

February 2023

Meta Q4 2022

Quarterly Update on the Oversight Board

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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 updates¹ to give our community visibility into our responses to the Oversight Board's independent decisions about some of the most significant and difficult content decisions Meta makes. These Quarterly Updates provide regular check-ins on the progress of this long-term work and share more about how Meta approaches decisions and recommendations from the board. This update covers open recommendations from decisions issued by the board during and prior to Q4 2022, and it includes details of (1) Meta's content referrals and Policy Advisory Opinion requests to the board and (2) our progress on implementing the board's non-binding recommendations. This report is meant to strengthen transparency and hold us accountable to the board and to the public.

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

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

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

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

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

Between October 1, 2022 and December 31, 2022, we did not submit any content referrals or PAOs to the board in order to prioritize important work on scope expansions, open cases, and complex PAOs. The Oversight Board is currently deliberating on our request for a Policy Advisory Opinion on the [removal of COVID-19 misinformation](#).

Q4 Meta referred content decision case breakdown

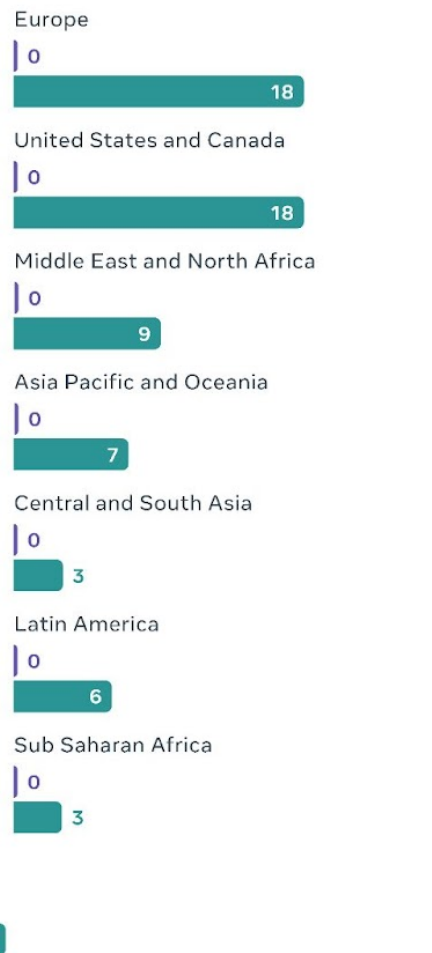
● TOTAL Q4 2022 ● TOTAL THROUGH Q4 2022 (12/31/22)



POLICY VIOLATION



REGION⁴



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, 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 & Institutional Impact

Throughout 2022, the Oversight Board challenged Meta’s approach to our policies, operations, and products. The board’s recommendations have continued to improve our approach to content moderation by applying global human rights frameworks and diverse perspectives to our most significant and difficult decisions.

The Oversight Board issued 91 recommendations this year. As the board grows in scale—welcoming new members, establishing a recommendation implementation working group, and even expanding the scope of eligible content types for appeals—so too does its influence and impact. We respond to every Oversight Board recommendation publicly and have committed to implement or explore the feasibility of implementing 78 percent of recommendations to date.

In Q4 2022, because of the board’s recommendations we:

- Completed global rollout of more informative user messaging to let people know whether human or automated review was responsible for the removal of their content. In addition to launching this type of messaging for content takedowns, we have also expanded the scope of this recommendation to ensure that we’re increasing transparency about the review process across a number of enforcement actions, including disabling and restricting accounts, content demotion, and the application of warning screens.
- Finalized language to add to our Community Standards that clarifies our approach to content that uses ambiguous or implicit language and requires additional context to identify as violating.
- Updated our Restricted Goods and Services policy to allow more speech related to “entheogens” - a group of plant-based drugs sometimes used in religious and/or traditional ceremonies, following a policy development process and meeting of our Policy Forum held in response to an Oversight Board recommendation.
- Launched an update to Facebook’s penalty system based on global testing and the board’s recommendation that we make the system more comprehensive and accessible. This update will help prevent over-enforcement while ensuring persistent violators of our policies are more quickly removed.
- Clarified the importance of artistic and creative expression on our platforms in new language in our Community Standards.

- Following a series of global tests conducted in ten different languages to ensure equitable impact, we launched improvements, including new efficiency tools, to increase High Impact False Positive Override (HIPO) review capacity and balance increased efficiency with greater protections for community and voice on our platforms.

2022 Lookback: The Oversight Board's Impact on Our Policies, Products, and Operations

The end of 2022 marked almost two years since the Oversight Board's first decision and closed with meaningful expansions to the board's scope and impact.

The board published its first and second Policy Advisory Opinions (PAOs) in 2022, providing Meta with external guidance on broad content policies. These PAOs—on our rules around [private residential information](#) and our [cross-check mistake prevention system](#), respectively—are an opportunity for the board to provide us with in-depth analyses on full policies or systems, rather than individually representative pieces of content. The [cross-check decision](#), published in Q4 2022, represented the largest number of recommendations the board has given us at one time. Across 57 pages of thoughtful analysis, the board outlined 32 recommendations² for improving the system and provided the most comprehensive overview of our cross-check system published to date. While there are some findings we disagree with, the board's analysis tackled the difficult question of finding a balance between the complexities of incorporating flexibility, nuance, and context-specific decisions into content moderation at scale, and our desire to fairly and objectively apply our Community Standards to all people who use our platforms. The board's thorough and thoughtful decision affirms our belief in the value of its guidance on not only policies, but also the complex, highly-technical tools and systems that help us uphold them at scale.

While the board has influenced the launch of several policy clarifications, expansions, re-evaluations, and even five wholly new policy developments, in 2022 the board members were also invited to attend Policy Forums. These forums serve as a place for subject matter experts, including members of our safety and cybersecurity policy teams, counterterrorism specialists, product managers, public policy leads and representatives from our legal, communications, Human Rights, and Civil Rights teams, to share their views on novel policy proposals. Having the board observe Policy Forums offers them a unique window into one of the most integral stages of policy development and speaks to the depth of the board's impact on our content policies.

² Meta will publicly respond to the board's 32 [Cross-Check PAO](#) recommendations on or before March 6, 2023.

In 2022, the board pushed us to take additional steps to share information about our approach to newsworthiness on our platforms. We added examples and new details about how we identify and handle newsworthy content to our [Transparency Center](#), including the annual number of newsworthy allowances documented and how many of those documented allowances were issued for content posted by politicians. The board's recommendations also drove our ongoing efforts to make the Community Standards more accessible for people around the world, allowing us to reach people via translations in 68 different languages. Last quarter, we completed work on a series of board recommendations calling on us to develop more specific user messaging to tell people exactly which rules their content had violated, in order to improve transparency about the guidelines that protect our communities and open expression on our platforms.

The 2021 Oversight Board decision concerning the Facebook account of former president Trump prompted new transparency regarding our newsworthiness policies, cross-check system, and our penalty and strike systems. It pushed us to establish clear, [public enforcement standards for influential users](#) and our [Crisis Policy Protocol](#), formally adopted in 2022. We also established a new set of rules for restricting the accounts of public figures during civil unrest or violent situations where our standard enforcement procedures may not be proportionate to the violation or sufficient to reduce the risk of further harm, and published these rules in our [Transparency Center](#).

Meta empowers people who use our platforms to make their own decisions about what they see online. People can customize what they see, prioritize posts from their favorite people and Pages, choose who can comment on their posts, hide reaction counts, block anyone, view posts in chronological order, and report content that they believe violates our Community Standards. And we are continuing to explore more ways to give users more control over what they see on our platforms. To that end, the board has continually pushed us to turn enforcement into a two-way conversation, creating more moments for Meta to teach people who use Facebook and Instagram more about how we define and enforce policy violations. The board has also advocated for our content reviewers and policies to better integrate and account for context and user voice, including opportunities for people to provide feedback about our enforcement actions. In August 2022, the board's recommendations prompted us to [share new details](#) about how we create, enforce, and audit our market slur lists, offering the public a window into the global analysis and operations that enable us to keep our platforms safe while protecting and promoting free expression around the world.

As the progress reported in this year's Quarterly Updates demonstrates, the board plays a crucial role in Meta's ongoing efforts to integrate diverse, global perspectives into our decision-making and focus on our long-term impact. That's why we created mechanisms, like the Oversight Board, to hold us accountable. As a business, it's important for Meta to listen to voices outside Silicon Valley, because the people who use our products live all over the world. We are grateful for the board's oversight and accountability and look forward to even more engagement in 2023.

Expanding the Oversight Board's Scope & Impact

Meta is focused on increased efficiency in 2023, and the Oversight Board has expressed its intention to remain in lockstep as the company prioritizes its growing audience. With the announcement of a three-year funding commitment in June 2022, the board has continued to focus on its [strategic priorities](#) and plans to expand its scope and impact on Meta's content moderation in the year to come. A 2023 [update](#) to the Oversight Board Charter and Bylaws will enable the Board to review more cases and to do so faster than before. This year, the board's decision capacity was expanded to allow it to determine from a binary decision to overturn or uphold our content moderation decisions. Now, if the board determines that content should be restored or remain on our platforms, it can also issue a binding judgment about whether that content qualifies for the application or removal of a warning screen.

As we look to establish new pathways for the Oversight Board to weigh in on the important issues we face in 2023, the board has updated procedures for expedited case review to enable the Board to publish an expedited decision as soon as 48 hours after accepting the case. To enable this new type of interface with the board, Meta will provide information reasonably required for the board to make a decision under expedited review. The board is also introducing summary decisions, a new type of case for deliberation. The board's case selection committee may now select a case for review even after Meta determined that the content in a particular case was incorrectly actioned upon and took actions to reverse its original decision. In line with other decision types, summary decisions will be binding.

As we evaluate our company-wide priorities, we see the board's guidance as a key north star for our long-term impact. We will continue to explore opportunities to integrate the board's insights and international human rights framework into our approach to content moderation with new and expanded avenues for Oversight Board direction.

1. How to Read This Update

From January 2021 through December 2022, the board issued 178 non-binding recommendations. In our [Q3 2022 Quarterly Update](#), we addressed 56 of these recommendations and indicated we would provide more information on 44 in our next update. In this update, we address those 44 recommendations and 16³ new recommendations the board included in the decisions it issued in Q4 2022 for a total of 60 recommendations. We categorize our commitments to the board's recommendations as follows:

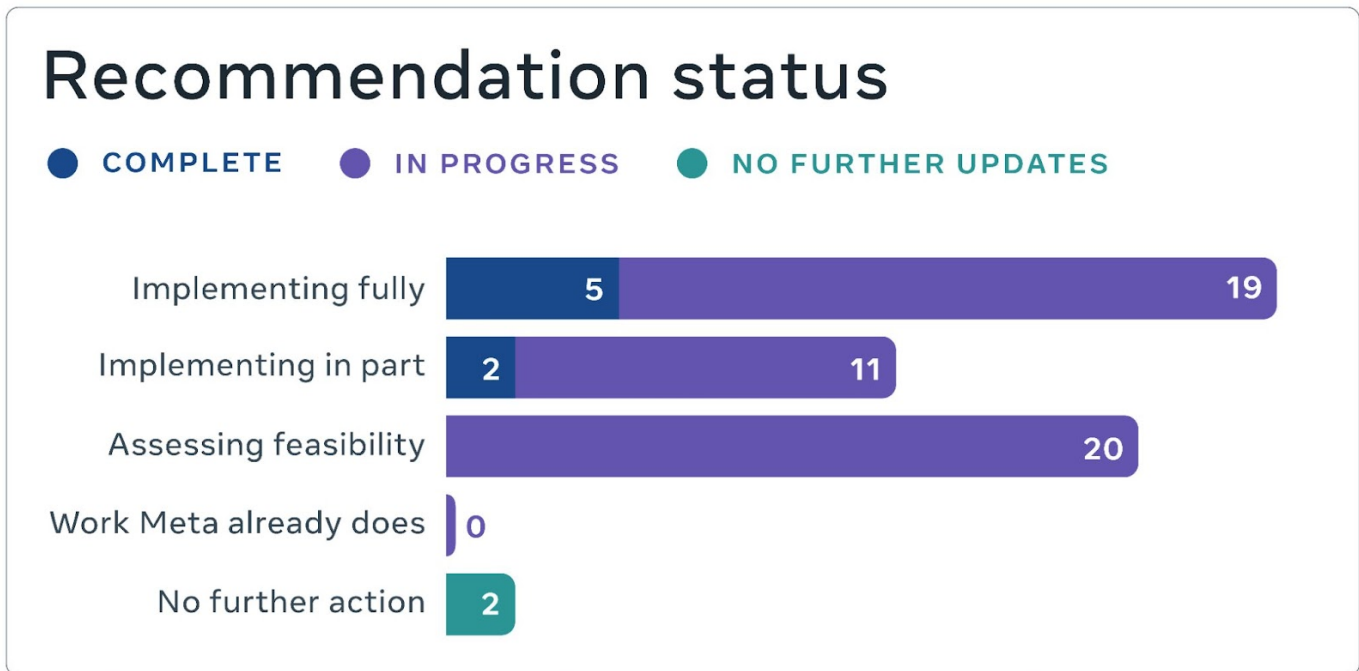
- **Implementing fully:** We agree with the recommendation and have or will implement it in full.
- **Implementing in part:** We agree with the overall aim of the recommendation and have or will implement work related to the board's guidance.
- **Assessing feasibility:** We are assessing the feasibility 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.

³Meta will publicly respond to the board's 32 [Cross-Check PAO](#) recommendations on or before March 6, 2023. Therefore, they are not included in this update but will be included in our Q1 2023 Quarterly Update.

The below graph depicts the status of each of the current 60 recommendations:



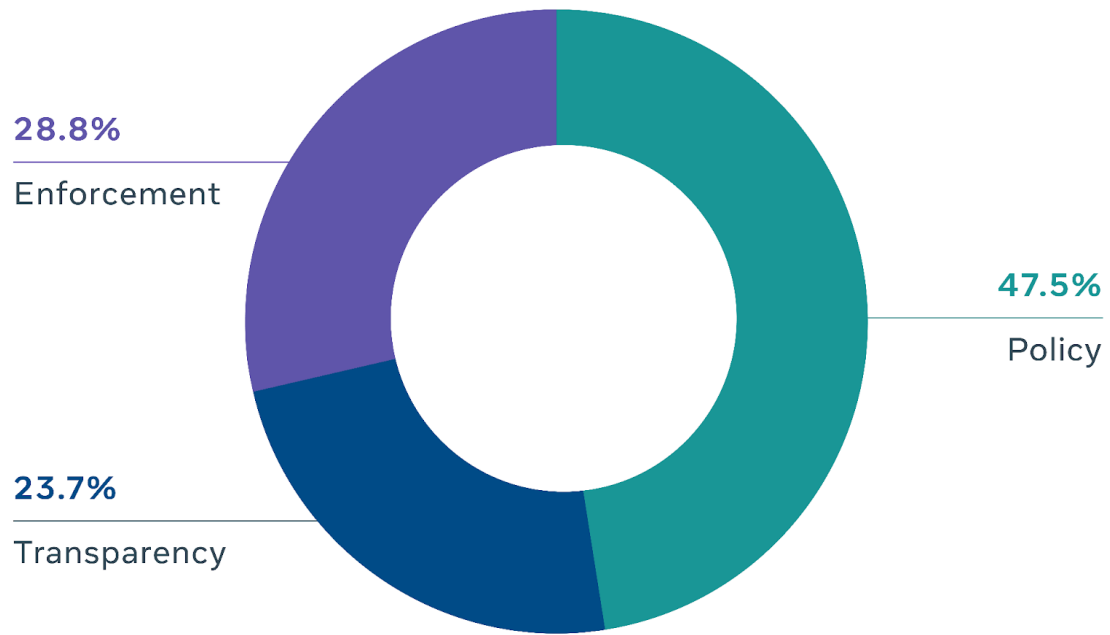
Of the 16 new recommendations issued in Q4 2022, we do not have an update for one. As explained in our 60-day response, we will either take no further action on the recommendation or the recommendation was addressed by work Meta already does.⁴ We organize our substantive updates on the 59 open recommendations into three sections:

- A. **Transparency (16 recommendations):** Helping people understand the rules on Facebook and Instagram, what violates them, and the consequences of violating them.
- B. **Policy (27 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 (16 recommendations):** Improving the quality and efficacy of our content moderation operations at scale.

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

⁴ This applies to recommendation #3 in the [Individual Killed in Ukraine During the Russian Invasion](#) case.

Recommendations by category



2. Oversight Board Recommendation Implementation Highlights

A. Transparency

We are providing updates for our work on 16 board recommendations that address transparency and accountability.

We want to highlight our progress on:

- 1. Completing the global roll out of new messaging to let people know whether automated or human review led to an enforcement action against their content, providing them with more granular understanding of how our review systems work and how to engage safely on our platforms:** We have completed the global roll out of new, more specific messaging that lets people know whether automation or human review led to the removal of their content. Following the pilot of this messaging in France, our teams continued launching this messaging in more markets, using findings from these launches to further understand the impact of the message on people’s experiences, and improving our design and approach for new markets.

For a comprehensive list of all 16 recommendations in this category, see [Appendix A. Transparency](#).

B. Policy

We are providing updates for our work on 27 board recommendations that address the Facebook Community Standards and Instagram Community Guidelines.

We want to highlight our progress on:

- 1. Updating our Restricted Good and Services policy to reflect our approach to non-medical entheogens in traditional or religious contexts:** We have updated our Transparency Center and Community Standards to reflect Meta’s approach to a group of non-medical drugs with a traditional or religious context. Following a policy development process based on the Oversight Board’s recommendation that we “allow positive discussion of traditional and religious uses of non-medical drugs where there is historic evidence of such use,” we updated our [Restricted Goods and Services policy](#) to allow more speech related to “entheogens” —a group of plant-based drugs sometimes used in religious and/or

traditional ceremonies. We also published the [deck](#) presented at the [Policy Forum](#) to our Transparency Center, in order to provide public visibility into the options considered, external input summaries, and research that ultimately informed the policy change.

2. **Clarifying our approach to speech that requires additional context in order to reasonably interpret in our Community Standards:** We have finalized language to add to our Community Standards that clarifies our approach to content that uses ambiguous or implicit language and requires additional context to identify as violating. We expect this update, which clarifies that if additional context enables us to reasonably interpret that content violates our Community Standards we may remove it, to be available in the introduction to our Community Standards on our Transparency Center this month.
3. **Launching an update to our penalty strikes system to improve clarity about the rules that apply to people on our platforms:** We are constantly evaluating and pursuing work to improve our systems and policies for addressing violating content, and today [announced](#) as part of this work that we are updating our strike system. Informed by the results of global testing, we will begin applying read-only feature limits to Facebook Profiles beginning at the seventh strike, as opposed to the second strike. In connection with the update, we have included more [details](#) about account restrictions in our Transparency Center, including the number of standard strikes that lead to different feature limits (we have included a relevant excerpt below the signature). This change will simplify our penalty system and improve transparency, ensuring users understand the causes of feature limits and consequences of penalties. At the same time, it will expedite the removal of truly persistent violators, who will reach the threshold to have their accounts disabled more quickly upon subsequent violations.
4. **Adding clarifying language to our Community Standards to underscore the importance of artistic and creative expression on our platforms:** To reflect the importance of protecting artistic and creative expression on our platforms, we have added clarifying language, based on consultation with external experts in the space, including academics and artists, to the value of “Voice” in our Community Standards.

For a comprehensive list of all 27 recommendations in this category, see [Appendix B. Policy](#).

C. Enforcement

We are providing updates for our work on 16 board recommendations that address our enforcement systems.

We want to highlight our progress on:

1. **Launching a new, global system to more efficiently allocate human review resources across our mistake-prevention tools and increase HIPO review capacity:** We conducted a series of experiments across ten languages, including Vietnamese, Turkish, Italian, German, Urdu, Burmese, Arabic, Indonesian and Hindi, to test the impact of centralizing review ranking systems across our mistake prevention tools. In addition to allowing us to more efficiently allocate human review resources, this approach is intended to balance increased enforcement efficiency and greater protections for community and voice. These initial experiments were a success, and we have now rolled out this centralized system globally.

For a comprehensive list of all 16 recommendations in this category, see [Appendix C. Enforcement](#).

III. Appendix

How to Read This Appendix

The board recommendations in this appendix are categorized by implementation commitment level and current status of implementation, as detailed in page 10 under [How to Read This Update](#). For each recommendation, we include the following information:

- **Oversight Board Recommendation:** The board recommendation we are sharing a progress update on, along with any accompanying recommendations. As noted previously, when the board has issued similar recommendations across multiple cases, we combine these recommendations in progress updates.
- **Previous Category:** The implementation commitment level indicated in the last Quarterly Update, or the 60-day response to the board, whichever was more recent.
- **Updated Category:** The current implementation commitment level based on updated assessments or additional input from the board in the form of relevant recommendations, content decisions, or guidance from the Implementation Working Group.
- **Current Status:** The current status of our implementation work.
- **February 2023 Update:** An overview of our recent progress, challenges, considerations, and next steps for our work for each recommendation.

Appendix A. Transparency

Transparency Recommendations	
<p><i>Oversight Board Recommendation: Inform users when automation is used to take enforcement action against their content, including accessible descriptions of what this means.</i></p> <p><i>(Breast Cancer Symptoms & Nudity Recommendation #5)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing Fully
Current Status	Complete
February 2023 Update	<p>We have completed the global roll out of new, more specific messaging that lets people know whether automation or human review led to the removal of their content from Facebook. Following the pilot of this messaging in France, our teams continued launching this messaging in more markets, using findings from these launches to further understand the impact of the message on people’s experiences, and improving our design and approach for new markets. This year, we plan to increase the scope and impact of this recommendation by expanding the messaging granularity to additional enforcement actions. As we focus on planning for the upcoming year, this effort remains a key priority and rollout across Instagram is currently underway. This recommendation is now complete and we will have no further updates.</p>
<p><i>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.</i></p> <p><i>(Breast Cancer Symptoms & Nudity Recommendation #6)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	<p>As stated in our last Quarterly Update, this work is currently underway with the same long term goal of completion by 2024. Our current focus is on improving what we internally call “data readiness”, by aligning on a consistent accounting methodology across metrics. As previously stated, we are working to define binaries for each metric as a first step towards aggregating public-facing enforcement metrics. To do this, we are discussing complexities such as how to quantify instances of enforcement conducted by human review and automated tools (e.g. quantifying cases where a human reviewer determined that an image was violating and then a machine scaled that decision more broadly). Concurrently, we are resolving gaps in our logging infrastructure to allow us to pull those metrics once we've decided on how to report it. This remains a long-term goal, but we will continue to provide updates on this recommendation in future Quarterly Updates.</p>

<p><i>Oversight Board Recommendation:</i> <i>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.</i></p> <p><i>(Former President Trump's Suspension Recommendation #18)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	As we shared in our last Quarterly Update , we are continuing to work on two long-term initiatives prompted by this recommendation: measuring our enforcement actions on profile, page, and account restrictions; and measuring enforcement data by location. Both of these initiatives fit into our overall vision for the Community Standards Enforcement Report (CSER), and we are still on track to implement this recommendation by Q4 2023. We are still in the process of building reliable processes for measuring enforcement of Accounts, and we plan to expand our scope from there. However, this work remains temporarily deprioritized as we focus resources on other transparency efforts. We will provide an update on the status of this recommendation in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> <i>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.</i></p> <p><i>(Punjabi Concern Over the RSS in India Recommendation #3)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	As we shared in our last Quarterly Update , we are conducting long-term work to define our accuracy metrics. While this work is still underway, it has been temporarily deprioritized as we focus our resources on other transparency efforts. 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. We will provide an update on the status of this recommendation in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> <i>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).</i></p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #9)</i></p>	
Previous Category	Implementing Fully

Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	<p>In Q2 2022, we launched updated user notifications for situations in which we restrict access to content for users in a particular jurisdiction or jurisdictions on the basis of local law following a government request. We are now updating the language of those notifications on Facebook by sharing which government authority (in specific jurisdictions) sent the takedown request resulting in the restriction. These changes are an important part of our commitments under our Corporate Human Rights Policy and as a member of the Global Network Initiative. More details about our approach to content restrictions can be found in the Transparency Center.</p> <p>Our goal is to share more detail in user notifications for content restricted based on local laws. We note that we already notify people when their content is removed based on a violation of our Community Standards, regardless of the way that violation was identified. Work to specifically indicate in this notification when content removed for violating the Community Standards was reported by a government entity identifiable as such is ongoing. Our teams have identified some barriers for disclosure in particular countries that prevent user notice with the same level of transparency due to confidentiality obligations in those jurisdictions. We will provide updates on this work in future Quarterly Updates.</p>
<p><i>Oversight Board Recommendation:</i> <i>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.</i></p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #11 (along with Al Jazeera Post on Tensions Between Israel and Palestine #4⁵))</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

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

<p>February 2023 Update</p>	<p>As we shared in our Q2 2022 Quarterly Update, we are in the process of developing consistent and reliable systems for gathering metrics on the number of pieces of content removed under the Community Standards as a result of government requests. The objective is to produce government takedown request metrics in the most efficient manner given ongoing challenges including confidentiality obligations and data logging and taxonomy gaps from internal systems. We continue to evaluate approaches to building the necessary internal data logging infrastructure to enable us to publicly report this information across the diversity of request formats in which we receive it. As we shared previously, this remains aligned with Meta’s long term integrity goals, but we expect it to be a complex, long-term project. We will provide an update on the timeline for public reporting of these metrics in a future Quarterly Update.</p>
<p><i>Oversight Board Recommendation:</i> <i>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.</i></p> <p><i>(Post Depicting Protests in Colombia While Using a Slur Recommendation #4 (along with Video Depicting a Civilian Victim of Violence in Sudan #4⁶))</i></p>	
<p>Previous Category</p>	<p>Assessing Feasibility</p>
<p>Updated Category</p>	<p>Assessing Feasibility</p>
<p>Current Status</p>	<p>In Progress</p>
<p>February 2023 Update</p>	<p>As shared in our last Quarterly Update, we are continuing to evaluate ways to inform people when content assessed as violating is left on our platforms because it is considered newsworthy. We have initiated foundational work on this feature by auditing the current user notification content and increasing the percentage of reports that prompted follow up communications from Facebook. We are also working on increasing the visibility of these communications. This foundational work on post-report communications is intended to increase technical quality and make sure users feel supported by Meta, which will ensure that we are able to implement compliance requirements, as well as this and other recommendations related to specific user messaging in the future. As mentioned in our response to Breast Cancer Symptoms & Nudity Recommendation #5, one of our major priorities for the year is increasing the scope and availability of more granular user messaging on our platforms. We will continue to report on our progress in the next Quarterly Update.</p>
<p><i>Oversight Board Recommendation:</i> <i>Provide users with timely and accurate notice of action being taken on the content their appeal relates to. Where applicable, including in enforcement error cases like this one, the notice to the user should acknowledge that the action was a result of the Oversight Board’s review process. Meta should share the user messaging sent when board actions impact content decisions appealed by users, to demonstrate it has complied with this recommendation.</i></p> <p><i>(Depicting Indigenous Artwork and Discussing Residential Schools Recommendation #1)</i></p>	

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

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	As explained in our Q2 2022 Quarterly Update , we currently notify all reporters about its enforcement decision following their reporting of a piece of content – including a secondary notification about further decisions should the original reporter appeal the initial review outcome. This secondary notification also applies to the result of Oversight Board appeals, and we are currently working on launching more specific messaging for incorrect outcomes in all relevant languages. We have completed the initial design work, but the execution capacity for this recommendation is still limited as we have had to prioritize related compliance requirements. In light of this, our current plan is to launch the user messaging in Q2 2023. We will provide updates on this work in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> <i>In line with Meta’s commitment following the "Wampum belt" case (2021-012-FB-UA), the Board recommends that Meta notify all users who have reported content when, on subsequent review, it changes its initial determination. Meta should also disclose the results of any experiments assessing the feasibility of introducing this change with the public. The Board will consider this recommendation implemented when Meta shares information regarding relevant experiments and, ultimately, the updated notification with the Board and confirms it is in use in all languages.</i></p> <p>(Video of an Edited Cartoon Depicting a Croatian City #2)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	As explained in our response to Depicting Indigenous Artwork and Discussing Residential Schools Recommendation #1 , we are currently enhancing the messaging that people receive when we notify them of a change to the status of their content because of an appeal to the Oversight Board. We have completed design work for this messaging, are currently testing for any potential negative impacts, and plan to launch it in all available languages in Q2 2023. We will provide updates on this work in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> <i>Meta should create a section in its Transparency Centre, alongside its "Community Standards Enforcement Report" and "Legal Requests for Content Restrictions Report", to report on state actor requests to review content for Community Standard violations. It should include details on the number of review and removal requests by country and government agency, and the number of rejections by Meta. This is necessary to improve transparency. The Board will consider this implemented when Meta publishes a separate section in its "Community Standards Enforcement Report" on requests from state actors that led to removal for content policy violations.</i></p> <p>(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #6)</p>	
Previous Category	Implementing in Part

Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	In our January 20th, 2023 response , we reinforced our commitment from the Support of Abdullah Ocalan case and the Al Jazeera Post on Tensions Between Israel and Palestine case that we are working on increasing transparency around government requests. This includes government requests containing content that we review and may remove under our Community Standards. Because this is a large, complex project requiring significant infrastructure and process investments, we do not have a definitive timeline to complete it. We will provide updates on this work in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> 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.</p> <p><i>(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #7)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	In our January 20th, 2023 response , we shared that we are working to 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 may 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 .
<p><i>Oversight Board Recommendation:</i> 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.</p> <p><i>(Aftermath of an Attack on a Church in Nigeria #2)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	In our February 10th, 2023 response , we shared that we are improving the availability and granularity of information shared in user messaging across all violation areas and enforcement types. As shared in our responses to recommendations in the Breast Cancer

	<p>Symptoms and Nudity case, the Post Depicting Indigenous Artwork & Discussing Residential Schools case, and the Support of Abdullah Ocalan Founder of the PKK case, we are committed to a host of efforts desiccated toward improving the experience when we take enforcement decisions or safety actions on user content. We are prioritizing a variety of safety actions in light of regulatory requirements and will cover warning screen applications in due course. We will share updates in a future Quarterly Update.</p>
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Appendix B. Policy

Policy Clarity & Accessibility Recommendations	
<p>Oversight Board Recommendation: <i>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.</i></p> <p>(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)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	<p>To address the board’s recommendations that we improve clarity about which rules apply on Facebook and Instagram, we have built and launched new digestible and user-friendly resources to help educate people about our Community Standards across languages. We plan to continue this work by making integrity information more approachable with animations, videos, and other short-format media, and by delivering that information to people in contextually relevant situations in-product. We will share additional progress about this work in future Quarterly Updates.</p> <p>Additionally, as described previously, we are working to unify the Instagram Community Guidelines and Facebook Community Standards. We are continuing to work with our legal, regulatory, and product teams to scope and implement this plan, adjusted to reflect our new corporate brand and mission, while still fully implementing the spirit of the board’s recommendations. Because of the engineering requirements necessary to audit instances of the Community Guidelines throughout our various products, we have had to shift the prioritization of this effort on roadmaps to accommodate competing product work for urgent regulatory compliance priorities this half. We will continue to report on our progress in the next Quarterly Update.</p>
<p>Oversight Board Recommendation: <i>Add criteria and illustrative examples to its Dangerous Individuals and Organizations policy to increase understanding of the exceptions for neutral discussion, condemnation and news reporting.</i></p> <p>(Al Jazeera Post on Tensions Between Israel and Palestine Recommendation #1 (along with Post from a News Outlet Discussing the Taliban Government in Afghanistan #3)⁸)</p>	

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.

⁸ The board issued similar recommendations in recommendation #3 in the [Post from a News Outlet Discussing the Taliban Government in Afghanistan](#) case. We are tracking the progress of our work in response to that recommendation as part of our response to recommendation #1 in the Al Jazeera Post on Tensions Between Israel and Palestine case.

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	We are continuing to make progress on changes to our definition of “praise” of dangerous individuals and organizations to provide further clarity towards enforcement and allowance for neutral discussion, condemnation, and news reporting. As said in our previous update , we have been consulting external experts; academic research; and our internal Operations, Human Rights, News Partnerships, and regional teams throughout the policy development process. Given the complexity and depth of this policy change, we are still finalizing the policy, but we expect to share more details on our progress in future Quarterly Updates.

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

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

Previous Category	Assessing Feasibility
Updated Category	Implementing Fully
Current Status	Complete
February 2023 Update	We have updated our Transparency Center and Restricted Goods and Services Community Standard to reflect Meta’s approach to a group of non-medical drugs with a traditional or religious context. Following a policy development process based on the Oversight Board’s recommendation that we “allow positive discussion of traditional and religious uses of non-medical drugs where there is historic evidence of such use,” we updated our Restricted Goods and Services policy to allow more speech related to “entheogens” —a group of plant-based drugs sometimes used in religious and/or traditional ceremonies. We also published the deck presented at the Policy Forum to our Transparency Center, in order to provide public visibility into the options considered, external input summaries, and research that ultimately informed the policy change. We will have no further updates on this recommendation.

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

([Post Describing Sexual Violence Against Minors #1](#))

Previous Category	Implementing Fully
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Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	We are finalizing the implementation of definitional work on non-graphic depiction of child sexual exploitation in the Child Sexual Exploitation, Abuse, and Nudity Community Standard that may have newsworthy value. Additionally, we are continuing to consider inputs from teams with expertise to develop considerations for legal, clinical, or medical term distinctions, and expect to have these updates in 2023. We will continue to report on our progress in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> Meta should undergo a policy development process, including as a discussion in the Policy Forum, to determine whether and how to incorporate a prohibition on functional identification of child victims of sexual violence in its Community Standards. This process should include stakeholder and expert engagement on functional identification and the rights of the child. The Board will consider this recommendation implemented when Meta publishes the minutes of the Product Policy Forum where this is discussed.</p> <p style="text-align: center;">(Post Describing Sexual Violence Against Minors #2)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	In the process of pursuing policy development on functional identification of victims of sexual assault for Post Describing Sexual Violence Against Minors #1 , we assessed that there may be room for an expansion of this policy development into other Community Standards areas. This includes potential changes to the Adult Sexual Exploitation policy. We are continuing research and external engagement work on this broadened policy development, and expect to have further insights in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> Meta should remove the exception that allows the sharing of private residential information (both images that currently fulfill the Privacy Violations policy’s criteria for takedown and 10 addresses) when considered “publicly available”. This means Meta would no longer allow otherwise violating content on Facebook and on Instagram if “published by at least five news outlets” or if it contains residential addresses or imagery from financial records or statements of an organization, court records, professional and business licenses, sex offender registries or press releases from government agencies, or law enforcement. The Board will consider this implemented when Meta modifies its Internal Implementation Standards and its content policies.</p> <p style="text-align: center;">(PAO on Sharing Residential Information #1 (along with PAO on Sharing Residential Information #3))⁹</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully

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

Current Status	In Progress
February 2023 Update	We are updating our policy guidance, in which we removed residential information from the publicly available carveout. We will add this carveout to the Community Standards and reviewer guidance, and further define when a property is ‘the focus of news story’ in guidance. This updated guidance will be launched on the Transparency Center in the coming months. We will provide an update in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> <i>Allowing the organization of protests at publicly owned official residences. Meta should allow the publication of addresses and imagery of official residences provided to high-ranking government officials, such as heads of state, heads of federal or local government, ambassadors and consuls. The Board will consider this implemented when Meta modifies its content policies.</i></p> <p style="text-align: center;"><i>(PAO on Sharing Residential Information #4)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	We are updating our policy guidance next month, in which we have created a new carve-out to allow the sharing of addresses and imagery of official residences belonging to high-ranking public officials. This updated guidance will be launched on the Transparency Center in the coming months. We will provide an update in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> <i>Meta should better explain, in the text of Facebook’s Privacy Violations policy, when disclosing the city where a residence is located will suffice for the content to be removed, and when disclosing its neighborhood would be required for the same matter (e.g., by specifically referencing the population threshold at which sharing only the city as part of the content will no longer be considered violating). The Board will consider this implemented when Meta modifies its content policies.</i></p> <p style="text-align: center;"><i>(PAO on Sharing Residential Information #7)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	We have finalized work to implement this recommendation, including modifying guidance and training materials to outline criteria for when disclosing the city or the neighborhood is sufficient for identifying where a residence is located. We are in the process of implementing these changes and will reflect them in the Community Standards in the coming months. We will provide an update in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> <i>Meta should explain, in the text of Facebook’s Privacy Violations policy, its criteria for assessing whether the resident is sufficiently identified in the content. The Board will consider this implemented when Meta modifies its content policies.</i></p>	

<i>(PAO on Sharing Residential Information #8)</i>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	We have finalized work to implement this recommendation, including modifying guidance and training materials to outline criteria for when a resident is sufficiently identified. We will update our guidance in the coming months and report on our progress in the next Quarterly Update.
<p><i>Oversight Board Recommendation:</i> Meta should clarify the Hate Speech Community Standard and the guidance provided to reviewers, explaining that even implicit references to protected groups are prohibited by the policy when the reference would reasonably be understood. The Board will consider this recommendation implemented when Meta updates its Community Standards and Internal Implementation Standards to content reviewers to incorporate this revision.</p> <p><i>(Video of an Edited Cartoon Depicting a Croatian City #1)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	Complete
February 2023 Update	Today, we have added new language to the introduction to our Community Standards on our Transparency Center that clarifies our approach to content that uses ambiguous or implicit language and requires additional context to identify as violating. The update clarifies that, in an instance where additional context enables us to reasonably interpret that content violates our Community Standards, we may remove said content. We will have no further updates on this recommendation.
<p><i>Oversight Board Recommendation:</i> 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.</p> <p><i>(Video Depicting a Civilian Victim of Violence in Sudan #1 (along with Video Depicting a Civilian Victim of Violence in Sudan #2)¹⁰)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility

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

Current Status	In Progress
February 2023 Update	We are continuing the policy development process to better understand how to strike a balance between documenting and raising awareness about human rights abuses, and our responsibility to protect the dignity of the person depicted in the imagery as well as with the potential harm related to exposing users to this type of graphic content. As part of this process, we have begun research including a literature review and collecting information from external viewpoints. We also plan to incorporate input from external stakeholders globally with expertise in areas related to this topic. As we make more progress on developing options to consider for this policy development we will provide updates in a future Quarterly Update.
<p><i>Oversight Board Recommendation:</i> Meta should make its public explanation of its two-track strikes system more comprehensive and accessible, especially for "severe strikes". It should include all policy violations that result in severe strikes, which account features can be limited as a result and specify applicable durations. Policies that result in severe strikes should also be clearly identified in the Community Standards, with a link to the "Restricting accounts" explanation of the strikes system. The Board asks Meta to inform the Board within 60 days of the updated Transparency Centre explanation of the strikes system, and the inclusion of the links to that explanation for all content policies that result in severe strikes.</p> <p><u>(Post from a News Outlet Discussing the Taliban Government in Afghanistan #2)</u></p>	
Previous Category	Assessing Feasibility
Updated Category	Implementing Fully
Current Status	Complete
February 2023 Update	We are constantly evaluating and pursuing work to improve our systems and policies for addressing violating content, and <u>today announced</u> as part of this work that we are updating our strike system. More public information about the strikes system can be found in our Transparency Center, and we will consider this recommendation complete. We will have no further updates on this recommendation.
<p><i>Oversight Board Recommendation:</i> Meta should revise its internal Implementation Standards to make clear that the "reporting" allowance in the Dangerous Individuals Organizations policy allows for positive statements about designated entities as part of the reporting, and how to distinguish this from prohibited "praise." The Known Questions document should be expanded to make clear the importance of news reporting in situations of conflict or crisis and provide relevant examples, and that this may include positive statements about designated entities like the reporting on the Taliban in this case. The Board asks Meta to share the updated Implementation Standards with the Board within 60 days.</p> <p><u>(Post from a News Outlet Discussing the Taliban Government in Afghanistan #4)</u></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In progress

<p>February 2023 Update</p>	<p>In our initial response to this recommendation, we clarified that our Dangerous Individuals and Organizations policy currently allows content that includes references to designated dangerous organizations and individuals when that content is reporting on, condemning, or neutrally discussing them or their activities. As explained in our update to in Al Jazeera Post on Tensions Between Israel and Palestine Recommendation #1, however, we are currently working toward a larger policy change for our approach to “praise” of dangerous individuals and organizations. We will report on our progress in the next Quarterly Update.</p>
<p><i>Oversight Board Recommendation:</i> <i>In line with the Board’s recommendation in the “Former President Trump’s Suspension,” as reiterated in the “Sudan Graphic Video,” Meta should publish information on its Crisis Policy Protocol. The Board will consider this recommendation implemented when information on the Crisis Policy Protocol is available in the Transparency Center, within six months of this decision being published, as a separate policy in the Transparency Center in addition to the Public Policy Forum slide deck.</i></p> <p><i>(Post Calling for Violence in Ethiopia #1)</i></p>	
<p>Previous Category</p>	<p>Implementing in Part</p>
<p>Updated Category</p>	<p>Implementing in Part</p>
<p>Current Status</p>	<p>Complete</p>
<p>February 2023 Update</p>	<p>In our 60-day response, we shared that we recently published information on our Crisis Policy Protocol Policy Forum, held in January 2022 in response to a board recommendation, on our Transparency Center. The Crisis Policy Protocol codifies a principled, calibrated, and sustainable approach to crises from a policy perspective. Under the protocol, our response to a crisis event may involve a range of policy measures drawn from different sections of our Community Standards. We do not intend to add the protocol to the site as a separate policy because it is not a policy per se, but a protocol that guides more effective deployment of the range of available policy levers. While we will have no further updates with respect to publishing the Crisis Policy Protocol as a stand-alone section of the Transparency Center for the reasons shared here, we will continue to assess opportunities for additional transparency on this framework and how we apply it.</p>
<p><i>Oversight Board Recommendation:</i> <i>Meta’s description of its value of “Voice” should be updated to reflect the importance of artistic and creative expression. The Board will consider this recommendation implemented when Meta’s values have been updated.</i></p> <p><i>(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #1)</i></p>	
<p>Previous Category</p>	<p>Implementing Fully</p>
<p>Updated Category</p>	<p>Implementing Fully</p>
<p>Current Status</p>	<p>Complete</p>
<p>February 2023 Update</p>	<p>Today, we added clarifying language to the value of “Voice” in our Community Standards to reflect that we recognize the importance of protecting artistic and creative expression on our platforms. The language reads, “Meta wants people to be able to talk openly about the issues</p>

	<p>that matter to them...whether through written comments, photos, music, or other artistic mediums". Protecting artistic expression is a priority for us, and we often consult with experts in this space, including academics and artists, when developing and updating policies with potential to impact creative expression. We now consider this recommendation complete and will have no further updates.</p>
<p><i>Oversight Board Recommendation:</i> Meta should clarify that for content to be removed as a "veiled threat" under the Violence and Incitement Community Standard, one primary and one secondary signal is required. The list of signals should be divided between primary and secondary signals, in line with the internal Implementation Standards. This will make Meta's content policy in this area easier to understand, particularly for those reporting content as potentially violating. The Board will consider this recommendation implemented when the language in the Violence and Incitement Community Standard has been updated.</p> <p><i>(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #2)</i></p>	
<p>Previous Category</p>	<p>Implementing Fully</p>
<p>Updated Category</p>	<p>Implementing Fully</p>
<p>Current Status</p>	<p>In Progress</p>
<p>February 2023 Update</p>	<p>In our January 20th, 2023 response we shared that we will include further clarifying information about existing signals to identify veiled threats in our Violence and Incitement policy, and are exploring additional policy development to clarify the use of primary and secondary signals in our assessment of veiled threats. In the interim, further details of our policy on veiled threats can also be found in the overview of our 2020 Policy Forum, in which we explored an established framework for assessing veiled threats. We will share updates on our progress in future Quarterly Updates.</p>
<p><i>Oversight Board Recommendation:</i> 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.</p> <p><i>(Individual Killed in Ukraine During the Russian Invasion #1)</i></p>	
<p>Previous Category</p>	<p>Implementing Fully</p>
<p>Updated Category</p>	<p>Implementing Fully</p>
<p>Current Status</p>	<p>In Progress</p>
<p>February 2023 Update</p>	<p>In our January 18th, 2023 response we committed to adding language to our Community Standards to clarify that our Violence and Incitement policy allows statements condemning, discussing neutrally, warning about or raising awareness of violent threats. Under our Violence and Incitement policy, we remove language that incites or facilitates serious violence. We recognize, however, that people sometimes share content that references or</p>

	contains violent threats in order to condemn or raise awareness of those threats, and therefore we allow this type of content on our platforms. We also allow people to post content that includes a warning about a potential action, as we believe that users should be empowered to voice concerns of this kind. We are still in the early stages of clarifying this in our Community Standards, and we will share updates on our progress in future Quarterly Updates.
<p>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.</p> <p>(Individual Killed in Ukraine During the Russian Invasion #2)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
February 2023 Update	In our January 18th, 2023 response we committed to providing further details in our Violent and Graphic Content Community Standard to clarify how we determine if content depicts "the violent death of a person or people by accident or murder." We generally place a warning screen over imagery that shows the violent death of a person or people by accident or murder to caution users about the graphic and potentially disturbing nature of the imagery. Often, certain indicators within the imagery, such as the presence of blood or injuries on the victim help lead to a reasonable conclusion that the person suffered a violent death. We will add further details to our Community Standard clarifying the identification process, and will report on our progress in future Quarterly Updates.
<p>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.</p> <p>(Aftermath of an Attack on a Church in Nigeria #1)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	In our February 10th, 2023 response , we committed to reviewing our Violent and Graphic Content policy to ensure it is aligned with the internal guidance on how to enforce the policy, and consider including additional public details about the policy. Our existing policy outlines a number of details about our approach to violent and graphic content. This includes details

	<p>about how we enforce on “sadistic remarks,” which the board notes in its decision are prohibited under the policy but defined broadly in internal guidance for moderators. We will look to find ways to incorporate further details and clarification in a way that improves understanding but does not leave our platforms more susceptible to abuse by bad actors. We will report on our progress in a future Quarterly Update.</p>
<p><i>Oversight Board Recommendation:</i> Meta should include an exception to the Adult Sexual Exploitation Community Standard for depictions of non-consensual sexual touching, where, based on a contextual analysis, Meta judges that the content is shared to raise awareness, the victim is not identifiable, the content does not involve nudity and is not shared in a sensationalized context, thus entailing minimal risks of harm for the victim. This exception should be applied at escalation only. The Board will consider this recommendation implemented when the text of the Adult Sexual Exploitation Community Standard has been changed.</p> <p style="text-align: center;"><i>(Video Depicting Sexual Harassment in India #1)</i></p>	
<p>Previous Category</p>	<p>Implementing Fully</p>
<p>Updated Category</p>	<p>Implementing Fully</p>
<p>Current Status</p>	<p>In Progress</p>
<p>February 2023 Update</p>	<p>In our February 10th, 2023 response, we committed to updating the Adult Sexual Exploitation Policy in our Community Standards to allow depictions of non-consensual sexual touching with a warning screen where the content is shared to raise awareness, the victim is not identifiable, the content does not involve overt nudity and explicit sexual activity, and it is not shared in a sensationalized context. This will be context-specific and applied on escalation only. We will also apply a warning screen to this content so that users can make an informed choice about whether to view it. We will share updates on our progress in future Quarterly Updates.</p>
<p><i>Oversight Board Recommendation:</i> Meta should update its internal guidance to at-scale reviewers on when to escalate content reviewed under the Adult Sexual Exploitation Community Standard, including guidance to escalate content depicting non-consensual sexual touching, with the above policy exception. The Board will consider this recommendation implemented when Meta shares with the Board the updated guidance to at-scale reviewers.</p> <p style="text-align: center;"><i>(Video Depicting Sexual Harassment in India #2)</i></p>	
<p>Previous Category</p>	<p>Implementing Fully</p>
<p>Updated Category</p>	<p>Implementing Fully</p>
<p>Current Status</p>	<p>In Progress</p>
<p>February 2023 Update</p>	<p>In our February 10th, 2023 response, we committed to updating the internal operational guidelines our at scale reviewers use to escalate content based on the Adult Sexual Exploitation policy updates we develop in response to Video Depicting Sexual Harassment in India #1, above. We will work with our enforcement teams to understand how changes to our Adult Sexual Exploitation policy can be operationalized and reflect those changes in the</p>

	<p>internal operational guidelines we provide to our at scale reviewers and will share updates on our progress in future Quarterly Updates.</p>
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Appendix C. Enforcement

Enforcement Recommendations	
<p>Oversight Board Recommendation: Facebook should let users indicate in their appeal that their content falls into one of the exceptions to the Hate Speech policy.</p> <p>(Armenian People and the Armenian Genocide Recommendation #4, (along with PAO on Sharing Residential Information #10 and PAO on Sharing Residential Information #14)¹¹)</p>	
Previous Category	Assessing Feasibility
Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	<p>We have completed the feasibility assessment for this recommendation, and have begun roadmapping product developments that will allow for users to indicate in their appeal whether their content might fall into a policy exception. Currently, we have begun testing these enhancements by allowing users to choose from six broad options when submitting their appeal:</p> <ul style="list-style-type: none"> • “There is no hate speech” • “It’s satire” • “I’m defending myself” • “It’s a misspelling” • “It’s to raise awareness, educate or protest” • “Something else” <p>As we shared in our previous update, our work must account for the fact that not everyone is familiar with our policy exceptions, which could lead to inequitable enforcement outcomes. Additionally, we want to provide this new functionality without creating confusion or discouraging people from appealing. As such, these options allow users to indicate some of the intent behind their post, which by proxy could be inferred as a possible policy exception. While our goal is to have these product features available globally, we are not currently planning on having an extensive list of every Hate Speech policy exception. Rather, the planned messaging focuses on maximizing accessibility, approachability, and ease of use for people who use our platforms. We will provide an update on the status of this ongoing work in a future Quarterly Update.</p>
<p>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.</p> <p>(Armenian People and the Armenian Genocide Recommendation #5)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility

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

Current Status	In Progress
February 2023 Update	As explained in our response to Armenian People and the Armenian Genocide Recommendation #4 , we are currently working on enabling users to indicate that their content falls into a policy exception during an appeal. We have completed the feasibility assessment for this recommendation, and have begun roadmapping product developments, but are continuing to identify what level of granularity would be the most effective and the most accessible for people who use our platforms. Once we have completed this phase of work, we will be able to better evaluate the tradeoffs of prioritizing certain appeals over others. We will share an update on the status of this multi-stage work in a future Quarterly Update.
<p><i>Oversight Board Recommendation:</i> Meta should study the consequences and trade-offs of implementing a dynamic prioritization system that orders appeals for human review, and consider whether the fact that an enforcement decision resulted in an account restriction should be a criterion within this system. The Board will consider this recommendation implemented when Meta shares the results of these investigations with the Board and in its quarterly Board transparency report.</p> <p><i>(Post Requesting Advice on Pharmaceutical Drugs #2)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	In Q4 2022, we launched the first iteration of a new prioritization system, which orders appeals based on potential impact of an enforcement mistake after taking into account likelihood and gravity of that type of mistake. Since this system is still in its nascent stages, we're committed to continuing to test, develop, and expand its capabilities throughout 2023. With that said, assessing the feasibility of ordering appeals based on the severity of enforcement decision and/or a specific policy exception (as discussed in our response to Armenian People and the Armenian Genocide Recommendation #5) remains a part of our long-term roadmap. As explained in our previous update , we are currently undergoing a multi-stage process to understand and evaluate how we should prioritize appeals and how this impacts our legitimacy and fairness. We will provide an update on the progress of this recommendation in a future Quarterly Update.
<p><i>Oversight Board Recommendation:</i> Meta should conduct regular assessments on reviewer accuracy rates focused on the Restricted Goods and Services policy. The Board will consider this recommendation implemented when Meta shares the results of these assessments with the Board, including how these results will inform improvements to enforcement operations and policy development, and summarize the results in its quarterly Board transparency reports. Meta may consider if these assessments should be extended to reviewer accuracy rates under other Community Standards.</p> <p><i>(Post Requesting Advice on Pharmaceutical Drugs #3)</i></p>	
Previous Category	Implementing in Part

Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	<p>As explained in our initial response to this recommendation, we currently collect and assess reviewer accuracy data on the basis of takedowns and restorations – including takedowns under our Restricted Goods and Services policy – to feed into continuous development of our classifiers and review protocols and policies. If we identify performance issues in the course of these continuous assessments, we attempt to identify the source of the issues and, depending on that information, involve the appropriate team to address it. In the interest of transparency around how we identify and address potential mistakes in the enforcement of our Restricted Goods and Services Policy, we report on the amount of appealed content and content that is restored on Facebook and Instagram under that policy in our quarterly Community Standards Enforcement Report. As shared in our response to Punjabi Concern Over the RSS in India recommendation #3, our work defining reviewer accuracy metrics more broadly is underway. We expect this to be a complex, long-term project and we will provide an update on the timeline for public reporting of these metrics in a future Quarterly Update.</p>
<p><i>Oversight Board Recommendation:</i> Meta should consider the violation of its Privacy Violations policy as “severe,” prompting temporary account suspension, in cases where the sharing of private residential information is clearly related to malicious action that created a risk of violence or harassment. The Board will consider this implemented when Meta updates its Transparency Center description of the strikes system to make clear that some Privacy Violations are severe and may result in account suspension.</p> <p style="text-align: center;">(PAO on Sharing Residential Information #12)</p>	
Previous Category	Assessing Feasibility
Updated Category	No Further Action
Current Status	No Further Updates
February 2023 Update	<p>As part of the broader privacy and strikes related work, we assessed criteria for content that is “clearly related to malicious action that created a risk of violence or harassment.” In the process of making updates to our Penalties System at large, we have reassessed criteria around privacy violations that create a risk of violence or harassment. We have determined that implementing this recommendation at scale would be difficult to operationalize and would not be consistent with the planned changes to our penalty system. Where warranted, we have the ability to introduce harsher restrictions for egregious violations on escalation. At this time, no further action is recommended and we will have no further updates on this recommendation.</p>
<p><i>Oversight Board Recommendation:</i> Meta should assess the accuracy of reviewers enforcing the reporting allowance under the Dangerous Individuals and Organizations policy in order to identify systemic issues causing enforcement errors. The Board asks Meta to inform the Board within 60 days of the detailed results of its review of this assessment, or accuracy assessments Meta already conducts for its Dangerous Individuals and Organizations policy, including how the results will inform improvements to enforcement operations, including for HIPO.</p>	

<i>(Post from a News Outlet Discussing the Taliban Government in Afghanistan #5)</i>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	Based on proposed policy changes, we expect to explore updated decision tags that will allow human reviewers to indicate when content is non-violating because of this policy allowance. Additionally, we will explore developing new classifiers that will help track this policy allowance enforcement going forward. This work remains contingent on the outcome of an ongoing policy development process around our Dangerous Organizations and Individuals policy and we will update the board on our progress in future Quarterly Updates once that development has been completed.
<p><i>Oversight Board Recommendation:</i> Meta should conduct a review of the HIPO ranker to examine if it can more effectively prioritize potential errors in the enforcement of allowances to the Dangerous Individuals and Organizations Policy. This should include examining whether the HIPO ranker needs to be more sensitive to news reporting content, where the likelihood of false-positive removals that impacts freedom of expression appears to be high. The Board asks Meta to inform the Board within 60 days of the results of its review and the improvements it will make to avoid errors of this kind in the future.</p> <p><i>(Post from a News Outlet Discussing the Taliban Government in Afghanistan #6)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In progress
February 2023 Update	As we shared in our response to <u>Post from a News Outlet Discussing the Taliban Government in Afghanistan #7</u> , we have been conducting several experiments aimed at improving the efficiency of our mistake prevention tools – including the High Impact False Positive Override (HIPO) ranker. This quarter, we focused on expanding the capacity allocation of the HIPO ranker as a first step in expanding upon the system. This year, we are continuing to review the HIPO ranker for opportunities to improve its prioritization and effectiveness to address false positive removals. We will update the board on the status of this work in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> Meta should enhance the capacity allocated to HIPO review across languages to ensure that more content decisions that may be enforcement errors receive additional human review. The Board asks Meta to inform the Board within 60 days of the planned capacity enhancements.</p> <p><i>(Post from a News Outlet Discussing the Taliban Government in Afghanistan #7)</i></p>	
Previous Category	Assessing Feasibility

Updated Category	Implementing Fully
Current Status	Complete
February 2023 Update	<p>In our previous Quarterly Update, we shared that we had begun exploring several improvements, including new cross-system resource pooling, to increase High Impact False Positive Override (HIPO) review capacity. We conducted a series of experiments across 10 languages to test the impact of a novel false-positive awareness success metric designed to centralize the review ranking system across our different mistake prevention tools. In addition to allowing us to more efficiently allocate human review resources across our various mistake prevention tools, this cross-system metric is designed to further the balance between greater enforcement efficiency and greater protections for the community and its voice. These initial experiments were a success, showcasing a multifold increase in HIPO overturns at the time of launch. As such, we have now rolled out this centralized system globally. While we will continue to monitor, measure impact, and improve the efficiency of these systems, we now consider this recommendation complete and will have no further updates.</p>
<p>Oversight Board Recommendation: <i>To improve Meta's ability to remove non-violating content from banks programmed to identify or automatically remove violating content, Meta should ensure that content with high rates of appeal and high rates of successful appeal is re-assessed for possible removal from its Media Matching Service banks. The Board will consider this recommendation implemented when Meta: (i) discloses to the Board the rates of appeal and successful appeal that trigger a review of Media Matching Service-banked content, and (ii) confirms publicly that these reassessment mechanisms are active for all its banks that target violating content.</i></p> <p><i>(Cartoon Depicting Violence by the Police in Colombia #1)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In progress
February 2023 Update	<p>In our previous Quarterly Update, we shared that we will implement this recommendation with a gradual approach based on the complexity of the governance, enforcement, and maturity levels of individual banks. Since our last update, some of our banking teams have begun to launch small-scale tests to monitor the impact of process improvements on more effectively and efficiently removing incorrectly banked content. Simultaneously, newer banks are continuing to train their auditing systems in order to reach the required level of maturity. Our goal is to implement several product and governance innovations across all Media Matching Service (MMS) banks, and we will continue to report on our progress in the next Quarterly Update.</p>
<p>Oversight Board Recommendation: <i>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</i></p>	

<p><i>non-violating content is restored, and (ii) provides the Board with data demonstrating its progress in meeting this goal over the next year.</i></p> <p><i>(Cartoon Depicting Violence by the Police in Colombia #2)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In progress
February 2023 Update	As explained in our previous quarterly update , many of our individual MMS banking teams already have strict standards for the re-review and potential removal of flagged content within their banks. In response to this recommendation, we are currently in the process of building a more cohesive governance model for MMS banking to ensure that such standards exist for every bank. Because of widely differing use cases, policy types, and banking strategies, however, these standards will likely remain specific to each individual bank and will not be universal. We will also aim to share both existing and newly established time-to-review standards with the board. We will provide further updates on our progress in future Quarterly Updates.
<p><i>Oversight Board Recommendation:</i> <i>To improve enforcement of its content policies during periods of armed conflict, Meta should assess the feasibility of establishing a sustained internal mechanism that provides the expertise, capacity and coordination required to review and respond to content effectively for the duration of a conflict. The Board will consider this recommendation implemented when Meta provides an overview of the feasibility of a sustained internal mechanism to the Board.</i></p> <p><i>(Post Calling for Violence in Ethiopia #2)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In progress
February 2023 Update	We have not made substantive progress since our 60-day response , where we reported that we are assessing the feasibility of a new crisis coordination team to provide dedicated Operations oversight of all tactical execution of support efforts before, during, and after crises. Currently, we deploy subject matter experts from across the company for real-time monitoring of events so we can quickly identify and address any emerging trends or potential abuse. These Integrity Product Operations Centers (IPOCs) include threat intelligence, data science, software engineering, research, global operations, policy, civil rights and other legal teams. For extended periods of armed conflict, however, some regional teams are implementing more sustained conflict response mechanisms through expanded product and enforcement interventions. This year, we are working on implementing global standards for crisis response to ensure consistency and sustained support for high-risk regions, which includes assessing the feasibility of a new crisis coordination team. We will provide further updates on our progress in a future Quarterly Update.

Oversight Board Recommendation: Meta should provide users with the opportunity to appeal to the Oversight Board for any decisions made through Meta's internal escalation process, including decisions to remove content and to leave content up. This is necessary to provide the possibility of access to remedy to the Board and to enable the Board to receive appeals for "escalation-only" enforcement decisions. This should also include appeals against removals made for Community Standard violations as a result of "trusted flagger" or government actor reports made outside in-product tools. The Board will consider this implemented when it sees user appeals coming from decisions made on escalation and when Meta shares data with the Board showing that for 100% of eligible escalation decisions, users are receiving reference IDs to initiate appeals.

(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #3)

Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	In our January 20th, 2023 response , we shared that we are working to enable people on our platforms in the EU, UK, and India to appeal eligible escalations internally and to the Oversight Board by Q4 2023. We will use the experience we gain during this launch to estimate the volume of content appeals and ensuing resource requirements that could be needed for a potential global expansion. For users who are not using our services in these countries, we plan to develop an alternate pathway that allows users to appeal board-eligible escalation takedown decisions that are not internally appealable, directly to the Oversight Board. We will provide further updates on our progress in a future Quarterly Update.

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 Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
February 2023 Update	In our January 20th, 2023 response , we shared that we are working to consolidate and standardize intake of content reports by state actors. This work will be informed and affected by regionally-specific compliance, practical, and legal obligations, which makes it difficult and impractical to adopt a globally uniform intake system. However, we are aligned with the spirit of the board's recommendation and are committed to adopting a consistent approach to the extent possible. We will provide further updates on our progress in future Quarterly Updates.

Oversight Board Recommendation: Meta should mark and preserve any accounts and content that were penalised or disabled for posting content that is subject to an open investigation by the Board. This prevents those accounts from being permanently deleted when the Board may wish to request content that is referred for decision or to ensure that its decisions can apply to all identical content with parallel context that may have been wrongfully removed. The Board will consider this implemented when Board decisions are applicable to the aforementioned entities and Meta discloses the number of said entities affected for each Board decision.

[\(Veiled Threat of Violence Based on Lyrics from a Drill Rap Song #5\)](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
February 2023 Update	In our January 20th, 2023 response , we explained that account data may be preserved in limited scenarios including where we are legally obligated to do so, if doing so is necessary in relation to a legal claim or litigation or when retention is necessary for investigating certain violations of our terms or policies. Consistent with our privacy policy , we endeavor to limit the amount of information subject to preservation and only preserve account data under exceptional circumstances with the appropriate legal permissions. As such, we are assessing the feasibility of a mechanism that will allow us to extend the preservation period for accounts and content subject to open board investigations in selected cases, while upholding our obligations to user data privacy. We will provide further updates on our progress in future Quarterly Updates.

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