

# Community Work Plan 2021

*This workplan was developed in workshops with members of the Christchurch Call Community and endorsed by Call Leaders*

The Christchurch Call community includes supporting technology companies, governments and the Christchurch Call Advisory Network. The foundation of the community is the shared commitments of the Call, including the elimination of terrorist and violent extremist content online through multi-stakeholder collaboration while upholding human rights and maintaining a free, open, and secure Internet. The Community fosters and relies on the different roles and responsibilities of each stakeholder. Terrorist and violent extremist content is a whole-of-society problem that cannot be solved by companies or governments working alone, and to be successful the Call community must utilize the strengths of each member. Included in the voluntary commitments, is recognition of the important role of civil society in supporting work on the issues and commitments in the Call.

While not an official supporter of the Call, the Global Internet Forum to Counter Terrorism (GIFCT) is an integral part of the Call community. Its relaunch as an independent organisation in June 2020 was a direct result of the work of the Call, and it is now the forum for multi-stakeholder delivery on many of the Call's commitments. We have designed the plan with GIFCT collaboration in mind.

As we move into the third year of the Call, it is incumbent on the Call community to ensure all members are equipped to participate fully in the work of the Call. The work plan developed by the Call Community work stream seeks to facilitate a flourishing community where every stakeholder has a seat at the table as envisaged by the text of the Call. The plan also seeks to foster trusted relationships between all stakeholders. Without this, no other work stream will reach its full potential.

This plan identifies areas where more work is needed to achieve this ambition. It seeks to build trust across the multi-stakeholder community through improved information sharing and increased channels of communication, including through the use of technology. Recognising the value of increased industry participation in the Call, it promotes involvement of the entire Call community in the on-boarding of new supporters, to ensure the continued integrity of the Call principles. The Call commitments are voluntary, therefore any mechanisms for understanding how supporters are carrying out the commitments in the Call must be grounded in trust-based dialogue between members. In order to achieve these objectives, resourcing will be required. It is our hope that the community will rise to this challenge, bringing their different capacities and capabilities to bear on the project.

## Medium-term Objectives (achievable within 6-12 months)

Objective	Rationale	Key stakeholders	Evaluation measures	Timeframes
What do we want to achieve?	What is the need we are addressing?	Who can best make this happen?	How will the Call community assess success?	When will this be done by?
<p><b>CCAN resourcing</b></p> <p>Provide a temporary secretariat for CCAN</p>	<p>As a global network of volunteers CCAN requires administrative support and appropriate technological channels to enable the network to engage with the work of the Call.</p>	<ul style="list-style-type: none"> <li>New Zealand and French governments</li> <li>CCAN</li> </ul>	<p>Staff member in place and virtual channels up and running</p> <p>CCAN website</p> <p>established CCAN</p> <p>complete 3 webinars</p>	<p>August 2021</p> <p>August 2021</p> <p>February 2022</p>
<p><b>Develop Advisory Function of CCAN</b></p> <p>Develop civil society advisory function of the Call, through addressing gaps in diversity and mapping and utilization of diverse expertise within the network.</p>	<p>The purpose of CCAN is to provide advice to Call supporters on the implementation of their commitments under the Call. Better utilisation of their expertise could improve delivery against all Call commitments.</p> <p>Increasing the diversity within CCAN itself will further increase the perspectives the network is able to bring to the work of the Call.</p> <ul style="list-style-type: none"> <li>As noted in the CCAN Terms of Reference, CCAN strives “to achieve an appropriate balance of diverse and relevant perspectives and expertise across at least the following dimensions:</li> <li><i>Diversity of expertise</i>, including but not limited to international human rights law; education; technology; content moderation; extremism and radicalization; and internet governance.</li> <li><i>Geographic perspective</i> - emphasis should be placed on including members who represent countries in Africa, Asia, the Pacific and South and Central America.</li> <li><i>Affected communities</i> - emphasis should be placed on including members from communities directly affected by violence and extremism, and those disproportionately affected by counter-terrorism efforts</li> </ul>	<ul style="list-style-type: none"> <li>New Zealand and French governments</li> <li>Supporting governments</li> <li>Supporting technology companies</li> <li>CCAN</li> <li>Other stakeholders as required</li> </ul>	<p>CCAN Mapping exercise completed. Results distributed to the Call community.</p> <p>Utilise mapping exercise to identify areas where more diverse civil society expertise would augment CCAN’s advisory capacity.</p> <p>Develop and implement an engagement strategy to attract and enrol new organisations based on gap analysis</p>	<p>December 2021</p> <p>February 2022</p> <p>April 2022</p>
<p><b>Enhance information sharing</b></p> <p>Enhance information sharing and communication between members of the Christchurch Call community.</p>	<p>Enhanced information sharing enables a level field of engagement for the entire Call Community, and the timely provision of diverse input to particular initiatives undertaken by Call supporters.</p> <p>Types of information that could be shared include:</p>	<ul style="list-style-type: none"> <li>New Zealand and French governments</li> <li>Call supporting companies and governments</li> </ul>	<p>Scope a technological solution to enable intersessional dialogue between Call community members, including surveying existing tools that may be relevant (e.g. tools used for intersessional work of IGF and ICCAN)</p>	<p>Dec 2021</p>

	<ul style="list-style-type: none"> <li>notice of legislative and regulatory initiatives relevant to Call commitments;</li> <li>outcome of engagement between Call supporters (where appropriate);</li> <li>learning and development opportunities (e.g. conferences, roundtables, workshops);</li> <li>notice of CCAN activities;</li> <li>approaches to and by potential new supporters (where appropriate).</li> </ul> <p>The inaugural Christchurch Call community consultation provided rich data on how supporters have implemented their commitments over the first 18 months of the Call. Increasing the number of respondents and improving the data collected for the second iteration of this survey will enable increased sharing of knowledge, information and ideas amongst supporters, and facilitate accountability amongst the Call community.</p>	<ul style="list-style-type: none"> <li>CCAN</li> </ul>	<p>Re-implement monthly newsletter outlining work relevant to the Call being undertaken by New Zealand and France including: legislation; and policy discussions with other supporters (as appropriate). This is a transitional measure in place until more dynamic communications tools become available...</p> <p>Facilitate ad hoc participation in monthly CCAN calls beyond NZ/France.</p> <p>CCAN provides regular update to Call supporters on its, areas of current focus, work in progress and activities (e.g. learning calls)</p> <p>Develop second Christchurch Call Community Consultation in partnership with members of the multi-stakeholder community (companies, governments and CCAN). The stocktake exercise and product should be as widely accessible as possible (e.g. providing translations of key findings in different languages).</p> <p>Launch second Christchurch Call Community Consultation.</p>	<p>July 2021</p> <p>December 2021</p> <p>June 2021</p> <p>December 2021</p> <p>February 2022</p>
<p><b>Increase Industry Support for the Call</b></p> <p>Work with supporters, key stakeholders and CCAN to develop an engagement strategy for new company supporters'</p>	<p>While the Call is currently supported by some of the world's biggest platforms, the way terrorist and violent extremists exploit the internet to disseminate TVEC is constantly evolving. For the Call to remain effective, it is vital that we engage those platforms where the content is located.</p> <p>New company supporters must be able to meet the Call's requirements regarding respect for human rights and fundamental freedoms, and transparency reporting.</p> <p>Undertaking this work will require additional resource for some stakeholders.</p>	<ul style="list-style-type: none"> <li>New Zealand and French governments.</li> <li>Call supporting companies and governments</li> <li>CCAN</li> <li>GIFCT</li> <li>Other stakeholders including Tech Against Terrorism</li> </ul>	<p>Recognising that some outreach to new company supporters is already underway, convene multi-stakeholder roundtable on this issue.</p> <ul style="list-style-type: none"> <li>NZ/France</li> <li>CCAN</li> <li>TAT</li> <li>GIFCT</li> <li>Other supporters</li> </ul> <p>Create an inventory of target companies and increase information sharing with these companies.</p>	<p>September 2021</p> <p>October 2021</p>

<p><b>Sharing Best Practice</b></p> <p>Develop processes for the sharing of best practices amongst governments, companies and civil society in relation to prevention of TVEC online in ways that are consistent with a free, open and secure internet and human rights.</p>	<p>To enable communication between the Call Community on agreed/shared areas of work (for example areas of focus, such as algorithms and positive interventions etc) or newly identified topics.</p> <p>In time this shared work could include collaboration on statements, reports and submissions.</p>	<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> </ul>	<p>Convene multi-stakeholder working group to survey existing processes to share best practice (e.g. IGF Best Practice Forum, IETF)</p> <p>Receive report-back from working group</p> <p>Identify and implement communication tools to foster sharing of best practice.</p>	<p>October 2021</p> <p>February 2022</p> <p>March 2022</p>
			<p>Pilot process with 1-2 thematic areas of work (e.g. crisis response, transparency reporting, understanding algorithmic outcomes, positive interventions)</p>	<p>April 2022</p>
<p><b>Accountability</b></p> <p>Develop an accountability process that enables conversations among Call supporters on upholding the commitments in the Call This is likely to centre on trust-based dialogue among Call supporter</p>	<p>If concerns are raised about how Call supporting governments or companies are upholding their commitments, the community must have ways to engage and/or support governments to better uphold their commitments...</p>	<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> </ul>	<p>Series of multi-stakeholder workshops held to develop a framework for this engagement</p> <p>Best practice guidelines agreed amongst community, including a system whereby Community members can ask for a response to specific question/s regarding Call commitments from other Community members</p>	<p>December 2021</p> <p>February 2022</p>
<p><b>Strengthening links between CCAN and GIFCT</b></p> <p>Further develop links between CCAN and GIFCT</p>	<p>The GIFCT is the Call's primary partner for delivery against Call commitments through its multi-stakeholder working groups. The GIFCT also plays an essential coordination role in crisis response.</p>	<ul style="list-style-type: none"> <li>• CCAN</li> <li>• GIFCT</li> <li>• Independent Advisory Committee</li> <li>• GIFCT staff</li> </ul>	<p>Joint CCAN/IAC meeting</p> <p>Engage GIFCT leadership on how CCAN can be kept informed on the progress of working groups and GIFCT priorities.</p>	<p>September 2021</p> <p>July 2021</p>

## Longer term objectives – achievable 1-3 years

Objective	Rationale	Key Stakeholders	Evaluation measures	Timeframes
What do we want to achieve?	What is the need we are addressing?	Who can best make this happen?	How will we know if we have succeeded?	When will this be done?
<b>CCAN Resourcing</b> Secure permanent resourcing for CCAN secretariat	Funding enabling the operation of a CCAN secretariat for 12 months has been provided by New Zealand. Call community resourcing of permanent secretariat would enable CCAN to continue to make a dynamic commitment to the substantive work of the Call (acknowledging that CCAN members contribute their time and expertise on a voluntary basis).	<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> </ul>	Funding secured for a permanent secretariat CCAN submit proposed research programme. Funding secured for CCAN research programme	May 2022 May 2022 August 2022
<b>Enhance Information Sharing</b> Continue to enhance information sharing between members of the Christchurch Call community		<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> </ul>	Agree on and secure a technological solution to enable dialogue between Call community members.  Engage with supporters and CCAN to agree the type and frequency of information that will be shared on this platform, and how this could supersede existing information sharing arrangements.	May 2022  August 2022
<b>Sharing Best Practice</b> Implement process for sharing best practice amongst the multi-stakeholder community.	This will facilitate communication between the Call Community on agreed/shared areas of work (for example areas of focus, such as algorithms and positive interventions etc) or newly identified topics.	<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> <li>• GIFCT</li> </ul>	4-6 best practice sharing processes in train across the Call community.	December 2022

<p><b>Increase Diversity of the Call</b></p> <p>Continue to increase diversity of industry support for the Call including providers working with emerging technologies; across diverse geographies and demographics (age, linguistic and other)</p> <p>Continue to increase diversity and inclusion of CCAN membership, guided by the results of the gap analysis.</p>	<p>While the Call is currently supported by some of the world's biggest platforms, the way terrorist and violent extremists exploit the internet to disseminate TVEC is constantly evolving. For the Call to remain effective, it is vital that we engage those platforms where the content is located. It will also be vital to consider the different risk profiles of different platforms and services.</p>	<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• GIFCT</li> <li>• Other stakeholders including Tech Against Terror</li> </ul>	<p>Broader set of companies working to fulfil Call objectives. This will include:</p> <ul style="list-style-type: none"> <li>• Smaller platforms;</li> <li>• Platforms from a wider range of regions</li> <li>• Platforms with different user bases (including non-English speaking)</li> <li>• Platforms providing a wider range of services (e.g. gaming, search, file sharing, cryptocurrency exchange)</li> </ul> <p>Civil society expertise is expanded to be more inclusive and address any identified gaps.</p>	<p>June 2022</p>
<p><b>Accountability</b></p> <p>Implement the accountability process or forum.</p>		<ul style="list-style-type: none"> <li>• New Zealand and French governments</li> <li>• Call supporting companies and governments</li> <li>• CCAN</li> </ul>	<p>Information about process provided to all members</p> <p>Process made available for use</p> <p>Some information about the process publicly announced at 3-year event.</p>	<p>March 2022</p> <p>March 2022</p> <p>April 2022</p>

