a holistic and interdisciplinary policy approach to drive improved response across our product, policy, and operations teams. For next steps, the core Content Policy team responsible for the CPP will focus on ensuring effective utilization of the CPP, strengthening internal crisis learning and protocol feedback measures, and assessing the efficacy of policy levers to mitigate identified risks over time. We will have no further updates on this recommendation.

	Oversight Board Recommendation: Clearly define Meta's approach to different target user categories and provide illustrative examples of each target category (i.e. who qualifies as a public figure). Format the Community Standard on Bullying and Harassment by user categories currently listed in the policy. *(January 2021 Protests in Russia Recommendation #3 (along with January 2021 Protests in Russia Recommendation #4)[8])*
Previous Category	Implementing in Part
Updated Category	Implementing in Part

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[8] The board issued a similar recommendation in recommendation #4 in the January 2021 Protests in Russia case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #3 in the January 2021 Protests in Russia case.

Current Status	In Progress
August 2022 Update	To begin implementing this recommendation in August 2021, we updated the Bullying and Harassment Community Standard with different target categories and language clarifications. As mentioned in our Q1 2022 Quarterly Update, rather than providing illustrative examples of each target category (which could allow violators to evade detection and increase the risk of jeopardizing people's safety), we are exploring alternative ways to address the spirit of this recommendation. We have considered a number of ways to implement the second part of this recommendation, without potentially impacting clarity and to align with the overall structure of the Community Standards. We are still working through ways to include this in the Community Standards, and expect to share more in the next Quarterly Update.

	Oversight Board Recommendation: *Add criteria and illustrative examples to its Dangerous Individuals and Organizations policy to increase understanding of the exceptions for neutral discussion, condemnation and news reporting.* (*Al Jazeera Post on Tensions Between Israel and Palestine Recommendation #1*)
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	As mentioned in our Q1 2021 Quarterly Update, we worked with Human Rights policy, News Partnerships, and other regional teams to explore developing criteria to better outline distinctions for news reporting in particular as part of this recommendation. In part from this input and other related work in the Dangerous Individuals and Organizations policy area, we established that there should be broader policy development work that can be done that will encompass this recommendation and more. As such, we are still in the process of implementing aspects of this recommendation in line with additional policy development surrounding our praise, substantive support, and representation (PSR) framework. While this broader scope lengthens the timeline for completion of this recommendation, we feel the policy will benefit from this deeper analysis and inputs from additional external experts, research, and operations teams.

	Oversight Board Recommendation: *Publish illustrative examples from the list of slurs Meta has designated as violating under its Hate Speech Community Standard. These examples should be included in the Community Standard and include edge cases involving words which may be harmful in some contexts but not others, describing when their use would be violating. Facebook should clarify to users that these examples do not constitute a complete list.* (*Post Depicting Protests in Colombia While Using a Slur Recommendation #1*)
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	Complete

August 2022 Update	In July of this year, we added the following change to our [Hate Speech Community Standard](#), "We also prohibit the usage of slurs that are used to attack people on the basis of their protected characteristics. However, we recognize that people sometimes share content that includes slurs or someone else's hate speech to condemn it or raise awareness. In other cases, speech including slurs that might otherwise violate our standards can be used self-referentially or in an empowering way. Our policies are designed to allow room for these types of speech, but we require people to clearly indicate their intent. If the intention is unclear, we may remove content." We included these changes to explain our approach to borderline cases with words which may be harmful in some contexts, but not others. We recognize the importance of making the Community Standards clear and understandable. However, we also know that seeing slurs on the Community Standards page may be harmful to people who are looking to understand what can and cannot be shared on the platform, but may not want to see offensive language. While we now consider this recommendation complete, we will continue to explore ways to incorporate the board's guidance in this decision into our future work on this type of content.

Oversight Board Recommendation: *The board recommends that Meta modify the Instagram Community Guidelines and Facebook Regulated Goods Community Standard to allow positive discussion of traditional and religious uses of non-medical drugs where there is historic evidence of such use. The board also recommends that Meta make public all allowances, including existing allowances.*

([Post Discussing a Substance with Psychoactive Properties Recommendation #3](#))

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	In June 2022, this policy development was discussed at the Policy Forum. Before options for a policy change could be presented, a rigorous policy development process took place to inform any options that would ultimately be considered. This process included consulting with key experts from around the globe and conducting research to understand the global landscape, historic cases involving these substances, and other key insights. We are continuing to work through this policy development with key internal stakeholders particularly to ensure any policy changes are global and scalable. We expect to have a more robust update to share in the next Quarterly Update.

Oversight Board Recommendation: *Meta should publish its internal definitions for "non-medical drugs" and "pharmaceutical drugs" in the Facebook Community Standard on Restricted Goods and Services. The published definitions should: (a) make clear that certain substances may fall under either "non-medical drugs" or "pharmaceutical drugs" and (b) explain the circumstances under which a substance would fall into each of these categories. The Board will consider this recommendation implemented when these changes are made in the Community Standard.*

([Post Requesting Advice on Pharmaceutical Drugs #1](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	We are in the process of finalizing language to include in the Community Standards that clarifies definitions for "pharmaceutical drugs" and "non-medical drugs." We're also aiming to provide more clarity around when content involving these drugs may not be allowed under our current policies. We will continue to work towards implementing this recommendation in Q3 2022 and will provide an update in our next Quarterly Update.

Oversight Board Recommendation: Meta should define graphic depiction and sexualization in the Child Sexual Exploitation, Nudity and Abuse Community Standard. Meta should make clear that not all explicit language constitutes graphic depiction or sexualization and explain the difference between legal, clinical or medical terms and graphic content. Meta should also provide a clarification for distinguishing child sexual exploitation and reporting on child sexual exploitation. The Board will consider the recommendation implemented when language defining key terms and the distinction has been added to the Community Standard.

(*Post Describing Sexual Violence Against Minors #1*)

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	As part of our policy development on functional identification of child victims of sexual violence, we will use insights gathered from our policy development process to inform definitions on graphic depiction and sexualization. This work will also include outlining distinctions between legal, clinical, or medical terms and graphic content. We believe that these changes may benefit from input from our Stakeholder Engagement and Research that will be conducted as part of the policy development process for functional identification of child victims of sexual assault.

Oversight Board Recommendation: Meta should undergo a policy development process, including as a discussion in the Policy Forum, to determine whether and how to incorporate a prohibition on functional identification of child victims of sexual violence in its Community Standards. This process should include stakeholder and expert engagement on functional identification and the rights of the child. The Board will consider this recommendation implemented when Meta publishes the minutes of the Product Policy Forum where this is discussed.

(*Post Describing Sexual Violence Against Minors #2*)

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

August 2022 Update	We plan to conduct a Policy Development process on this topic this half. As with all policy proposals that ultimately have a goal of going to the Policy Forum, this policy development will include research and input from external experts in this area of expertise. We also will work with our enforcement teams to understand how any potential changes may be operationalized. This process also includes working group discussions with other internal stakeholders, which may help inform potential tradeoffs in any policy changes. We will provide an update on the progress of this policy development in the next Quarterly Update.

	Oversight Board Recommendation: *Meta should remove the exception that allows the sharing of private residential information (both images that currently fulfill the Privacy Violations policy's criteria for takedown and 10 addresses) when considered "publicly available". This means Meta would no longer allow otherwise violating content on Facebook and on Instagram if "published by at least five news outlets" or if it contains residential addresses or imagery from financial records or statements of an organization, court records, professional and business licenses, sex offender registries or press releases from government agencies, or law enforcement. The Board will consider this implemented when Meta modifies its Internal Implementation Standards and its content policies.* (*PAO on Sharing Residential Information #1*) *(along with PAO on Sharing Residential Information #3*)[9]*)*
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	We are working to remove the "publicly available" allowance while still allowing the sharing of imagery that displays the external view of private residences in various scenarios except when organizing protests against the resident. We are working on defining how to identify when depiction is "the focus of the news story" and how to identify protest context. Though this work remains ongoing, we are hoping to provide more updates in the next Quarterly Update.

	Oversight Board Recommendation: *Allowing the organization of protests at publicly owned official residences. Meta should allow the publication of addresses and imagery of official residences provided to high-ranking government officials, such as heads of state, heads of federal or local government, ambassadors and consuls. The Board will consider this implemented when Meta modifies its content policies.* (*PAO on Sharing Residential Information #4*)
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

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[9] The board issued a similar recommendation in recommendation #3 in the PAO on Sharing Residential Information case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #1 in the PAO on Sharing Residential Information

August 2022 Update	We are finalizing work to implement this recommendation. This includes working to modify guidance and training materials to outline criteria for identifying high-ranking government officials at scale, as well as when the publication of addresses and imagery of official residences of high-ranking government officials should be allowed. We hope to share an update in future Quarterly Updates.

Oversight Board Recommendation: Meta should better explain, in the text of Facebook's Privacy Violations policy, when disclosing the city where a residence is located will suffice for the content to be removed, and when disclosing its neighborhood would be required for the same matter (e.g., by specifically referencing the population threshold at which sharing only the city as part of the content will no longer be considered violating). The Board will consider this implemented when Meta modifies its content policies.

([PAO on Sharing Residential Information #7](#))

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	We are finalizing work to implement this recommendation, including modifying guidance and training materials to outline criteria for when disclosing the city or the neighborhood is sufficient for identifying where a residence is located. We hope to share an update in future Quarterly Updates.

Oversight Board Recommendation: Meta should explain, in the text of Facebook's Privacy Violations policy, its criteria for assessing whether the resident is sufficiently identified in the content. The Board will consider this implemented when Meta modifies its content policies.

([PAO on Sharing Residential Information #8](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
August 2022 Update	We are finalizing work to implement this recommendation, including establishing guidance and training materials to outline criteria for when a resident is sufficiently identified. We hope to share an update in future Quarterly Update.

Oversight Board Recommendation: Meta should clarify the Hate Speech Community Standard and the guidance provided to reviewers, explaining that even implicit references to protected groups are prohibited by the policy when the reference would reasonably be understood. The Board will consider this recommendation implemented when Meta updates its Community Standards and Internal Implementation Standards to content reviewers to incorporate this revision.

([Video of an Edited Cartoon Depicting a Croatian City #1](#))

Previous Category	Implementing in Part

Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	In our [August 12, 2022 response](#), we committed to updating our Community Standards and reviewer policy guidance to clarify our approach to hate speech that is not explicit and requires additional context to interpret. It is important to note that, as we will clarify in the Community Standards, given the challenges in enforcing implicit hate speech, we will only remove this content when the context and the user's intent can be reasonably understood. This is especially true when the content is ambiguous and could either be condemning the use of hate speech or actively engaging in it. The volume of expression that people share on our technologies every day requires that we apply a high-capacity, high-consistency approach to our at-scale content review processes. To do so, we instruct our at-scale reviewers to take action on direct attacks on protected characteristics and escalate content for additional expert review if it raises an especially challenging policy question. On escalation, we can address implicit hate speech when "reasonably understood" or with the benefit of additional context. We are still in the early stages of updating our Community Standards and reviewer policy guidance in response to this recommendation and will report on our progress in the next Quarterly Update.

Oversight Board Recommendation: *Meta should amend the Violent and Graphic Content Community Standard to allow videos of people or dead bodies when shared for the purpose of raising awareness of or documenting human rights abuses. This content should be allowed with a warning screen so that people are aware that content may be disturbing. The Board will consider this recommendation implemented when Meta updates the Community Standard.*   *([Video Depicting a Civilian Victim of Violence in Sudan #1](#) (along with [Video Depicting a Civilian Victim of Violence in Sudan #2](#))[10])*

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	In our [August 12, 2022 response](#), we shared that we plan to conduct a policy development process to determine whether we should allow all graphic videos of people or dead bodies on our platforms with a warning screen when shared for the purpose of raising awareness of documenting human rights abuses. This policy development will include assessing what criteria we should consider to identify such content. As shared in our recommendation response, under our Violent and Graphic content policy, we generally remove videos of people or dead bodies in a non-medical setting where they are particularly graphic. Viewing this type of graphic content can potentially be harmful for users, but there are instances where people post such videos to document or raise awareness of human rights abuses. We have typically handled these situations on a case-by-case basis because the assessments are nuanced and involve a careful balance between our values of privacy, safety, and voice.

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[10] The board issued a similar recommendation in recommendation #2 in the [Video Depicting a Civilian Victim of Violence in Sudan](#) case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #1 in the Video Depicting a Civilian Victim of Violence in Sudan case.

	While we recognize that it may be difficult to implement a general allowance for this type of graphic content given the scale at which we operate, we recognize the importance of raising awareness of and documenting human rights abuses and are committed to assessing the feasibility of introducing this change. In order to effectively weigh tradeoffs and considerations in this space, we will conduct a robust policy development process to inform any potential policy and enforcement changes. We are still in the initial scoping stages of implementing this recommendation and will report on our progress in the next Quarterly Update.

Appendix C. Enforcement

Enforcement Recommendations	
Oversight Board Recommendation: *Facebook should let users indicate in their appeal that their content falls into one of the exceptions to the Hate Speech policy.* (*Armenian People and the Armenian Genocide Recommendation #4, (along with PAO on Sharing Residential Information #10 and PAO on Sharing Residential Information #14)[11])*	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	In the second half of 2022, our product teams will continue to focus on initiatives related to compliance requirements and protecting the voices of people on our platforms. However, we are also prioritizing efforts to identify key drivers of trust in appeals in order to improve appeals effectiveness and ensure that people on our platforms feel heard and understand our content moderation decisions. As part of this focus, we are exploring and evaluating how to provide people with the functionality that allows them to indicate that their content falls into one of the exceptions of the Hate Speech policy. As we shared in our last Quarterly Update, our work must account for the fact that not everyone is familiar with the specific exceptions to our Hate Speech policy, which could lead to inequitable enforcement outcomes. Additionally, adding more steps or options could lead to confusion and discourage people from appealing. We are still exploring the right way to offer this function and ensure everyone has the information they need to use it intentionally, without discouraging appeals or creating unnecessary confusion. We will provide an update on the status of this recommendation in future Quarterly Updates.
Oversight Board Recommendation: *To improve the accuracy of Facebook's review in the appeals stage, the company should ensure appeals based on policy exceptions are prioritized for human review.* (*Armenian People and the Armenian Genocide Recommendation #5*)	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	In our last Quarterly Update, we committed to assessing the dynamic prioritization of appeals as part of our roadmap planning for Q3 and Q4 2022. As we explained then, we generally review appeals in the order we receive them. The only current exception is

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[11] The board issued a similar recommendation in PAO on Sharing Private Residential Information #10 and PAO on Sharing Private Residential Information #14. We are tracking the progress of our work in response to this recommendations as part of our response to recommendation #4 in the Armenian People and the Armenian Genocide case.

	reviewing people's appeals for their own content we've removed for violating our policies before appeals of decisions when someone reports another person's content for potentially violating our policies. We are still working to understand the tradeoffs of prioritizing certain appeals over others. There are multiple factors to consider as part of prioritization including, among other things, speed, severity of enforcement action, and recidivism. Our engineering, policy, and operations teams are still working to better understand these considerations and scope the subsequent product development. We will provide an update on the status of this ongoing in a future Quarterly Update.

Oversight Board Recommendation: Conduct accuracy assessments focused on Hate Speech policy allowances that cover artistic expression and expression about human rights violations (e.g., condemnation, awareness raising, self-referential use, empowering use). This includes how the location of a reviewer impacts the ability of moderators to accurately assess hate speech and counter speech from the same or different regions. Meta should share the results of this assessment with the board, including how these results will inform improvements to enforcement operations and policy development and whether it plans to run regular reviewer accuracy assessments on these allowances, and summarize the results in its Quarterly Updates.

(Depicting Indigenous Artwork and Discussing Residential Schools Recommendation #3)

Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	Complete
August 2022 Update	In response to this recommendation, we explored the question of whether the location of reviewers impacts their ability to accurately assess pieces of potential hate speech content from the same or different regions by performing research in this area. We conducted an experiment using 20 samples of Hate Speech content, where we tracked reviewer accuracy across five global sites which included three global vendors to test this in one of the highest volume Hate Speech markets. Based on this test we did not find a statistically significant difference in performance between sites. From the 3,000 reviewer responses, our results indicate that there wasn't a huge deviation (+/-5%) across the different locations for our enforcement accuracy metric across all sites included. Following a feasibility assessment, we conducted this location-based accuracy assessment for our Hate Speech policy, rather than hate speech policy allowances for condemnation, awareness raising, self-referential use, and empowering use. This is because, as shared in our initial response to this recommendation, we do not ask content reviewers to mark the reason they consider content benign. This would require significant additional time to review each piece of content, limiting the amount of content that received human review. It would also create risk of inaccurate data, as it would be difficult for reviewers to consistently and accurately identify categories of benign content given the broad range of benign types of content. For these reasons, we conducted a broader Hate Speech accuracy assessment and have shared the results, which indicate limited deviation on the basis of location, here. Additionally, our Hate Speech precision metric, which measures accuracy, is consistently very high. We will share this confidential data with the board directly for visibility and to demonstrate the effectiveness of our systems in reducing the prevalence of hate speech on our platforms. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *Meta should study the consequences and trade-offs of implementing a dynamic prioritization system that orders appeals for human review, and consider whether the fact that an enforcement decision resulted in an account restriction should be a criterion within this system. The Board will consider this recommendation implemented when Meta shares the results of these investigations with the Board and in its quarterly Board transparency report.*

(*[Post Requesting Advice on Pharmaceutical Drugs #2](#)*)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	As explained in our [Q1 2022 Quarterly Update](#), we generally review appeals in the order we receive them. The only current exception is reviewing appeals regarding decisions made about a person's own content (actors) before appeals of decisions made when someone reports another person's content (reporters). In response to the board's recommendation, however, we will be designing an initial model to test appeals prioritization in Q3 and Q4 of this year. As we are still in the initial stages of this multi-stage process, our goal for this year is to identify key drivers of trust in appeals in order to improve their overall effectiveness – exploring and evaluating *how* we should prioritize appeals in order to inform future iterations of prioritization models in 2023. Once we have completed this initial scoping, we will also be considering how the appeal prioritization impacts legitimacy, fairness, and user impact. We will provide an update on the status of this recommendation in the next Quarterly Update.

Oversight Board Recommendation: *Meta should conduct regular assessments on reviewer accuracy rates focused on the Restricted Goods and Services policy. The Board will consider this recommendation implemented when Meta shares the results of these assessments with the Board, including how these results will inform improvements to enforcement operations and policy development, and summarize the results in its quarterly Board transparency reports. Meta may consider if these assessments should be extended to reviewer accuracy rates under other Community Standards.*

(*[Post Requesting Advice on Pharmaceutical Drugs #3](#)*)

Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
August 2022 Update	As explained in our [initial response](#) to this recommendation, we currently collect and assess reviewer accuracy data on the basis of takedowns and restorations – including takedowns under our [Restricted Goods and Services policy](#) – to feed into continuous development of our classifiers and review protocols and policies. If we identify performance issues in the course of these continuous assessments, we attempt to identify the source of the issues and, depending on the source of the issue, will involve the appropriate team to address it. In the interest of transparency around how we identify and address potential mistakes in the enforcement of our Restricted Goods and Services Policy, we report on the amount of

	appealed content and content that is restored on Facebook and Instagram under that policy in our quarterly [Community Standards Enforcement Report](#). As shared in our response to [Punjabi Concern Over the RSS in India recommendation #3](#), our work defining accuracy metrics is underway and we aim to launch these metrics by Q4 2023. In terms of expanding our reporting to cover other community standards, as mentioned in our response to [Support of Abdullah Ocalan recommendation #11](#), we are currently working on the necessary system updates to build violation type metrics in a scalable manner, including improvements to our internal data logging infrastructure. We plan to complete the initial changes to internal infrastructure this year, but expect this to be a complex, long-term project. We will provide an update on the timeline for public reporting of these metrics in a future Quarterly Update.

Oversight Board Recommendation: *Meta should consider the violation of its Privacy Violations policy as "severe," prompting temporary account suspension, in cases where the sharing of private residential information is clearly related to malicious action that created a risk of violence or harassment. The Board will consider this implemented when Meta updates its Transparency Center description of the strikes system to make clear that some Privacy Violations are severe and may result in account suspension.*

([PAO on Sharing Residential Information #12](#))

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
August 2022 Update	We are continuing to work through considerations for this recommendation and parameters for content that is "clearly related to malicious action that created a risk of violence or harassment." Given the board's recommendation for account suspension as a reaction to violating this policy change, there are a number of factors to weigh before aligning on an approach to implement a policy or enforcement change in a way that continues to balance values such as safety and voice. As such, we are exploring ways to potentially implement aspects of this recommendation, and will continue to keep the board updated on next steps in future Quarterly Updates.

Oversight Board Recommendation: *Meta should give users an opportunity to remove or edit private information within their content following a removal for violation of the Privacy Violations policy. The Board will consider this implemented when Meta publishes information about its enforcement processes that demonstrates users are notified of specific policy violations when content is removed and granted a remedial window before the content is permanently deleted.*

([PAO on Sharing Residential Information #13](#))

Previous Category	Assessing Feasibility
Updated Category	Implementing in Part
Current Status	Complete

August 2022 Update	While we continue to explore opportunities for self-remediation prior to potential infractions on our platforms and real-time education about our content moderation policies, we have identified a recently launched system called "Post-time Friction" (PTF) as the best tool for achieving the spirit of this recommendation. PTF is an early warning system on Facebook and for plain text posts on Instagram that notifies people when content they intend to post may violate our policies, including our privacy policies, giving them the option to avoid posting potentially violating content. PTF is available globally across several policy areas – including Bullying and Harassment, Hate Speech, Adult Nudity and Sexual Activity, and Violent and Graphic Content. In Q3 and Q4 2022, we plan to expand PTF to support Violence and Incitement policies, and will prioritize future policy expansions on the basis of reducing harm on the platform. This year, we are also experimenting with extending PTF to cover auto-delete scenarios. Auto-delete scenarios occur when we know that the content someone is attempting to post, or comment on an existing post, is certain to violate our policies. In these cases, PTF would tell people that the content they have written is certain to violate our policies and give them the opportunity to edit or delete their post themselves to avoid immediate auto-deletion. With the launch of Post-time Friction, we have completed the bulk of the recommendation by giving users a remedial window to remove their content before it is permanently deleted and if applicable, subsequently post a non-violating alternative. While we will continue to expand PTF to further policy areas, we now consider this recommendation complete. We may share future updates on related product work in the interest of ongoing transparency around board priorities.

Oversight Board Recommendation: *Meta should publish a clear explanation on how it creates its market-specific slur lists. This explanation should include the processes and criteria for designating which slurs and countries are assigned to each market-specific list. The Board will consider this implemented when the information is published in the Transparency Center.*

([*Post Containing Pictures of Derogatory Words in Arabic #2*](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
August 2022 Update	In our [August 12, 2022 response](#) on our Transparency Center, we shared a clear explanation of our approach to developing market-specific slur lists. This overview captured the teams, including public policy, content policy, regional markets, and stakeholder engagement, that are involved in the complex process of designating a slur. It described the ongoing qualitative and quantitative analysis our regional teams conduct and their use of contextual resources including news articles, academic studies, and other linguistic research. It also shared the ways we analyze the prevalence and use of certain words on our platforms to determine the extent to which they meet our slur definition. Based on this explanation, we now consider this recommendation complete.

Oversight Board Recommendation: *Meta should publish a clear explanation of how it enforces its market-specific slur lists. This explanation should include the processes and criteria for determining precisely when and where the slurs prohibition will be enforced, whether in respect to posts originating geographically from the region in question, originating outside but relating to the region in*

question, and/or in relation to all users in the region in question, regardless of the geographic origin of the post. The Board will consider this recommendation implemented when the information is published in Meta's Transparency Center.

(Post Containing Pictures of Derogatory Words in Arabic #3)

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
August 2022 Update	In our August 12, 2022 response on our Transparency Center, we shared a clear explanation of how we enforce our market-specific slur lists. This overview described how, across all violation areas, we have reviewers that are covering multiple regions across multiple languages (to cover all dialects as much as possible). These reviewers are assigned to queues based on language expertise and violation type skill set, so they have an informed sense of which slur lists will be most relevant for their respective content queues. It also shared that our content moderation routing incorporates both language and region to determine the appropriate reviewer(s) for content, but generally, language plays a larger role in that complex routing. Based on this explanation, we now consider this recommendation complete, and will have no further updates.

Oversight Board Recommendation: *Meta should publish a clear explanation on how it audits its market-specific slur lists. This explanation should include the processes and criteria for removing slurs from or keeping slurs on Meta's market-specific lists. The Board will consider this recommendation implemented when the information is published in Meta's Transparency Center.*

(Post Containing Pictures of Derogatory Words in Arabic #4)

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
August 2022 Update	In our August 12, 2022 response on our Transparency Center, we shared a clear explanation of how we audit our market-specific slur lists. This described the annual audit of our slur lists performed by our operational teams in collaboration with regional market teams, who together review the slurs and reach a conclusion as to whether the word retains the offensive character that initially qualified it for the list. It also covered that regional teams, including at-scale review partners, continually monitor the linguistic development of their market and, based on this, propose new slurs that should be added to their market list or suggest that existing words on the list be revised. Finally, we shared that we regularly ask the civil society and non-governmental organizations with whom we engage to provide input on what words should be considered slurs. Based on this explanation, we now consider this recommendation complete, and will have no further updates.

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