

FACTSHEET

# New Supporters and Partners Onboarding Process



The Christchurch Call onboarding process provides a pathway for online service providers, governments and partner organisations to formalise their support for the Call.

The process ensures prospective supporters and partners are fully informed about the Call. In accordance with the Call principles, the process is transparent and allows for involvement from across our multi stakeholder community. The joint French and New Zealand Secretariat guides prospective supporters and partners through the process on behalf of the community.

# What is expected of supporters?

## Supporters

A supporter is a government or online service provider that has pledged to the 25 commitments of the Call. Online service providers and governments progress the commitments in a range of ways, individually and collectively.

## Partners

A partner is an organisation that is not a government or online service provider but is committed to supporting the objectives of the Call and contributing to the realisation of the Call commitments through their work.

## Being part of the Call Community

Progress against commitments should be consistent with our core principles of transparency, respect for human rights and fundamental freedoms, multistakeholderism and a free, open and secure internet.

The Call is a multistakeholder Community and supporters and partners are encouraged to engage with, and draw on, the expertise and experiences of fellow supporter governments, companies and the Christchurch Call Advisory Network. The Call convenes Leaders' Summits to confirm priorities and identify areas of focus for the Community as we work to eradicate terrorist and violent extremist content online. Supporters and partners are encouraged to attend Summits at the CEO/Head of State level.

The Call Secretariat convenes working groups and policy discussions/webinars to progress work. All members of the Community are invited to engage.

We encourage supporters and partners to be open in their engagements and welcome information sharing on shared priorities or issues, for example regulation, innovative tools or processes, education, or crisis response.

## Onboarding Process



### 1. Introductory meeting with France and/or New Zealand

- We ask prospective supporters and partners to engage with French and/or New Zealand officials for an informal discussion to familiarise each other with our respective organisations and work. These meetings are usually conducted online.



### 2. Confirmation of interest

- Following that introductory discussion, we ask prospective supporters and partners to review the Call Commitments and our core principles of transparency, respect for human rights and fundamental freedoms, multistakeholderism, and a free, open and secure internet.
- They should then confirm in writing to France and/or New Zealand their desire to proceed with the process towards becoming a supporter or partner.



### 3. Written request for information

- We then ask prospective supporters and partners to provide a brief written response to a request for information. This gathers information to help us understand how your work, policies and approaches align with the Call commitments, and your intentions to implement the commitments and work with the Call Community.
- Your written response will be shared in confidence with the Call Community (existing supporter governments and online service providers, partners and the Christchurch Call Advisory Network) to inform a Community engagement session. Your response is formatted by the Secretariat in an easy to understand document and cleared with you prior to dissemination.



### 4. Community engagement session

- This 75-minute virtual meeting is an opportunity for the Call Community and prospective supporters and partners to engage with each other and understand how each works. We operate as a multistakeholder Community, so this process is open to all in the Call Community who want to participate. This is a frank conversation held in confidence.
- More advice will be provided directly to prospective supporters and partners before the community engagement session to better understand how this meeting works and how to prepare.



### 5. Decision

- A final decision on new supporters and partners is taken by the Governments of New Zealand and France and will be communicated to you by the Call Secretariat.



### 6. Announcement

- We will stay in close contact with you on announcement planning and timelines (These have previously tended to occur around leader-level meetings, or with a group of supporters announced at the same time.)
- We are mindful a coordinated and lined up announcement is just as important for supporters and partners joining the Call as it is for the existing community.