Meta Q4 2023 Quarterly Update on the Oversight Board

Meta

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Introduction

At Meta, we believe in empowering outside voices to weigh in on our policy decision-making process and giving people control over what they see on our platforms. That's why we've developed multiple tools, including the Oversight Board, that allow people to control their experience and have created mechanisms to hold us accountable. We are therefore 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 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 Q4 2023, 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. This 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

Cases reach the Oversight Board for review in one of three ways: appeals by people, content referrals by Meta, and requests for Policy Advisory Opinions (PAOs). This means that people who use Facebook, Instagram, and [Threads](#) 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 review 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.

Between October 1, 2023 and December 31, 2023, we submitted 15 content referrals to the Board:

- A video of a Nigerian politician from the ruling New Nigeria Peoples Party that contained a statement indicating that if a certain party lost the election the area would know no peace.

We removed this post after concluding that it contained a veiled threat of violence, as the politician in the video is making a threatening call to action. Local context confirmed that the content is likely to contribute to imminent violence or physical harm.

- A video on a Pakistani news channel Facebook Page covering a speech given by a politician addressing members of the country's parliament, where he states that Pakistan will not heal itself until different types of public officials are hanged. We determined that the content did not violate our Violence and Incitement policy because the politician's speech was shared in an awareness raising context. This case was selected in January 2024.

- A two-case bundle of a user who posted two videos depicting a scene from a brawl that took place when a group of white people attacked a Black boat captain on a dock in Montgomery, Alabama. We concluded that the first video did not violate our Bullying and Harassment policy because it showed adults engaging in self-defense. We concluded that the second video did not violate our Violent and Graphic Content policy because it did not show anyone clearly suffering life-threatening violence and was in an amateur fight context.

- A three-case bundle of three Instagram videos sensationalizing car sideshows (where people perform donuts, peel outs, and other high-speed maneuvers near an audience). They were removed under Meta's Coordinating Harm and Promoting Crime policy based on information that the conduct was illegal and contributed to a safety risk.

- A video of an American man burning a copy of the Quran. Under the Coordinating Harm and Promoting Crime policy, we remove content that "exposes the identity or locations affiliated with anyone who is alleged to … [b]e a member of an outing-risk group." This did not meet that threshold as the user was commenting on a recent news article but not making blasphemy allegations against anyone. Additionally, merely depicting a blasphemous act does not violate the Community Standards.

- A Facebook user and a Facebook page each separately posted a video of an Iraqi man who lived in Sweden burning a copy of the Quran. Under the Coordinating Harm and Promoting Crime policy, we remove content that "exposes the identity or locations affiliated with anyone who is alleged to…[b]e a member of an outing-risk group." This did not meet that threshold because the person depicted in the video conducted this act as a public protest against the religion, which does not qualify as an outing risk violation.

- A two-case bundle of posts calling for Sri Lankan Buddhists to gather at the Kurunthur Malai temple, which is claimed as a religious site by both Buddhists and Hindus. This content called for Buddhists to gather at the site to "protect" it. A Hindu Pooja ceremony was planned at the site on the same day. We determined that this content violated the

veiled threats framework under our [Violence and Incitement](#) policy because it was posted in a retaliatory context and local stakeholders confirmed the threatening nature of the posts.

- Netflix posted a video on Facebook from a new show where one of the characters stabs herself in the arm with a knife before another character stops her. The content was allowed to remain on our platform with a warning screen because it is part of a well-known TV series, the act of self-harm is shown briefly, the imagery is not particularly [graphic](#), and the surrounding context demonstrates that the character's intent was to remove an unwanted tattoo.

- The Voice of America Urdu Facebook Page posted a video with excerpts of a documentary on a Pakistani serial killer that appears to show the faces of several child victims. We removed the content for violating our [Child Sexual Exploitation, Abuse, and Nudity](#) policy. However, we did not apply a strike given the age of the content, its public interest value, and its awareness raising context.

- A two-case bundle of an Instagram user posting a photo featuring an influencer and former adult actress taking a selfie. The accompanying caption and a comment on the post contained explicitly sexual commentary about the actress. We determined that neither the post nor the comment violated our [Bullying and Harassment](#) policy because the person targeted and depicted was a public figure, the content was not purposefully exposing her and was not posted to her Page directly, and the attacks fell under claims about sexual activity protections, which do not apply to adult public figures.

We did not submit any PAO requests to the Board this quarter in order to prioritize ongoing cases and PAOs.

Q4 Meta referred content decision case breakdown

● TOTAL Q4 2023 ● TOTAL THROUGH Q4 2023 (12/31/23)

15 | 108

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

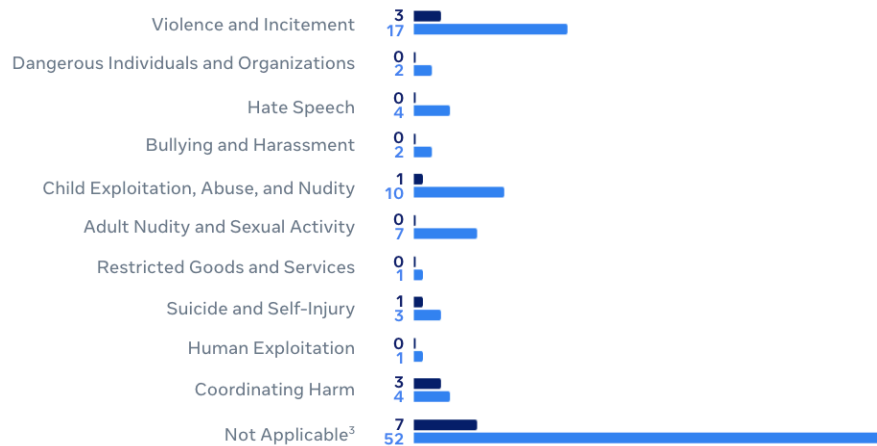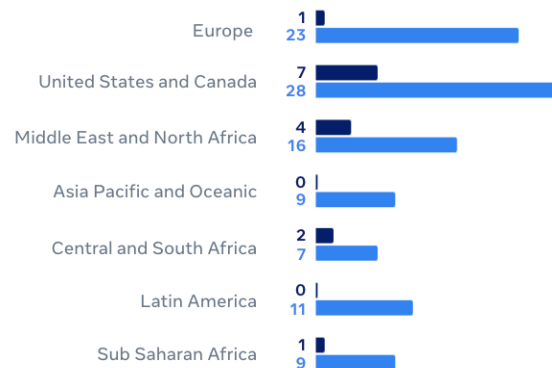| 0 | 5 | 0 | 4 | 15 | 103 | 2 | 17 |
| --- | --- | --- | --- |
| Total number of policy advisory opinion requests | Total number of policy advisory opinion requests selected | Total number of Meta content referrals[2] | Total number of Meta content referrals selected |

POLICY VIOLATION

● TOTAL Q4 2023 ● TOTAL THROUGH Q4 2023 (12/31/23)

Policy Violation	Q4 2023	Through Q4 2023
Violence and Incitement	3	17
Dangerous Individuals and Organizations	0	2
Hate Speech	0	4
Bullying and Harassment	0	2
Child Exploitation, Abuse, and Nudity	1	10
Adult Nudity and Sexual Activity	0	7
Restricted Goods and Services	0	1
Suicide and Self-Injury	1	3
Human Exploitation	0	1
Coordinating Harm	3	4
Not Applicable[3]	7	52

REGION[4]

Region	Q4 2023	Through Q4 2023
Europe	1	23
United States and Canada	7	28
Middle East and North Africa	4	16
Asia Pacific and Oceanic	0	9
Central and South Africa	2	7
Latin America	0	11
Sub Saharan Africa	1	9

[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 posting user, the language(s) the content includes, and countries/regions referenced in the content.

II. Progress on Oversight Board Recommendations and Institutional Impact

Meta continued to innovate and grow in the last quarter of 2023, and the Oversight Board has helped guide our global impact. The Board's recommendations inform important changes to our policies, operations, and products and hold us accountable to our promises. We respond to every Oversight Board recommendation publicly and have committed to implementing or exploring the feasibility of implementing 77% of recommendations to date.

In Q4 2023, because of the Board's recommendations we:

- Provided the Board and other researchers with access to Meta Content Library, a new data transparency tool that allows external stakeholders to analyze publicly-available content on Facebook and Instagram
- Spent four months conducting engagement with Trusted Partners and other external civil society organizations to gather input on the best approach to ensuring equitable public interest eligibility criteria for our cross-check program
- Implemented a formalized cross-check list onboarding process in partnership with our Civic Integrity & Public Policy teams, that involves a comprehensive review of the appropriate civic and government actors by our regional experts before they are included in our Early Response Secondary Review (ERSR) program
- Created a durable feedback loop among internal teams in order to address operational challenges faced by business entities in our Mistake Prevention program, ensuring onboarding and removal criteria
- Expedited audits of slur lists in countries with upcoming elections, with the goal of identifying and removing terms to be added to or omitted from Meta's slur lists
- Updated the Violence and Incitement Community Standard to clarify that we allow content that "condemns or raises awareness of violent threats" or contains neutral references to potential outcomes
- Completed a Policy Forum to consider whether to amend our policy on Violent and Graphic content to allow certain especially graphic videos when shared for the purposes of raising awareness of or documenting human rights abuses at-scale (we ultimately determined that this type of content is best assessed upon escalation based on additional context)
- Finalized a policy development process across a range of policy areas including Coordinating Harm and Promoting Crime, Adult Sexual Exploitation, and Child Sexual

Exploitation and Nudity to define "functional identification", which broadly refers to alternative means to functionally describe individuals other than their name or explicit identifiers. The policy development process was informed by external research and consultations with external experts

Progress on Oversight Board Recommendation Implementation in 2023

2023 was a landmark year for the Oversight Board. By the numbers, it proved the Board's most productive year to date, marking the achievement of the ambitious goal of 50 decisions annually, more than tripling the number of annual decisions made the year prior, and greatly expanding the Board's influence on Meta's global impact. Oversight Board non-binding recommendations continued to push Meta to make important changes across our work.

In Q4 2023, we completed work on 15 recommendations, bringing our annual total to 61 recommendations completed in 2023 out of 122 recommendations completed to date. The recommendations we undertook in 2023 spanned our operations, policies, and products, contributing to broad and meaningful improvements across the company and our global community.

As we look ahead to 2024, a year in which more voters than ever before will head to polls around the world, we're making improvements to our election readiness and crisis management tools in response to Oversight Board recommendations and calls for increased consistency in crisis event management. These include new impact measurement strategies and expedited regional slur list audits. We've also committed to additional transparency around our various crisis policies and protocols aimed at mitigating risks arising in electoral contexts or other high-risk events.

In 2023, we also closed out a series of recommendations asking Meta to provide the Board with broad access to research tools to ensure the Board has a clear picture of the impact of Meta's content moderation systems and its own recommendations. To address this, we committed to continuing to provide the Board and external researchers with in-depth research tools and have recently onboarded the Board's Recommendation Implementation team to the Meta Content Library tools. We expect the Board to leverage the data they are able to access via these tools to make new recommendations even more impactful and to directly assess systemic risks and the impact of existing recommendations.

This year also marked a significant turning point in Meta's cross-check program as it kicked off with our initial response to the Board's 33 recommendations targeting the program's technical sophistication, operational rigor, fairness, governance, and transparency. Some of the most notable accomplishments included clearing the cross-check program's backlog, mitigating blockers to efficiency, and taking major steps to increase the involvement of Trusted Partners and civil society in the development of cross-check governance through feedback sessions with partners from nine different regions. We also conducted our first recurring cross-check update briefing with the Board to foster more open discussion on progress toward fulfilling the objectives of the PAO. Looking ahead to 2024, as we continue to improve program governance and increase transparency around the system through the remaining 18 recommendations, we will continue providing Board briefings and will publish regular updates on our progress.

We have also launched a wide-ranging effort to harmonize our policies into a more standardized structure across Meta surfaces to improve our enforcement accuracy and increase clarity for people on our platforms. This effort includes aligning definitions across policies to create more efficient and clear internal guidance for policy enforcement. It also includes updates to a number of policies in line with Oversight Board recommendations, including updates to the overall structure of our Violence and Incitement, Child Sexual Exploitation, Abuse, and Nudity, and Hate Speech policies. We will continue to make progress on this policy harmonization effort across Community Standards areas in 2024, and expect this work to help us implement a number of Board recommendations related to improving policy clarity and transparency.

Increasing Cross-Institution Transparency

We strengthened our commitment to provide the Board with continued opportunities to learn more about the details of Meta's programs and processes, delivering over 17 briefings in 2023. In addition to the briefings described in our Q3 2023 Quarterly Update, which offered insight into Meta's ongoing crisis mitigation and regional intervention strategies, we strategically collaborated with smaller working groups within the Board to hone in on specific tactical questions. To this end, we kicked off the first in a series of engagements with the Board's Implementation Committee to discuss the characteristics of highly impactful recommendations and Meta's internal approach to consideration and prioritization of recommendations. We will continue to find opportunities to brief the Board on key updates and areas of interest.

Expanding Oversight Board Influence via Expedited Decisions

December 2023 marked the Oversight Board's first expedited decisions. The Board updated its bylaws in February to enable expedited review capacity in "exceptional circumstances, including when content could result in urgent real-world consequences." In the wake of the October 7th terror attacks by Hamas in Israel, and Israel's response in Gaza, the Board recognized the need to provide rapid external input into how Meta should manage complex content decisions in times of conflict and international discourse around it. To ensure the Oversight Board was able to provide meaningful and informed guidance into our crisis response, Meta leaders across critical events management, including Regional Operations, Crisis Response, Human Rights, and Content Policy gave a formal briefing to Board members to answer specific questions about our response to the Israel-Hamas conflict. The Board's Al-Shifa Hospital and Hostages Kidnapped from Israel decisions, published on December 19th, 2023, provided us with emergency feedback on our content moderation decisions at the start of the conflict, and valuable guidance that has continued to shape our ongoing crisis response. These decisions, which the Board delivered in two weeks, also demonstrated the Board's capacity to provide expedited guidance during high-risk, fast-moving situations that have substantial implications and benefit from external accountability measures.

Oversight Board Scope Expansion

In February 2024, the Oversight Board announced that their scope now includes content appeals from Threads, in addition to Facebook and Instagram. As on Facebook and Instagram, people will now be able to refer moderation decisions on Threads content that is left up or has been taken down to the Board.

As the Board further develops as an institution, Meta will continue to work collaboratively with the Board to support them, including spotting opportunities to grow the Board's scope, further augmenting the impact they have.

Looking Ahead to 2024

As both Meta and the Board continue to push for more output, more efficiently, each institution has separately made the decision to shift from a quarterly to a bi-annual reporting cadence for Oversight Board recommendation implementation work. This will allow Meta Integrity teams to prioritize implementing the Board's recommendations in spite of bandwidth and resource

constraints and to align public reporting timelines with the per-half roadmaps our teams goal towards. In the interim quarters, Meta will continue to provide confidential progress updates directly to the Board flagging any notable changes in recommendation commitment status or implementation timelines. We expect this refreshed approach to lead to more fulsome and meaningful public progress updates and fewer repetitive appendix entries.

As Meta continues to improve in the year ahead, developing new technologies and adapting to a changing regulatory landscape, the Oversight Board's recommendations continue to serve as critical guidance for teams across the company developing and implementing policies, working to mitigate systemic risks and providing greater transparency and accountability.

1. How to Read This Update

From January 2021 through December 2023, the Board issued 247 non-binding recommendations. In our Q3 2023 Quarterly Update, we addressed 99 of these recommendations and indicated we would provide more information on 79 in our next update. In this update, we address those 79 recommendations and 5 new recommendations the Board included in the decisions it issued in Q4 2023 for a total of 84 recommendations. We categorize our commitments to the Board's recommendations as follows:
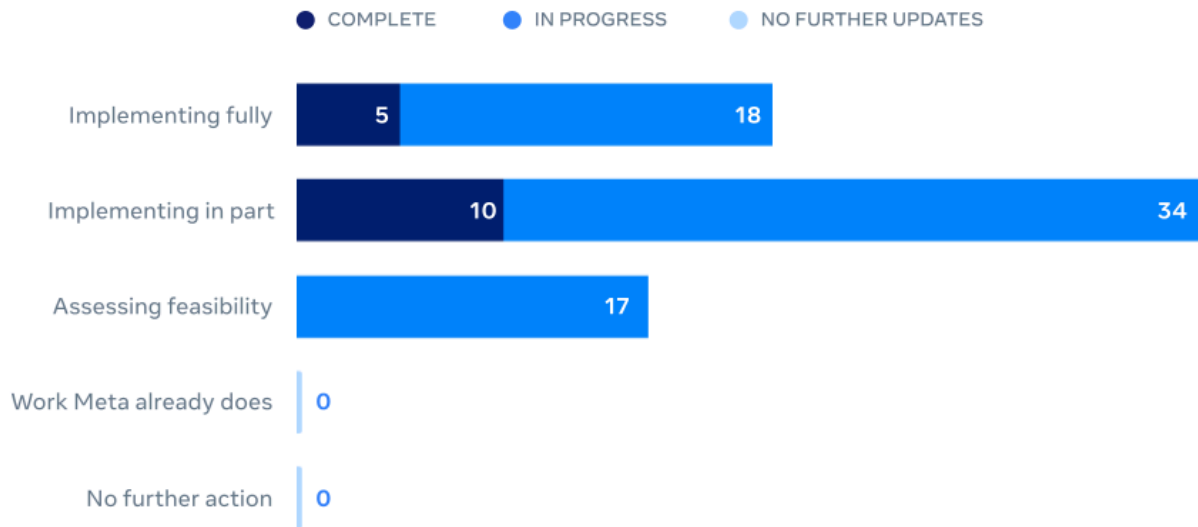
- **Implementing fully:** We agree with the recommendation and have or will implement it in full.
- **Implementing in part:** We agree with the overall aim of the recommendation and have or will implement work related to the Board's guidance.
- **Assessing feasibility:** We are assessing the feasibility 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 84 recommendations:

Recommendation status

● COMPLETE   ● IN PROGRESS   ● NO FURTHER UPDATES

| Status	
Implementing fully	5 — 18
Implementing in part	10 — 34
Assessing feasibility	17
Work Meta already does	0
No further action	0

We organize our substantive updates on the 84 open recommendations into three sections:

A. **Transparency (9 recommendations):** Helping people understand the rules on Facebook and Instagram, what violates them, and the consequences of violating them.

B. **Policy (26 recommendations):** Ensuring the Facebook Community Standards and Instagram Community Guidelines are clear and align with our values of voice, authenticity, safety, privacy, and dignity.

C. **Enforcement (25 recommendations):** Improving the quality and efficacy of our content moderation operations at scale.

D. **Long Term Recommendations (24 recommendations):** Recommendations which, due to the complexity of their implementation, placement on long-term roadmaps, and/or dependencies on completion of other recommendations or foundational work, we do not expect to have significant updates to share within the next two years.

    a. 13 Long-Term Transparency recommendations

    b. 7 Long-Term Policy recommendations

    c. 4 Long-Term Enforcement recommendations

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.

Recommendations by category

34.5%

ENFORCEMENT

39.3%

POLICY

26.2%
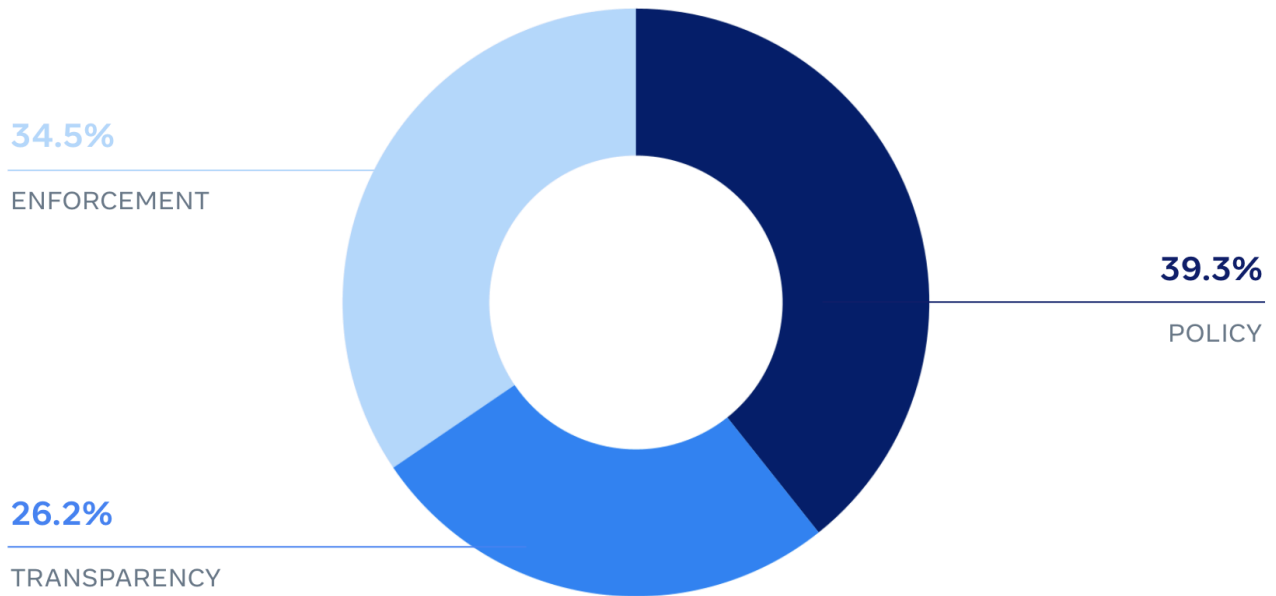
TRANSPARENCY

2. Oversight Board Recommendation Implementation Highlights

A.   Transparency

We are providing updates for our work on nine Board recommendations that address transparency and accountability. We want to highlight our progress on:

1. **Engaging with Trusted Partners on Public Interest List Eligibility Criteria:** In response to [PAO on Meta's Cross-Check Policies #7](#), we engaged with a number of Trusted Partners from around the world to gather their inputs for creating public interest criteria for the cross-check program. These partners provided a wide range of key feedback for both criteria that ought to be considered as well as criteria that should be avoided for cross-check list inclusion. Some of the criteria they recommended for inclusion were categorical (e.g., activists, advocacy groups, local community institutions, members of the media, entertainers, etc.), while others were more contextual (e.g., entities posting on topics known for high error rates, entities with a high volume of references to or depictions of violent political events, or entities that are historically subject to mass reporting or over-enforcement). Criteria to avoid included criteria with value judgements, verification requirements for public interest entities, and the reach of the entity.

2. **Creating a Durable Feedback Loop for the Cross-Check Removal Process:** In response to [PAO on Meta's Cross-Check Policies #10](#), we developed frameworks for evaluating the eligibility of users nominated for ERSR lists for both human rights interests, incorporating insights from our Trusted Partners per [PAO on Meta's Cross-Check Policies #7](#) and continued leveraging existing internal systems for reviewing cross-checked users that reach Meta's maximum strikes threshold. We also collaborated with internal teams to create a durable feedback loop among internal teams in order to address operational challenges faced by business entities in our Mistake Prevention program. In doing so, we also established a process for labeling accounts that are enrolled in ERSR because they represent our top global advertisers as well as removing advertisers who fall out of eligibility. Over time we will continue working to automate the labeling process for business entities and make the necessary process and technical investments to regularly assess for and close potential compliance gaps from within to ensure that no users may remain within ERSR lists any longer than they meet criteria.

3. **Continuing to translate our Community Standards to new languages:** In recommendation #1 in the [Punjabi Concern Over the RSS in India](#) case, which we implemented in [Q4 2021](#), the Board asked us to set a goal of making our Community Standards accessible in all languages widely spoken by people who use Facebook and Instagram. By Q4 2021, we had progressed to publishing the Community Standards in 59 translations. Since then, we have continued this work and published the Community Standards in Oriya in Q4 2023, making the Community Standards available in a total of 89 translations.

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

B.   Policy

We are providing updates for our work on 26 Board recommendations that address the Facebook Community Standards and Instagram Community Guidelines. We want to highlight our progress on:

1. **Conducting Policy Development and Policy Forums:** We have updated our [Transparency Center](#) with the [Policy Forum](#) overview from the recent policy development process related to Violent and Graphic Content in the context of human rights abuses. This policy development was conducted in response to the Board's recommendation in the [Sudan Graphic Violence case](#), and internal and external research, outreach to 119 external stakeholders, and internal working group conversations. Ultimately, we aligned on an option to maintain the status quo of removing videos by default but allowing content, with a warning screen, with additional context.

2. **Clarifying our Approach to "Functional Identification":** In response to the [Post Describing Sexual Violence Against Minors #2](#) asking Meta to conduct policy development related to "functional identification" of child victims of sexual assault, we conducted a broadly-scoped policy development to clarify our approach to content that "functionally identifies" across policies including [Adult Sexual Exploitation](#), [Coordinating Harm and Promoting Crime](#), and [Child Sexual Exploitation, Abuse, and Nudity](#)."Functional identification" broadly constitutes the compilation of enough discrete pieces of information to identify an individual without naming or visually depicting them. These may include implicit markets such as residential details and physical attributes. We expect to publish details on this process to the Transparency Center within the next month.

3. **Updating Violence and Incitement Policy and Clarifying Definitions for "Awareness-Raising":** As part of policy harmonization, we updated our [Hate Speech](#) and [Violence and Incitement](#) policies—including a restructuring of the Violence and Incitement policy to more clearly explain protections based on the target of a threat and contexts in which content is considered threatening. This update includes clarifying language in the Community Standards that we do not prohibit threats when shared in an awareness-raising or condemning context.

4. **Updating newsworthy guidance for coordinating harm and promoting crime:** In response to [Mistreatment of Armenian Prisoners of War Video #2](#), we updated guidance related to application of newsworthiness allowances within the Coordinating Harm and Promoting Crime policy, including outing risk policies which relate to sharing the identity or location of a person when it may put them at risk of harm. Through policy harmonization efforts, we also streamlined the Coordinating Harm and Promoting Crime Community Standards and internal guidance.

For a comprehensive list of all 26 recommendations in this category, see [Appendix B. Policy](#).

C.   Enforcement

We are providing updates for our work on 25 Board recommendations that address our enforcement systems.

We want to highlight our progress on:

1. **Leveraging expertise of regional operations teams for cross-check onboarding:** Regional operations teams have implemented a [formalized cross-check list nomination process](#) in partnership with our Civic Integrity and Public Policy teams, which involves a comprehensive review of civic and government actors by our regional experts before they are included in our Early Response Secondary Review (ERSR) program.

2. **Updating our "Adult Sexual Solicitation and Sexually Explicit Language" policy:** We updated [language](#) of the Adult Sexual Solicitation and Sexually Explicit Language policy to clarify what constitutes an "offer or ask" and a "sexually suggestive element" in content that engages in implicit or indirect sexual solicitation .

3. **Hiding or down-ranking content pending review:** Product and enforcement teams explored the risks of proactively down-ranking or removing content that is reported for severe violation types while it is pending review and concluded that this is a suitable course of action solely extremely severe content to balance trade offs with over-enforcement on content that is ultimately deemed non-violating.

4. **Expedited Slur Audit:** We expedited slur audits for countries with imminent elections to ensure that our slur lists are updated for the widest achievable set of countries we support in their respective languages. We are continuing to audit slur lists of countries with upcoming elections in 2024 as part of our election readiness efforts.

For a comprehensive list of all 25 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 on 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 Commitment**: The implementation commitment level indicated in the last Quarterly Update, or the 60-day response to the Board, whichever was more recent.
- **Updated Commitment**: 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.
- **February 2024 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: Meta should strengthen its engagement with civil society for the purposes of list creation and nomination. Users and trusted civil society organizations should be able to nominate others that meet the criteria. This is particularly urgent in countries where the company's limited presence does not allow it to identify candidates for inclusion independently. *(PAO on Meta's Cross-Check Policies #7)*

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Since our last Quarterly Update, we have concluded our engagement sessions with Trusted Partners around the world to gain valuable insights as to what partners recommend that Meta takes into account when considering new entities for inclusion into the Early Response Secondary Review (ERSR) program. As referenced in our previous update, we have completed training efforts for the escalations team that specifically handles Trusted Partner escalations. As next steps, we are commencing training initiatives to upskill our Human Rights Policy (HRP) teams on the benefits of cross-check for vulnerable groups such as activists and journalists; as well as training them on how they can nominate these users for enrollment into ERSR. Through these efforts, we hope to better leverage experts in our Trusted Partner network during the process of nominating human rights related entities for our ERSR lists. We aim to measure the impact of the aforementioned efforts quantitatively prior to closing out this recommendation, and will report on our progress in future Oversight Board reports.

Oversight Board Recommendation: Meta should use specialized teams, independent from political or economic influence, including from Meta's public policy teams, to evaluate entities for list inclusion. To ensure criteria are met, specialized staff, with the benefit of local input, should ensure objective application of inclusion criteria. *(PAO on Meta's Cross-Check Policies #8)*

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Our work to involve regional expert teams within the Global Operations (GO) organization in the cross-check review system is still an integral focus of the future state of our program. In our last Quarterly Update, we shared that we had launched and successfully completed a small pilot program by engaging a few regional team experts who were trained on the Early Response Secondary Review (ERSR) auditing process, and involving them in the audit of an initial subset of legacy tagged cross-checked entities. Driving further work

	in this space is largely dependent on having the necessary technical infrastructure in place, as discussed in previous updates. That being said, we have continued to make significant progress in developing robust guidelines for regional expert specialists to escalate and self-resolve when evaluating entities for ERSR list inclusion during international election cycles. Additionally, we have collaborated closely with our Trusted Partners and external civil society organizations to gain important feedback on our inclusion criteria for ERSR lists – as highlighted in our update to PAO on Meta's Cross-Check Policies #7. Our engagements with such networks have allowed us to gain constructive insights that would not only better inform our existing ERSR eligibility criteria and audit frameworks, but also influence the creation of a cross-check nomination template for use by Trusted Partners globally – empowering them to proactively submit high-risk, critical accounts for potential cross-check application. We are continually committed to exploring feasible avenues through which we can expand the involvement of our regional expert teams in cross-check assessments, and gain additional feedback from internal stakeholders on our review methodologies. We will continue to report our progress in this field in future Oversight Board reports.

Oversight Board Recommendation: Meta should establish clear criteria for removal. One criterion should be the amount of violating content posted by the entity. Disqualifications should be based on a transparent strike system, in which users are warned that continued violation may lead to removal from the system and or Meta's platforms. Users should have the opportunity to appeal such strikes through a fair and easily accessible process.

(*PAO on Meta's Cross-Check Policies #10*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	Since our last Quarterly Update, we have collaborated with internal teams to create a durable feedback loop in order to address nascent, operational challenges faced by business entities in our Mistake Prevention program. It is also in our roadmap to fully automate the script responsible for adding and removing business entities from our Early Response Secondary Review (ERSR) system when they no longer meet the set criteria to remain within the program. From an integrity standpoint, we are fully committed to ensuring that all entities - whether business or human rights related – do not remain within ERSR lists any longer than criteria would allow; and will continue to make the necessary process and technical investments to regularly assess for and close potential compliance gaps from within. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: Meta should conduct periodic audits to ensure that entities benefitting from automatic bars to enforcement ('technical corrections') meet all criteria for inclusion. At least two teams with separate reporting structures should participate in these audits to provide for cross-team vetting.

(*PAO on Meta's Cross-Check Policies #22*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	As mentioned in our previous update to the Board, we currently only grant new technical corrections through specific technical corrections "tags" that may only be applied to audited entities for inclusion in the lists and in turn, receive automatic bars to enforcement. We continue to archive, remove, and deprecate "technical corrections" with lists that have met our criteria for removal. At present, we have only two technical corrections in production. We continue to work with teams owning these "technical corrections" to implement alternative solutions and processes to their integrity requirements. We have governance processes in place to conduct audits during the approval and review process of all technical corrections. We will continue to report on our progress in upcoming Oversight Board reports.

Oversight Board Recommendation: Meta should conduct periodic multi-team audits to proactively and periodically search for unexpected or unintentional bars to enforcement that may result from system error.

(PAO on Meta's Cross-Check Policies #23)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	Through continuous governance and technical improvements to our systems, there is close monitoring of unintentional bars to enforcement through system errors. Our teams are continuously exploring alternative systems, products, and processes to automatic bars to enforcement to achieve our risk mitigation strategies for our integrity systems. Our Legal, Governance, Policy, and Operations teams continue to identify and escalate any automatic bars to enforcement where there are system errors. We will continue to update the Board on our progress in future reports.

Oversight Board Recommendation: For single accounts and networks of Meta entities that repeatedly violate the misinformation policy, Meta should conduct or share existing research on the effects of its newly publicized penalty system, including any data about how this system is designed to prevent these violations. This research should include analysis of accounts amplifying or coordinating health misinformation campaigns. The assessment should evaluate the effectiveness of the demonetization penalties that Meta currently uses, in addressing the financial motivations/benefits of sharing harmful and false or misleading information.

(PAO on Removal of COVID-19 Misinformation #9)

Previous Commitment	Implementing in Part

Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	As shared in previous Quarterly Updates, we updated our Transparency Center in February 2023 to outline changes to our penalty system for violations of Facebook's Community Standards and Instagram's Community Guidelines. We continue to explore ways that we can share relevant updates and research related to this penalty system with the Oversight Board, and are working with a number of teams to finalize an update for the Board. We will provide an update on our progress in a future Oversight Board report.

Oversight Board Recommendation: *Meta should evaluate the impact of the cross-check Early Response Secondary Review (ERSR) system on the effectiveness of its enforcement of the Misinformation policy and ensure that Recommendations 16 and 17 in the Board's policy advisory opinion on Meta's cross-check program apply to entities that post content violating the Misinformation about health during a public health emergency policy.*

(PAO on Removal of COVID-19 Misinformation #18)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	In our previous Quarterly Update, we shared that we are prioritizing partnering with our internal stakeholders to enhance our overall review process, especially for content flagged for violating our Misinformation policies. In this past quarter, we embarked on a sophisticated data collection process to better understand current blockers as well as to gauge the efficiency of our current review process. Simultaneously, we have leveraged the data collected to objectively measure the overall effectiveness of our ERSR program in the review of, particularly, COVID-19 Misinformation content. Our Policy teams are currently deliberating on multiple options to best optimize the efficiency of our review process as we integrate the implementation of the Board's recommendations across the Removal of COVID-19 Misinformation and Meta's Cross-Check Policies PAOs. The approval and implementation of these measures are poised to significantly enhance our enforcement efficiency and Service Level Agreements (SLAs) for content that violates our Misinformation policies. We will provide updates on our continued efforts to implement these recommendations fully in future reports.

Oversight Board Recommendation: *Meta should clarify in its Transparency Center that, in addition to the Crisis Policy Protocol, the company runs other protocols in its attempt to prevent and address potential risk of harm arising in electoral contexts or other high-risk events. In addition to naming and describing those protocols, the company should also outline their objective, what the points of contact between these different protocols are, and how they differ from each other. The Board will consider this recommendation implemented when Meta publishes the information in its Transparency Center.*

(Video Disputing Brazil's Election Results #2)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	In addition to our expansion on the interrelatedness of our various election integrity processes and protocols shared in our [initial response](#), we are working to consolidate this knowledge in our Transparency Center for even broader public awareness.

__Oversight Board Recommendation:__ Meta should audit the enforcement of policy lines from its Branded Content policies ("we prohibit the promotion of the following [...] 4. Drugs and drug-related products, including illegal or recreational drugs") and Restricted Goods and Services Community Standard ("do not post content that attempts to buy, sell, trade, co-ordinate the trade of, donate, gift, or asks for non-medical drugs"). The Board finds that Meta has clear and defensible approaches that impose strong restrictions on the paid promotion of drugs (under its Branded Content policies) and attempts to buy, sell or trade drugs (under its Restricted Goods and Services Community Standard). However, the Board finds some indication that these policies could be inconsistently enforced. To clarify whether this is indeed the case, Meta should engage in an audit of how its Branded Content policies and its Restricted Goods and Services Standard are being enforced with regard to pharmaceutical and non-medical drugs. It should then close any gaps in enforcement.

([Experience with Ketamine as a Medical Treatment #4](#))

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We continue our unification efforts to ensure consistency in content review across our organic and branded content policies. Additionally, we are implementing system improvements that aim to streamline our detection methods across ads and branded content. Following our initial update, we have continued to progress our efforts to merge our regulated goods and branded content classifiers in line with our goal to holistically consolidate our branded content review systems towards more encompassing solutions that mitigate enforcement gaps. In our last update, we committed to exploring the feasibility of conducting a more extensive audit of the [Branded Content](#) policies alongside the [Restricted Good and Services](#) policies. Following this assessment, we are committing to conduct this audit in the future. Our operational teams will continue to consider the prioritization of the audit against capacity requests for elections support and regulatory requirements and provide an indication of audit timelines in future Oversight Board reports.

Appendix B. Policy

Policy Clarity & Accessibility Recommendations	
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 Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	As noted in our most recent Quarterly Update, we are currently working to align on definitions with external experts in child safety and free expression – foundational work that must be completed before we finalize and implement any language publicly. We expect to have updates on our progress in the next Oversight Board report.
Oversight Board Recommendation: Meta should undergo a policy development process, including 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 Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	Complete
February 2024 Update	Last year we finalized policy development and discussed implementation on a definition of "functional identification" across a range of policy areas including Coordinating Harm and Promoting Crime, Adult Sexual Exploitation, and Child Sexual Exploitation, Abuse, and Nudity. This definition was informed by consultations with external expertise, research, and internal discussions. We have now updated our policy guidance with this definition and are publishing the Policy Forum overview in the Transparency Center in the upcoming weeks. We now consider this recommendation complete and will have no further updates.

> **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*)[2])

Previous Commitment	Assessing Feasibility
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	Last year, we invited the Board to attend a Policy Forum related to this recommendation. The policy development included input from external and internal stakeholders, research, and data analysis related to our Violent And Graphic Content policy. Ultimately, given the feedback received during this policy development, we aligned on the status quo policy to remove content by default, but allow content with a warning label when there is additional context. While this does not amend the Community Standards to allow videos of people or dead bodies when shared for the purposes of raising awareness of or documenting human rights abuses at-scale, it does continue to allow this content to be assessed upon escalation. We have published the presentation from this Policy Forum in our Transparency Center, and now consider this recommendation complete. We will have no further updates.

> **Oversight Board Recommendation:** Meta should add to the public-facing language of its Violence and Incitement Community Standard that the company interprets the policy to allow content containing statements with "neutral reference to a potential outcome of an action or an advisory warning" and content that "condemns or raises awareness of violent threats". The Board expects that this recommendation, if implemented, will require Meta to update the public-facing language of the Violence and Incitement policy to reflect these inclusions.
>
> (*Individual Killed in Ukraine During the Russian Invasion #1* (along with *Video of Communal Violence in Odisha #1* and *Haitian Police Station Video #2*)[3])

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	Complete
February 2024 Update	We have updated the Community Standards on Violence and Incitement as part of our harmonization of policies. The update includes a definition of "threat" and clarifies that we

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[2] 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.

[3] The Board reiterated this recommendation in recommendation #1 in the Video of Communal Violence in Odisha case and recommendation #2 in the Haitian Police Station Video case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #1 in the Individual Killed in Ukraine During the Russian Invasion case.

	do not prohibit threats when shared in awareness raising or condemning contexts. We determined that the policy rationale and updates to the definition and framing of "threat" also addressed the concept of "neutral references to a potential outcome of an action or an advisory warning, where the poster is not making a violent threat." We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *Meta should add to the public-facing language of its Violent and Graphic Content Community Standard detail from its internal guidelines about how the company determines whether an image "shows the violent death of a person or people by accident or murder". The Board expects that this recommendation, if implemented, will require Meta to update the public-facing language of the Violent and Graphic Content Community Standard to reflect this inclusion.*

(*Individual Killed in Ukraine During the Russian Invasion #2*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are continuing to finalize updates across our Community Standards including to our Violent and Graphic Content policy. We plan to include language on how we identify "violent death" under this policy and expect to complete these updates later this year.

Oversight Board Recommendation: *Meta should review the public-facing language in the Violent and Graphic Content policy to ensure that it is better aligned with the company's internal guidance on how the policy is to be enforced. The Board will consider this recommendation implemented when the policy has been updated with a definition and examples, in the same way as Meta explains concepts such as "praise" in the Dangerous Individuals and Organisations policy.*

(*Aftermath of an Attack on a Church in Nigeria #1*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	As stated in our response to Individual Killed in Ukraine During the Russian Invasion #2, we are finalizing our work to align our internal and external Violent and Graphic Content policy guidance and expect to have a more robust update in the upcoming year.

Oversight Board Recommendation: Meta's Community Standards should accurately reflect its policies. To better inform users of the types of statements that are prohibited, Meta should amend the Violence and Incitement Community Standard to (i) explain that rhetorical threats such as "death to X" statements are generally permitted, except when the target of the threat is a high-risk person; (ii) include an illustrative list of high-risk persons, explaining that they may include heads of state; (iii) provide criteria for when threatening statements directed at heads of state are permitted to protect clearly rhetorical political speech in protest contexts that does not incite to violence, taking language and context into account, in accordance with the principles outlined in this decision. The Board will consider this recommendation to be implemented when the public-facing language of the Violence and Incitement Community Standard reflects the proposed change, and when Meta shares internal guidelines with the Board that are consistent with the public-facing policy.

(*A Cartoon Depicting Iran's Supreme Leader Ayatollah Ali Khamenei #1*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In progress
February 2024 Update	We have updated our Violence and Incitement Community Standards by providing further details about what constitutes a "threat" and distinguishing our enforcement based on target. As part of this work, we also updated internal guidance. We will continue to pursue further policy development to address other elements of this recommendation from the Oversight Board, and expect that this process will take some time before we comprehensively assess the policy. We will continue to provide updates in upcoming Oversight Board reports.

Oversight Board Recommendation: In order to provide greater clarity to users, Meta should provide users with more explanation of what constitutes an "offer or ask" for sex (including links to third party websites) and what constitute sexually suggestive poses in the public Community Standards. The Board will consider this recommendation implemented when an explanation of these terms with examples is added to the Sexual Solicitation Community Standard.

(*Gender Affirming Surgery Bundle #2*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	We have updated the external and internal guidance of our Adult Sexual Solicitation and Sexually Explicit Language policy to offer more clarity around what constitutes an "offer or ask" and a "sexually suggestive element" in content that engages in implicit or indirect sexual solicitation. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: To provide more clarity to users, Meta should explain in the landing page of the Community Standards, in the same way the company does with the newsworthiness allowance, that allowances to the Community Standards may be made when their rationale, and Meta's values, demand a different outcome than a strict reading of the rules. The company should include a link to a Transparency Centre page which provides information about the "spirit of the policy" allowance. The Board will consider this recommendation implemented when an explanation is added to the Community Standards.

(*A Call for the Donation of Pharmaceutical Drugs to Sri Lanka #1* (along with *Video of Communal Violence in Odisha #2*)[4])

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are continuing to work on updates to our Transparency Center to share more details about spirit of the policy decisions, and will link to this page in the introduction of the Community Standards once those updates are complete.

Oversight Board Recommendation: In line with the Board's recommendations five and six in the "Iran protest slogan" case (2022-013-FB-UA), the Board specifies that Meta should publish information about the "spirit of the policy" allowance in its Transparency Centre, similar to the information it has published on the newsworthiness allowance. In the Transparency Centre, Meta should: (i) explain that "spirit of the policy" allowances can be either scaled or narrow; (ii) publicize examples of content which benefited from this allowance; (iii) provide criteria Meta uses to determine when to scale "spirit of the policy" allowances; and (iv) include a list of all "spirit of the policy" allowances Meta has issued at scale in the past three years with explanations of why Meta decided to issue and terminate each of them. Meta should keep this list updated as new allowances are issued. The Board will consider this recommendation implemented when Meta makes this information publicly available in the Transparency Centre.

(*A Call for the Donation of Pharmaceutical Drugs to Sri Lanka #3*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We are finalizing an update to our Transparency Center that will include further information about types of scaled policy decisions, including the spirit of the policy decisions. We are completing this update alongside other updates to our Transparency Center page and expect to complete this before the next half.

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[4] The Board reiterated this recommendation in recommendation #2 in the Video of Communal Violence in Odisha case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #1 in the Call for the Donation of Pharmaceutical Drugs to Sri Lanka case.

> **Oversight Board Recommendation:** *In line with recommendation no. 14 in the "former President Trump's suspension" case, Meta should commit to preserving, and where appropriate, sharing with competent authorities evidence of atrocity crimes or grave human rights violations, such as those specified in the Rome Statute of the International Criminal Court, by updating its internal policies to make clear the protocols it has in place in this regard. The protocol should be attentive to conflict situations. It should explain the criteria, process and safeguards for (1) initiating and terminating preservation including data retention periods, (2) accepting requests for preservation, (3) and for sharing data with competent authorities including international accountability mechanisms and courts. There must be safeguards for users' rights to due process and privacy in line with international standards and applicable data protection laws. Civil society, academia, and other experts in the field should be part of developing this protocol. The Board will consider this recommendation implemented when Meta shares its updated internal documents with the Board.*
>
> ([*Mistreatment of Armenian Prisoners of War #1*](#))

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We have committed to and scheduled a briefing with the Oversight Board this year to share more details about our approach to retaining potential evidence of atrocity crimes and serious violations of international human rights law. We will share updates in a future Oversight Board report.

> **Oversight Board Recommendation:** *To ensure consistent enforcement, Meta should update the Internal Implementation Standards to provide more specific guidance on applying the newsworthiness allowance to content that identifies or reveals the location of prisoners of war, consistent with the factors outlined in Section 8 of this decision, to guide both the escalation and assessment of this content for newsworthiness. The Board will consider this recommendation implemented when Meta incorporates this revision and shares the updated guidance with the Board.*
>
> ([*Mistreatment of Armenian Prisoners of War #2*](#))

Previous Commitment	Assessing Feasibility
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	We have updated our newsworthy guidance related to [Coordinating Harm and Promoting Crime](#), including outing risk policies which relate to sharing the identity or location of a person when it may put them at risk of harm. We have also streamlined the [Coordinating Harm and Promoting Crime](#) Community Standard and internal guidance through policy harmonization efforts. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *To provide greater clarity to users, Meta should add to its explanation of the newsworthiness allowance in the Transparency Center an example of content that revealed the identity or location of prisoners of war but was left up due to the public interest. The Board will consider this recommendation implemented when Meta updates its newsworthiness page with an example addressing prisoners of war.*

(*Mistreatment of Armenian Prisoners of War #3*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are in the process of updating our Transparency Center page about newsworthy decisions with an example related to content that shares the identity or location of prisoners of war but remained on the platform due to public interest value. We will share an update in the next public Oversight Board report.

Oversight Board Recommendation: *Meta should update its newsworthiness allowance policy to state that content that directly incites violence is not eligible for a newsworthiness allowance, subject to existing policy exceptions. The Board will consider this recommendation implemented when Meta publishes an updated policy on newsworthy content explicitly setting out this limitation on the allowance.*

(*Video of Cambodian Prime Minister #2*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	We have completed initial scoping of this work and are in the process of aligning on next steps for this recommendation alongside broader updates to our Transparency Center language. We will provide an update on our progress in a future Oversight Board report.

Oversight Board Recommendation: *To allow users to condemn and raise awareness of gender-based violence, Meta should include the exception for allowing content that condemns or raises awareness of gender-based violence in the public language of the Hate Speech policy. The Board will consider this recommendation implemented when the public-facing language of the Hate Speech Community Standard reflects the proposed change.*

(*Violence Against Women Bundle #1*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete

February 2024 Update	At the end of 2023, we launched updates to our Hate Speech and Violence and Incitement policies. In our external Community Standards, we restructured our Violence and Incitement policy to better explain protections based on the target of a threat, including protected characteristics such as gender. Through this update, we explicitly clarify that "[w]e do not prohibit threats when shared in an awareness-raising or condemning context." Given these updates, we now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: To provide greater transparency to users and allow them to understand the consequences of their actions, Meta should update its Transparency Center with information on what penalties are associated with the accumulation of strikes on Instagram. The Board appreciates that Meta has provided additional information about strikes for Facebook users in response to Board recommendations. It believes this should be done for Instagram users as well. The Board will consider this implemented when the Transparency Center contains this information. (*Violence Against Women Bundle #4*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	In our initial response, we shared more information about penalties on Instagram and committed to sharing details in an existing Transparency Center page. We continue to work on making these additions and expect to share more detailed updates in future Oversight Board reports.

Oversight Board Recommendation: To ensure clarity for users, Meta should explain that the term "medical condition," as used in the Bullying and Harassment Community Standard, includes "serious physical injury." While the internal guidance explains to content moderators that "medical condition" includes "serious physical injury," this explanation is not provided to Meta's users. (*Image of Gender Based Violence #1*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are continuing to explore ways that we can provide greater clarity in our Bullying and Harassment Community Standards, including by sharing definitions. We will provide updates on our progress in future Oversight Board reports.

Oversight Board Recommendation: *The Board recommends that Meta undertakes a policy development process to establish a policy aimed at addressing content that normalizes gender-based violence through praise, justification, celebration or mocking of gender-based violence. The Board understands that Meta is conducting a policy development process which, among other issues, is considering how to address praise of gender-based violence. This recommendation is in support of a more thorough approach to limiting the harms caused by the normalization of gender-based violence.*

(*Image of Gender Based Violence #2*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are still in the process of implementing changes as a result of policy development that led to a Policy Forum discussing "Praise of Violent Acts," which the Oversight Board attended. We expect to provide more detail in future updates to the Board.

Oversight Board Recommendation: *Meta should clarify the meaning of the "paid partnership" labels in its Transparency Center and Instagram's Help Center. That includes explaining the role of business partners in the approval of "paid partnership" labels. The Board will consider this recommendation implemented when Meta's Branded Content policies are updated to reflect these clarifications.*

(*Experience with Ketamine as a Medical Treatment #1*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are continuing to align definitions and clarifications for "paid partnerships" labels in our Transparency Center. At this time, we expect to have more updates in future Oversight Board reports this year.

Oversight Board Recommendation: *To ensure media organizations can more freely report on topics of public interest, Meta should revise the Hate Speech Community Standard to explicitly protect journalistic reporting on slurs, when such reporting, in particular in electoral contexts, does not create an atmosphere of exclusion and/or intimidation. This exception should be made public, and be separate from the "raising awareness" and "condemning" exceptions. There should be appropriate training to moderators, especially outside of English languages, to ensure respect for journalism, including local media. The reporting exception should make clear to users, in particular those in the media, how such content should be contextualized, and internal guidance for reviewers should be consistent with this.*

(*Government's Response to Turkey Earthquake Bundle #1*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part

Current Status	In Progress
February 2024 Update	In our initial response, we noted that our Community Standards require a person sharing content that includes slurs to clearly indicate their intent when "raising awareness" or "condemning" that Hate Speech. At the end of 2023, we updated our Hate Speech Community Standard further to align definitions for "raising awareness" and "condemning" across policies. We are continuing work on this specific recommendation and will provide updates in our next report.

Oversight Board Recommendation: *To ensure greater clarity of when slur use is permitted, Meta should ensure the Hate Speech Community Standard has clearer explanations of each exception with illustrative examples. Situational examples can be provided in the abstract, to avoid repeating hate speech terms. The Board will consider this implemented when Meta restructures its Hate Speech Community Standard and adds illustrative examples.*

(*Government's Response to Turkey Earthquake Bundle #2*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	As part of broader work across our Community Standards and internal policy guidance to harmonize policies, we updated our Hate Speech policy to clarify and provide examples of the types of content we may remove. As noted in our initial response to this recommendation, we've previously shared details about our approach to slurs in response to Board recommendations in other cases along with publishing the deck from a recent Policy Forum discussion related to defining and designating slurs. In that response, we also noted that we have declined to share examples of slurs because we do not want to publicize potentially harmful or hateful content in our Community Standards. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *To not create financial incentives for influential users to create harmful content, Meta should restrict extreme and harmful diet-related content in its Content Monetisation Policies. The Board will consider this implemented when Meta's Content Monetisation Policies have been updated to include a definition and examples of what constitutes extreme and harmful diet-related content, in the same way that it defines and explains other restricted categories under the Content Monetisation Policies.*

(*Fruit Juice Diet Bundle #1*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	In our initial response, we committed to engaging with experts around treatment of eating disorders and disordered eating to inform our Suicide, Self Injury, and Eating Disorder

	Community Standards. We expect to have further updates on the status of these engagements in upcoming Oversight Board reports.

Appendix C. Enforcement

Enforcement Recommendations

	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 #5*)
Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	We have launched changes to the appeals experience which allow users to select extra information they want us to know about their appeal, including options that would indicate a policy exception. Next, we will assess the feasibility of incorporating policy exceptions into the overall prioritization framework. This will be an ongoing evaluation that also assesses other potential indicators that affect the prioritization queue. We do not expect to have findings until 2025 and will therefore move this recommendation to our long term category for future Oversight Board reports.
	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 #4* (along with *Video Depicting a Civilian Victim of Violence in Sudan #4*[5])
Previous Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	We are currently focused on foundational work to ensure that post-report user messaging upholds an adequate standard informed by regulatory requirements. Later this year, once this foundational work has been finalized, we will evaluate the optimal approach to extend these notifications, informing reporters when content is allowed to remain on our platform due to its newsworthy nature despite being deemed as violating. Our progress in this multi-stage endeavor will be continually reported in forthcoming Oversight Board reports.
	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*

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[5]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.

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 Commitment	Assessing Feasibility
Updated Commitment	Assessing Feasibility
Current Status	In Progress
February 2024 Update	As previously mentioned, our current prioritization system currently ranks appeals on a wide variety of indicators. We are still in the process of assessing this recommendation as we continue our ongoing work on this topic. We will continue to provide updates in future Oversight Board reports and hope to have a more detailed response in Q2 2024.

Oversight Board Recommendation: Meta should implement and ensure a globally consistent approach to receive requests for content removals (outside in-product reporting tools) from state actors by creating a standardized intake form asking for minimum criteria, for example, the violated policy line, why it has been violated, and a detailed evidential basis for that conclusion, before any such requests are actioned by Meta internally. This contributes to ensuring more organized information collection for transparency reporting purposes. The Board will consider this implemented when Meta discloses the internal guidelines that outline the standardized intake system to the Board and in the Transparency Centre.

(*Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #4*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We continue to consolidate our intake system infrastructure across internal Meta teams and, since our last update, have focused on delivering internal system refinements that increase reliability of the recently upgraded Content Reporting System. Migration is complete for regulators who were assessed to be eligible for the new system and whose onboarding is not precluded by known legal or regulatory reasons. We are working with regional partners to provide translations, as far as possible, in efforts to further support users through the upgraded and consolidating system. Our aim remains to support the widest set of regulators possible with the upgraded reporting platform and we will continue to provide updates in future Oversight Board reports.

Oversight Board Recommendation: Meta should split, either by distinct pathways or prioritization, any list-based over-enforcement prevention program into separate systems: one to protect expression in line with Meta's human rights responsibilities, and one to protect expression that Meta views as a business priority that falls outside that category.

(*PAO on Meta's Cross-Check Policies #1*)

Previous Commitment	Implementing in Part

Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Since our last Quarterly Update to the Board, we have been continuing to refine the distinctions between business entities and human rights entities within our content review processes. Onboarding Meta's top 100 global advertisers into our Mistake Prevention program, as we shared in our previous update, has been a fairly recent development. In view of this, we are committing to a host of efforts in partnership with our internal stakeholder teams to build a holistic framework that allows for the accurate identification and onboarding of more key business entities into the program. We expect this to be completed in phases. As for human rights entities, we have distinct, well-established categories within the Early Response Secondary Review (ERSR) program that identifies our commitment to the review of these entities - notably the categories of Significant World Events and Overenforced. We further explain in our responses across this Q4 Quarterly Update, such as in PAO on Meta's Cross-Check Policies #3 and PAO on Meta's Cross-Check Policies #7, that we have been investing in important steps to expand our regional expert team's involvement in the ERSR and General Secondary Review (GSR) processes and optimally leverage our Trusted Partner network to enroll eligible entities with human rights interests into ERSR. We will continue to share our progress in the next report.

Oversight Board Recommendation: Meta should ensure that the review pathway and decision making structure for content with human rights or public interest implications including its escalation paths, is devoid of business considerations. Meta should take steps to ensure that the team in charge of this system does not report to public policy or government relations teams or those in charge of relationship management with any affected users.

(PAO on Meta's Cross-Check Policies #2)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	Since our last Quarterly Update to the Board, our regional operations teams have implemented a formalized cross-check list nomination process in partnership with our Civic integrity and Public Policy teams. This process involves a comprehensive review of the appropriate civic and government actors by our regional experts before they are included in our Early Response Secondary Review (ERSR) program. It draws on the deep cultural, political, linguistic, local and/or regional expertise of our regional experts as well as the nuanced political understandings of our Public Policy teams. As established in our previous updates to the Board, we have made significant changes to move away from a process where our Public Policy teams played a more central role in determining the inclusion of civic entities in our ERSR lists, thereby refining guardrails to prevent bias and error in our content review pathways. As of present, with election integrity efforts being at the forefront of the company's priorities this year, our regional operations teams are continuing to partner with our Civic integrity & Public Policy teams ahead of elections to objectively nominate relevant civic and government actors for inclusion into the ERSR program.

	Thereafter, honing this nomination process will continue to be a priority for the Mistake Prevention program. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *Meta should improve how its workflow dedicated to meet Meta's human rights responsibilities incorporates context and language expertise on enhanced review, specifically at decision making levels.*
([PAO on Meta's Cross-Check Policies #3](#))

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	In accordance with our commitments made in our [previous Quarterly Update](#), we have successfully trained the majority of our regional expert teams on context-specific policies. This training has equipped them with the knowledge and skills necessary to apply these nuanced policies when reviewing content under both the General Secondary Review (GSR) and Early Response Secondary Review (ERSR) programs. As a result, we can ensure parity of reviews from the regional expert teams across both Mistake Prevention programs – ERSR and GSR. This achievement is a significant step forward in our efforts to improve the consistency and accuracy of our content review process. We are also collaborating extensively with our Product teams to continue improving the cross-check system's infrastructure by ensuring that GSR's capabilities are extended to the highest level of review. As mentioned in our [last Quarterly Update](#), we're aiming to have this launched in early 2024. We will provide an update on this effort in a future Oversight Board report.

Oversight Board Recommendation: *Meta should establish clear criteria and processes for audit. Should entities no longer meet the eligibility criteria, they should be promptly removed from the system. Meta should review all included entities in any mistake prevention system at least yearly. There should also be clear protocols to shorten that period where warranted.*
([PAO on Meta's Cross-Check Policies #11](#))

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	In the past quarter, we have heavily prioritized the completion of multiple launched audit initiatives, specifically our annual Early Response Secondary Review (ERSR) audits which we successfully completed at the end of 2023. Our work has been focused on building a durable technical infrastructure that facilitates the documentation and completion of timely audits, while ensuring that all existing and new specialists adhere to a mandatory set of criteria when applying and removing cross-check tags from entities in the ERSR system. We have also implemented stop gap measures to monitor case reviews for quality assurance purposes, guaranteeing that accounts either have their tags removed or renewed

	during each yearly cycle. Our efforts to build a long-term and sustainable automatic routing system for the auditing process is still ongoing. To accomplish this, we have invested in the engineering support necessary to make further progress in these workflows operationally. Our commitment to evolving this Mistake Prevention system holistically involves identifying and resolving potential risk gaps that leave the ERSR program vulnerable to non-compliance, including holding internal teams accountable for tag misuse and adhering to a rigorous governance framework. We are working diligently to further mature our audit infrastructure, and will continue to update the Board on our progress in future reports.

Oversight Board Recommendation: *Meta should notify all entities that it includes on lists to receive enhanced review and provide them with an opportunity to decline inclusion.*
(*PAO on Meta's Cross-Check Policies #14*)

Previous Commitment	Assessing Feasibility
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We are currently testing a portal through our transparency center for organizations and entities to opt out of the Early Response Secondary Review (ERSR) list. As mentioned in a previous update, our Civil Rights team will be managing this process, and ensuring that users have a fair process and an opportunity to decline inclusion in the list. However, we will not be notifying users of their inclusion in the list due to security concerns and impacts on the integrity of the program as a whole as outlined in our initial response to PAO on Meta's Cross-Check Policies #12. As we recognize the importance of user autonomy, we are partially implementing this recommendation. We are building an opt-out mechanism that will allow some users to request exclusion, with the request to be reviewed by Meta's Civil Rights team and subsequently actioned in line with Meta's Cross-Check policies and governance framework. We anticipate completion of this recommendation's implementation by the end of Q1 2024.

Oversight Board Recommendation: *Meta should consider reserving a minimum amount of review capacity by teams that can apply all content policies (e.g., the Early Response Team) to review content flagged through content based mistake-prevention systems.*
(*PAO on Meta's Cross-Check Policies #15*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	We have continued making notable progress in training our regional expert teams on context-specific policies since our last Quarterly Update to the Board. Currently, the majority of our regional specialists have been trained on and are empowered to apply

	context-specific policies at the General Secondary Review (GSR) level. Over the course of Q1 2024, we expect ongoing training initiatives for our regional expert teams on context-specific policies to be completed. As our efforts continue in this space, we will provide further updates on this work in an upcoming Oversight Board report.

Oversight Board Recommendation: *Meta should take measures to ensure that additional review decisions for mistake-prevention systems that delay enforcement are taken as quickly as possible. Investments and structural changes should be made to expand the review teams so that reviewers are available and working in relevant time zones whenever content is flagged for any enhanced human review.*

(*PAO on Meta's Cross-Check Policies #16*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Our efforts to streamline the overall content review process and strategically improve our overall resolution time when enforcing against harmful or objectionable content are currently underway. As explained in our last Quarterly Update, we used dependable data points to objectively identify and eliminate potential latencies in our review processes This included deprecating a notification process that often delayed content enforcement and was applied to 45,000 managed partnership entities. We expect to continue to align with key internal teams on how best to optimize our Service-Level Agreements (SLAs) across the Early Response Secondary Review (ERSR) program in the upcoming half. As we continue to dedicate efforts towards this recommendation, we aim to provide a more substantive update on the status of this work in the next Oversight Board report.

Oversight Board Recommendation: *Meta should not delay all action on content identified as potentially severely violating and should explore applying interstitials or removals pending any enhanced review. The difference between removal or hiding and downranking should be based on an assessment of harm, and may be based, for example, on the content policy that has possibly been violated. If content is hidden on these grounds, a notice indicating that it is pending review should be provided to users in its place.*

(*PAO on Meta's Cross-Check Policies #17*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	Complete
February 2024 Update	Consistent with our past reports to the Board on this recommendation, we have committed to taking actionable steps to minimize our users' exposure to harmful and objectionable content on the platform - through a range of product and process improvements. This included the clearance of a cross-check backlog in our ERSR queues, adopting a sophisticated data-centric approach to cut inefficiencies in our current

Service-level agreements (SLAs) during the content review process, strengthening automated removals of severely egregious content regardless of context as well as exploring product refinements to mitigate unwanted exposure to potentially violating content while content moderation decisions are pending. We also explained in our previous Quarterly update why we will not be implementing the Board's recommendation of applying interstitials for content removals pending enhanced review, as this could present a serious integrity loophole.

We believe that we have taken the necessary steps, where feasible, to address the Board's recommendations to best protect the users of our platform from harm when violating content is pending review. We also, however, understand that we cannot completely eliminate the risk of our users' exposure to potentially objectionable content during the period it is awaiting enhanced review. This is to ensure that we do not disproportionately impact user voice by removing content which we know, by virtue of its inclusion in the cross-check program, presents a higher false positive risk. However, as we mentioned in our initial response, we already remove some extremely high severity content while it is pending enhanced review. As we remain committed to continually optimizing integrity workflows to reduce exposure to harmful content while mitigating over-enforcement, we now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *Meta should not automatically prioritize entity-based secondary review and make a large portion of the algorithmically selected content-based review dependent on extra review capacity.*

(*PAO on Meta's Cross-Check Policies #19*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	In line with our previous Quarterly Updates as well as our response to PAO on Meta's Cross-Check Policies #15, we have successfully trained the majority of our regional expert teams on how and when to apply context-specific policies at the General Secondary Review (GSR) level of review. In addition, we are making crucial technical investments to enhance our GSR ranker, so as to ensure that algorithmically selected content is appropriately prioritized and escalated for the highest level of review. As of present, we have initiated discussions with key internal teams to move forward with this process, and as mentioned in our last Quarterly Update, we're aiming to have this launched in early 2024. Ensuring that our GSR ranker escalates algorithmically selected content for the highest level of review with precision is a highly complex process, but we are committed to pursuing these necessary improvements for the betterment of our content review systems. As we work to operationalise these changes, we will continue to report our progress to the Board in a future report.

Oversight Board Recommendation: *Meta should ensure that content that receives any kind of enhanced review because it is important from a human rights perspective, including content of public importance, is reviewed by teams that can apply exceptions and context.*

	(PAO on Meta's Cross-Check Policies #20)
Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	In our previous Quarterly Update, we explained that we have continued to make substantial investments to increase our regional expert teams' participation in the Early Response Secondary Review (ERSR) level of review. This has been conducted alongside parallel efforts to expand the number of General Secondary Review (GSR) reviewers being trained to apply context-specific decisions during the GSR content review process, as referenced in our response to PAO on Meta's Cross-Check Policies #15. At this juncture, the majority of our regional specialist teams have been trained on context-specific policies; thereby allowing us to fully operationalise their potential when reviewing content at the GSR and ERSR level review as they possess deep regional, cultural and linguistic knowledge. While we work to complete these training initiatives, we aim to share with the Board consistent quantitative data that holistically captures our commitment of having integrated more regional expert teams in the enhanced review process.

Oversight Board Recommendation: *Meta should use trends in overturn rates to inform whether to default to the original enforcement within a shorter time frame or what other enforcement action to apply pending review. If overturn rates are consistently low for particular subsets of policy violations or content in particular languages, for example, Meta should continually calibrate how quickly and how intrusive an enforcement measure it should apply.*

(PAO on Meta's Cross-Check Policies #27)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Since our last Quarterly Update to the Board, our cross-functional task-force has begun foundational efforts in defining and building out certain key impact metrics for measurement in phases. Building a proficient metrics-centered measurement system is a technically complex endeavor, and as such, we expect that this work may take some time to complete. Additionally, distilling constructive and actionable insights on overturn rates is closely intertwined with our commitments to other metrics-centered long-term recommendations such as PAO on Meta's Cross-Check Policies #26, #28 and #30, all of which are highly contingent on the establishment and operationalisation of a centralized & reliable metrics apparatus. We therefore expect to provide a more substantive update on this recommendation at the end of Q4 2024, and will be moving this update to the long-term category going forward.

Oversight Board Recommendation: *Meta should revise the indicators that it uses to rank appeals in its review queues and to automatically close appeals without review. The appeals prioritization*

formula should include, as it does for the cross-check ranker, the factors of topic sensitivity and false-positive probability. The Board will consider this implemented when Meta shares with the Board their appeals prioritization formula and data that shows that it is ensuring review of appeals against the incorrect removal of political expression in protest contexts.

(*A Cartoon Depicting Iran's Supreme Leader Ayatollah Ali Khamenei #4*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Since our last update, we have progressed our efforts towards system unification and migrated our appeals ranking systems to align with our broader operations framework. Appeals are currently prioritized among themselves using factors of topic sensitivity and false-positive probability. We will continue to assess the effectiveness of modifying our appeals prioritization and broader ranking systems as we understand the impact and influence of our systems unification efforts. We will provide further updates on these efforts in future Oversight Board updates.

Oversight Board Recommendation: *In order to ensure that Meta's internal criteria for its Sexual Solicitation policy do not result in the removal of more content than the public-facing policy indicates and so that non-sexual content is not mistakenly removed, Meta should revise its internal reviewer guidance to ensure that the criteria reflect the public-facing rules and require a clearer connection between the "offer or ask" and the "sexually suggestive element." The Board will consider this implemented when Meta provides the Board with its updated internal guidelines that reflect these revised criteria.*

(*Gender Affirming Surgery Bundle #3*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	We have updated the external and internal guidance of our Adult Sexual Solicitation and Sexually Explicit Language policy to offer more clarity around what constitutes an "offer or ask" and a "sexually suggestive element" in content that engages in indirect or implicit sexual solicitation. We now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: *Meta should develop a framework for evaluating the company's election integrity efforts. This includes creating and sharing metrics for successful election integrity efforts, including those related to Meta's enforcement of its content policies and the company's approach to ads. The Board will consider this recommendation implemented when Meta develops this framework (including a description of metrics and goals for those metrics), discloses it in the company's Transparency Center, starts publishing country-specific reports, and publicly discloses any changes to its general election integrity efforts as a result of this evaluation.*

(*Video Disputing Brazil's Election Results #1*)

Previous Commitment	Implementing Fully
Updated Commitment	Implementing Fully
Current Status	In Progress
February 2024 Update	We are continuing to work towards consolidating our election response processes into key metrics that allow us to improve how we evaluate our efforts in the lead-up to, during, and after elections. We are piloting a set of different metrics in multiple elections in 2024. We plan to share a public description of the types of metrics we use to evaluate our performance during elections and how those metrics inform our response, with a target date, as of now, of the beginning of 2025. We also plan to share the metrics themselves with the Board confidentially on a similar timeline, though the exact metrics shared are still being finalized based on their accuracy and efficacy during the pilot. In the next Oversight Board report, we expect to share an update on this pilot evaluation.

Oversight Board Recommendation: Meta should update its review prioritization systems to ensure that content from heads of state and senior members of government that potentially violated the Violence and Incitement policy is consistently prioritized for immediate human review. The Board will consider this recommendation implemented when Meta discloses details on the changes to its review ranking systems and demonstrates how those changes would have ensured review for this and similar content from heads of state and senior members of government.

(Video of Cambodian Prime Minister #4)

Previous Commitment	Assessing feasibility
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	Since our previous update, we effectively assessed the feasibility of updating our review prioritization systems and are pleased to update the status of our commitment to "implementing in part". We are re-evaluating and updating our internal system for escalating potentially high severity content under our cross-check program with the aim of improving efficiency and effectiveness during "business as usual" time periods. We are exploring how to implement change to ensure that potentially severe and egregious content posted by entities enrolled in the Early Response Secondary Review are correctly prioritized for review upon initial assessment at scale. This includes content posted by heads of state and senior members of government that could potentially violate our Violence and Incitement policy. Additionally, we are preparing to implement a process for proactive detection of potentially violating content posted by heads of state and other key figures during elections and are exploring the possibility of expanding this detection beyond just election periods.

Oversight Board Recommendation: Meta should implement product and/or operational guideline changes that allow more accurate review of long form video (e.g., use of algorithms for predicting the timestamp of violation, ensuring proportional review time with length of the video, allowing videos to run 1, 5x, or 2x faster, etc.) The Board will consider this implemented when Meta shares its new long

form video moderation procedures with the Board, including metrics for showing improvements in review accuracy for long form videos.

(*Video of Cambodian Prime Minister #5*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	As shared in our initial response, we have operational guidelines in place that govern long form video review across our review teams and we continue to assess these for continuous improvement. Following our last update, we completed the launch and rollout of our protocol for pre-recorded content and looping content (long-form types used by repeat offenders) to all our sites. We added infrastructure improvements to support the launch which led to improvement in our highest severity violation areas. Since launching the protocol, our teams have engaged numerous feedback loops with the sites that are directly applying the protocols in efforts to iterate quickly and action necessary improvements. We have collected sufficient feedback to ascertain the success of our efforts to bring clarity and improve our metrics. We are prioritizing ongoing improvement on our live video protocols and systems and will share our progress in future reports.

Oversight Board Recommendation: To ensure that content condemning and raising awareness of gender-based violence is not removed in error, Meta should update guidance to its at-scale moderators with specific attention to rules around qualification. This is important because the current guidance makes it virtually impossible for moderators to make the correct decisions even when Meta states that the first post should be allowed on the platform.

(*Violence Against Women Bundle #2*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	Complete
February 2024 Update	As part of our efforts to streamline internal policies we aligned on clearer and comprehensive definitions of concepts such as 'awareness raising' across all policies. We also updated our internal policies and external Community Standards to clarify our approach to content that may condemn or raise awareness about violence. We will now consider this recommendation complete and will have no further updates.

Oversight Board Recommendation: To ensure fewer errors in the enforcement of its Hate Speech policy, Meta should expedite audits of its slur lists in countries with elections in the second half of 2023 and early 2024, with the goal of identifying and removing terms mistakenly added to the company's slur lists. The Board will consider this implemented when Meta provides an updated list of designated slurs following the audit, and a list of terms de-designated, per market, following the new audits.

(*Government's Response to Turkey Earthquake Bundle #3*)

Previous Commitment	Implementing in Part
Updated Commitment	Implementing in Part
Current Status	In Progress
February 2024 Update	As mentioned in our previous update, we are working to complete audits of the slur list for countries with elections in early 2024 and scoping audits for upcoming elections throughout the year. We have already completed audits for various countries with imminent elections and continue to conduct audits in countries with upcoming elections and ongoing monitored risk. As mentioned in our previous update, these audits will be completed as time and resources allow. Additionally, we note that audits cannot be completed too far in advance of elections as content trends may change in the approach to an election. As a result, our teams must balance the timeliness of the audit with resource constraints and other market specific factors that may impact slur audit implementation. We will provide updates on this work in future Oversight Board reports.

Oversight Board Recommendation: *In order to inform future assessments and recommendations to the Violence and Incitement policy, and enable the Board to undertake its own necessity and proportionality analysis of the trade-offs in policy development, Meta should provide the Board with the data that it uses to evaluate its policy enforcement accuracy. This information should be sufficiently comprehensive to allow the Board to validate Meta's arguments that the type of enforcement errors in these cases are not a result of any systemic problems with Meta's enforcement processes. The Board expects Meta to collaborate with it to identify the necessary data (e.g., 500 pieces of content from Facebook and 500 from Instagram in English for US users) and develop the appropriate data sharing arrangements.*

(*Abortion Content Bundle #1*)

Previous Commitment	Implementing in part
Updated Commitment	Implementing in part
Current Status	In Progress
February 2024 Update	We provided the Board with access to the Meta Content Library and API on February 6, 2024. These new data sharing tools (described in more detail in our update to PAO on Meta's Cross-Check Policies #32) provide the Board with a clearer picture of active content on Meta's platforms to draw conclusions on Meta's enforcement processes. We will assess the feasibility of further scaling these data sharing processes in H1 2024, assessing the tradeoffs between providing the Board with additional information on our enforcement systems while maintaining the appropriate privacy safeguards to ensure that our data-sharing processes and procedures comply with relevant global privacy regimes and data protection measures.

Oversight Board Recommendation: *To address the risk of harm, particularly where Meta has no or limited proactive moderation tools, processes, or measures to identify and assess content, Meta should assess the timeliness and effectiveness of its responses to content escalated through the Trusted Partner program. The Board will consider this recommendation implemented when Meta both shares the results of this assessment with the Board – including the distribution of average time to*

final resolution for escalations originating from Trusted Partners disaggregated by country, Meta's own internal goals for time to final resolution, and any corrective measures it is taking in case those targets are not met – as well as publishes a public-facing summary of its findings to demonstrate it has complied with this recommendation.

([Haitian Police Station Video #1](#))

Previous Commitment	Implementing in Full
Updated Commitment	Implementing in Full
Current Status	In Progress
February 2024 Update	We published our [initial response](#) in the Transparency Center on February 2nd, 2024, where we shared that we will assess the timeliness and effectiveness of our responses to content escalated through the Trusted Partner channel on an ongoing basis and will continue to monitor and improve going forward. We also committed to work to provide the Oversight Board and Trusted Partners with details on this assessment by the end of Q4 2024 and continue to explore opportunities for additional transparency in the future. We have no significant updates to report at this time, but will expand in future reports to the Board.

Appendix D. Long Term Recommendations

Long-Term Transparency Recommendations	
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 #6*)	
Commitment	Assessing Feasibility
Workstream Summary	Our current focus is to enhance what we refer to internally as "data readiness" by establishing a consistent accounting methodology for our metrics. Initially, we are concentrating on defining clear criteria for each metric as the initial step in consolidating metrics available for public enforcement tracking. During this process, we are addressing complexities, such as quantifying instances of enforcement carried out by both human reviewers and automated tools. Simultaneously, we are addressing any gaps in our logging infrastructure to ensure that we can access these metrics once we've established a reporting method. We will provide further information in a future Oversight Board report.
Next Expected Update	Q4 2024
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 #18*)	
Commitment	Implementing in Part
Workstream Summary	We are currently 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). In 2023, we have made progress toward improving the measurement and logging of our enforcement actions, but are still navigating the best way to increase transparency around country-level data in a consistent, comprehensive, and accurate manner.
Next Expected Update	Q3 2024
Oversight Board Recommendation: *Facebook should improve its transparency reporting to increase public information on error rates by making this information viewable by country and language for each Community Standard.* (*Punjabi Concern Over the RSS in India #3*)	
Commitment	Implementing in Part
Workstream Summary	We are conducting long-term work to define our accuracy metrics, alongside our work on Breast Cancer Symptoms & Nudity #6. As we continue to develop the necessary

	measurement infrastructure and data validation protocols to report high-quality, consistent information, we are continuing to engage with the Board on our more incremental roadmaps, challenges, and expansion opportunities.
Next Expected Update	Q4 2024

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 #11 (along with Al Jazeera Post on Tensions Between Israel and Palestine #4 and Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #6[6]))	
Commitment	Implementing in Part
Workstream Summary	In addition to the Content Restrictions Report on the Transparency Center, Meta also publishes case studies to shed light on unique requests we receive from governments and courts to take actions such as global restriction and restoration. Meta has recently published two real time case studies on government takedown requests from Israel and Pakistan. The purpose of these case studies is to draw attention in real time to broad government takedown requests, the type of content being reported, and the agencies exercising authority over user content. Further to our announcement last year, we have also commenced our engagement with Lumen. Lumen is an independent research project hosted by Harvard's Berkman Klein Center for Internet & Society, which studies cease-and-desist letters from governments and private actors concerning online content. To start, we have shared 5 government takedown requests with the Lumen Project, which were published on their database in November 2023. Apart from the initiatives described above, we continue to explore ways of increasing transparency around government takedown requests, as recommended by the Oversight Board.
Next Expected Update	Q3 2024

Oversight Board Recommendation: Meta should regularly review the data on its content moderation decisions prompted by state actor content review requests to assess for any systemic biases. Meta should create a formal feedback loop to fix any biases and/or outsized impacts stemming from its decisions on government content takedowns. The Board will consider this recommendation implemented when Meta regularly publishes the general insights derived from these audits and the actions taken to mitigate systemic biases.	
(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #7)	

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[6]The Board issued a similar recommendation in recommendation #4 in the Al Jazeera Post on Tensions Between Israel and Palestine case and recommendation #6 in the Veiled Threat of Violence Based on Lyrics from a Drill Rap Song case. We are tracking the progress of our work in response to these recommendations as part of our response to recommendation #11 in the Support of Abdullah Öcalan case.

Commitment	Assessing Feasibility
Workstream Summary	We are assessing ways that we may develop a process to re-review a randomized sample of government requests on an ongoing basis to ensure that our review of those requests was accurate, fair, and consistent with Meta's policies and commitments. This approach will likely include, among other elements, a review of accuracy of any enforcement actions taken under our Community Standards, a review of any actions taken on the basis of local law, and assurance of consistency with our human rights commitments as a member of the Global Network Initiative.
Next Expected Update	Q4 2024

Oversight Board Recommendation: Meta should require that more than one employee be involved in the final process of adding new entities to any lists for false positive mistake-prevention systems. These people should work on different but related teams.
(*PAO on Meta's Cross-Check Policies #9*)

Commitment	Implementing in Part
Workstream Summary	Before we can improve the integrity of our mistake prevention lists through regular audits and quality checks, we must first substantially mature our governance processes for the Early Response Secondary Review (ERSR) list. This is a large, complex project which requires significant tooling infrastructure and process investments before effective scaling of the program. We are laying the groundwork in order to accurately and seamlessly mature the governance processes of the ERSR program to our specialized regional teams.
Next Expected Update	Q2 2024

Oversight Board Recommendation: Meta should conduct periodic reviews of different aspects of its enhanced review system, including content with the longest time to resolution and high-profile violating content left on the platform.
(*PAO on Meta's Cross-Check Policies #28*)

Commitment	Implementing Fully
Workstream Summary	Implementing this recommendation in full continues to remain a long-term goal for Meta. We are in the early developmental stages of building a consistent and reliable metrics-measurement infrastructure that will, in turn, facilitate our capacity to distill high-quality insights on the health, efficiency and effectiveness of the cross-check program upon its periodic review. Given the intricacies involved and complexity of this effort, our teams are continuing to carry out critical foundational work - to internally align on and measure key standardized metrics through a phase-based approach. This is part of a larger organization-wide effort to improve our metrics measurement infrastructure across Global Operations (GO) and in teams within GO respectively. In the long term, our aim is to leverage these insights gathered from key metrics measured, and strategically identify opportunities that would holistically improve our content review and enforcement processes.

Next Expected Update	Q4 2024

Oversight Board Recommendation: Meta should publish regular transparency reporting focused specifically on delayed enforcement of false-positive prevention systems. Reports should contain data that permits users and the public to understand how these programs function and what their consequences on public discourse may be. At minimum, the Board recommends Meta include:

A. Overturn rates for false positive mistake-prevention systems, disaggregated according to different factors.
B. The total number and percentage of escalation-only policies applied due to false positive mistake-prevention programs relative to total enforcement decisions.
C. Average and median time to final decision for content subject to false-positive mistake prevention programs, disaggregated by country and language.
D. Aggregate data regarding any lists used for mistake-prevention programs, including the type of entity and region.
E. Rate of erroneous removals (false positives) versus all reviewed content, including the total amount of harm generated by these false positives measured as the predicted total views on the content (i.e., overenforcement)
F. Rate of erroneous keep-up decisions (false negatives) on content, including the total amount of harm generated by these false positives, measured as the sum of views the content accrued (i.e., underenforcement)

(*PAO on Meta's Cross-Check Policies #30*)

Commitment	Implementing in Part
Workstream Summary	Our cross-functional task force (put together in Q2 2023 for the purpose of defining and tracking key impact metrics for public-facing reporting), is continuing work to develop the necessary measurement infrastructure to accurately define and measure these metrics. We expect this to be a long-term, complex project that intersects with the execution of other recommendations, given the various deployments that need to be fulfilled before this recommendation is fully actualized as explained in our initial response.
Next Expected Update	Q2 2024

Oversight Board Recommendation: In line with the Board's recommendations five and six in the "Iran protest slogan" case (2022-013-FB-UA), the Board specifies that Meta should publicly share aggregated data in its Transparency Centre about the "spirit of the policy" allowances issued, including the number of instances in which they were issued, and the regions and/or languages affected. Meta should keep this information updated as new "spirit of the policy" allowances are issued. The Board will consider this recommendation implemented when Meta makes this information publicly available in the Transparency Centre.

(*A Call for the Donation of Pharmaceutical Drugs to Sri Lanka #4*)

Commitment	Implementing in Part
Workstream Summary	We are currently working to publish the total number of scaled allowances on our Transparency Center, in line with our response to Cartoon Depicting Iran's Supreme Leader Ayatollah Ali Khamenei #5 (completed in Q3 2023). We will not publish data about the regions or languages involved in these allowances, due to sensitivities around regional data

	sharing as well as the significant operational lift required to execute at a time when any surplus capacity is required for necessary safety functions.
Next Expected Update	Q1 2024

Oversight Board Recommendation: Meta should provide quarterly enforcement data on misinformation in the Quarterly Enforcement Report, broken down by type of misinformation (i.e., physical harm or violence, harmful health misinformation, voter of census interference, or manipulated media) and country and language. This data should include information on the number of appeals and the number of pieces of content restored.
(*PAO on Removal of COVID-19 Misinformation #12*)

Commitment	Implementing in Part
Workstream Summary	Meta is actively committed to enhancing the transparency and depth of enforcement data regarding misinformation. We believe that this approach serves to enhance public comprehension of misinformation trends on our platforms. Although this undertaking is intricate and demands substantial resources, we remain dedicated to exploring this recommendation.
Next Expected Update	Q2 2024

Oversight Board Recommendation: Meta should create a section in its Community Standards Enforcement Report to report on state actor requests to review content for the policy on Misinformation about health during public health emergencies violations. The report should include the details on the number of review and removal requests by country and government agency, and the number of rejections and approvals by Meta.
(*PAO on Removal of COVID-19 Misinformation #13*)

Commitment	Assessing Feasibility
Workstream Summary	Meta currently reports on content restrictions based on local law in our Transparency Center, as part of our goal to comply with local legal and privacy requirements (which may vary based on jurisdiction). At this time, teams are working on various efforts to increase our transparency, and remain committed to exploring the potential to increase transparency in this area. We expect this work to be complex and challenging as regulations continue to develop.
Next Expected Update	Q2 2024

Long-Term Policy 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 *Breast Cancer Symptoms & Nudity Recommendation #7*, *Support of Abdullah Öcalan Recommendation #10*, *Post Discussing a Substance*

	with Psychoactive Properties Recommendation #1, and PAO on Sharing Residential Information #9)[7])
Commitment	Assessing Feasibility
Workstream Summary	In line with our previous Quarterly Updates, our legal, policy, and product teams are persistently engaged in foundational efforts to ensure consistency in user experiences and to enhance their understanding of the rules that govern Facebook, Instagram, and Threads. Due to increasing foundational efforts for regulatory compliance priorities, this work remains ongoing but of high importance. We expect to have a more substantial update in an upcoming Oversight Board report.
Next Expected Update	Q2 2024

Oversight Board Recommendation: Meta should establish clear and public criteria for list-based mistake-prevention eligibility. These criteria should differentiate between users who merit additional protection from a human rights perspective and those included for business reasons.

(PAO on Meta's Cross-Check Policies #4)

Commitment	Implementing in Part
Workstream Summary	In our previous Quarterly Update, we shared that we were in the process of exploring feasible ways to credibly distinguish between users who were enrolled in the Early Response Secondary Review (ERSR) program due to a business relationship, and those who have been added on account of human rights interests. Since then, we have established a fixed list of entities onboarded to the ERSR program primarily due to their advertiser status, and continue to update that list with temporary additions during peak season sales events. At this time, we are working to ensure there are automated systems in place to remove entities that no longer meet eligibility criteria. We have also continued work to ensure that treatment of these entities is equitable to the standards we hold for all of our advertisers.
Next Expected Update	Q3 2024

Oversight Board Recommendation: Following the development of the protocol on evidence preservation related to atrocity crimes and grave human rights violations, Meta should publicly share this protocol in the Transparency Center. This should include the criteria for initiating and terminating preservation, data retention periods, as well as the process and safeguards for accepting requests for preservation and for sharing data with competent authorities, including international accountability mechanisms and courts. There must be safeguards for users' rights to due process and privacy in line with international standards and applicable data protection laws. The Board will consider this recommendation implemented when Meta publicly shares this protocol.

(Mistreatment of Armenian Prisoners of War #4)

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[7]The Board issued similar recommendations in recommendation #7 in The Breast Cancer Symptoms & Nudity case, 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 these recommendation as part of our response to recommendation #2 in the Breast Cancer Symptoms & Nudity case.

Commitment	Assessing Feasibility
Workstream Summary	As noted in our [previous Quarterly Update](#) and in our response to [Mistreatment of Armenian Prisoners of War #1](#), we are continuing to look for opportunities to share information with the Oversight Board and relevant stakeholders regarding our approach to human rights evidence retention. There remain significant legal, privacy, and policy considerations, but we plan to provide the Oversight Board with a confidential briefing as we align on the criteria and guidelines that will shape our protocol.
Next Expected Update	Q2 2024

Long-Term Enforcement Recommendations

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 #9](#))

Commitment	Implementing Fully
Workstream Summary	As [shared previously,](#) we currently notify users when we restrict access to content in particular jurisdictions on the basis of formal government reports of alleged local law violations, except where we are legally prohibited from doing so. We are continuing to expand the availability and level of detail included in this notification. Additional info included in the notification includes the jurisdiction of enforcement, the duration of enforcement, and options for the user if they disagree with the decision. These expanded notifications are currently available in the EU and we are currently working to roll them out globally.
Next Expected Update	Q3 2024

Oversight Board Recommendation: To ensure that inaccurately banked content is quickly removed from Meta's Media Matching Service banks, Meta should set and adhere to standards that limit the time between when banked content is identified for re-review and when, if deemed non-violating, it is removed from the bank. The Board will consider this recommendation implemented when Meta: (i) sets and discloses to the Board its goal time between when a re-review is triggered and when the non-violating content is restored, and (ii) provides the Board with data demonstrating its progress in meeting this goal over the next year.

([Cartoon Depicting Violence by the Police in Colombia #2](#))

Commitment	Implementing in Part
Workstream Summary	We are working to standardize the review period across various violation types to the furthest possible extent; noting the challenges of attaining full uniformity due to the nuance of violation areas. Our goal is to establish an upper limit for when content is identified for re-review and removed across the banks where feasible.

Next Expected Update	Q3 2024

Oversight Board Recommendation: Meta should notify Instagram users when a warning screen is applied to their content and provide the specific policy rationale for doing so. The Board will consider this recommendation implemented when Meta confirms that notifications are provided to Instagram users in all languages supported by the platform.
(*Aftermath of an Attack on a Church in Nigeria #2*)

Commitment	Implementing Fully
Workstream Summary	After implementing Armenians in Azerbaijan #1 in our Q3 2022 Quarterly Update, we have persistently strived to enhance the precision of user communication on our platform. This effort is being undertaken through a multi-phase strategy encompassing all forms of violations and enforcement. Individuals using our platforms can anticipate receiving more comprehensive details about enforcement determinations and safety measures taken regarding their content, including the implementation of warning screens. Given that this is an integral component of our broader compliance initiative, we anticipate delivering a more comprehensive update later in 2024.
Next Expected Update	Q2 2024

Oversight Board Recommendation: Meta should use the data it compiles to identify "historically over-enforced entities" to inform how to improve its enforcement practices at scale. Meta should measure over-enforcement of these entities and it should use that data to help identify other over-enforced entities. Reducing over-enforcement should be an explicit and high-priority goal for the company.
(*PAO on Meta's Cross-Check Policies #26*)

Commitment	Implementing Fully
Workstream Summary	As shared in previous Quarterly Updates, we are committed to investing and expanding our research of proactive risk mitigation methodologies involving metric-based models and non data-based analysis that accurately collate signals on "historically over-enforced entities". We are working to identify feasible methods of measuring what it means to be a "historically over-enforced entity". These understandings would shape how our internal data infrastructure is operationalised to measure and help identify over-enforced entities across the platform, in a bid to reduce holistic over-enforcement across the platform. We consider this effort as part of our long-term strategy from a technical and product standpoint.
Next Expected Update	Q4 2024

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