

November 2021

Meta Q2 + Q3 2021

Quarterly Update on the Oversight Board

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Introduction

We are committed to publishing regular updates to give our community visibility into our responses to the Oversight Board's independent decisions about some of the most 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, covering decisions the board issued in Q2 and Q3 2021, includes sections that detail (1) our content decision referrals and Policy Advisory Opinion (PAO) requests to the board and (2) our progress on implementing the board's non-binding recommendations. The report is meant to hold us accountable to the board and the public.

I. Meta Content Referrals

In addition to providing people who use Facebook and Instagram with direct access to appeal to the board, we regularly and proactively identify some of the most significant and difficult content decisions and ask the board to review them. We previously outlined how we prioritize cases we believe are significant and difficult for Meta content referrals in our [Newsroom](#). The questions at issue in these referrals generally involve real-world impact and issues that are severe, large-scale, and/or important for public discourse. Additionally, the referrals of content and Policy Advisory Opinion (PAO) requests raise questions about current policies and their enforcement.

For Meta content referrals, the process begins with an internal review of content decisions that are geographically diverse, cover questions about a wide range of policies found in our Facebook [Community Standards](#) or Instagram [Community Guidelines](#), and represent both content removed as well as left up. Then, teams with expertise on our content policies, our enforcement processes, and specific cultural nuances from regions around the world review the candidate cases and provide feedback on both their significance and difficulty. At the end of this process, we refer the most significant and difficult content decisions to the board. The board has sole discretion to agree or decline to review the decisions referred through this process. As with user appeals about Meta's content decisions, the board's decision on Meta content referrals is 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 will consider and publicly respond to its recommendations within 30 days. While not binding, the board's guidance through PAOs is crucial to our ongoing commitment for the board to hold Meta accountable for our policies, processes, and decisions.

Between April 1, 2021 and September 30, 2021, we referred 17 content cases and 1 PAO request to the board, and the board selected 1 content case and 1 PAO request¹:

1. A case about Brazilian state-level health authority's post about COVID-19 lockdowns [\[link\]](#)
2. A PAO regarding how we handle the sharing of private residential information [\[link\]](#).

We will continue to refer content decision cases to the Oversight Board based on the process described above.

¹Per the bylaws, the board has 90 days to select a Meta-referred case. These are the numbers as of this report's publication.

Q2+3 Meta referred content decision case breakdown

● TOTAL Q2+Q3 ● TOTAL THROUGH Q3 2021 (9/30/21)



POLICY VIOLATION

Violence and Incitement



Dangerous Individuals and Organizations



Hate Speech



Bullying and Harassment



Child Exploitation, Abuse, and Nudity



Adult Nudity and Sexual Activity



Not Applicable²



REGION³

Europe



United States and Canada



Middle East and North Africa



Asia Pacific and Oceania



Central and South Asia



Latin America



Sub Saharan Africa



¹ Policy Violation and Region values are only applicable to Meta Content Referrals, not Policy Advisory Opinion Requests.

² 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 and Instagram.

³ 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 Non-Binding Recommendations

This section provides a detailed update on how we continue to address the board's non-binding recommendations. The board has issued 78 non-binding recommendations since January 2021. In Q2 and Q3 2021, the board issued 60 recommendations. In this update, we address those recommendations and 9 others that carried over from our [Q1 2021 Quarterly Update on the Oversight Board](#).

Below is a graph depicting the status of each of the 69 recommendations. The categorization of our responses to the board's recommendations include the following:

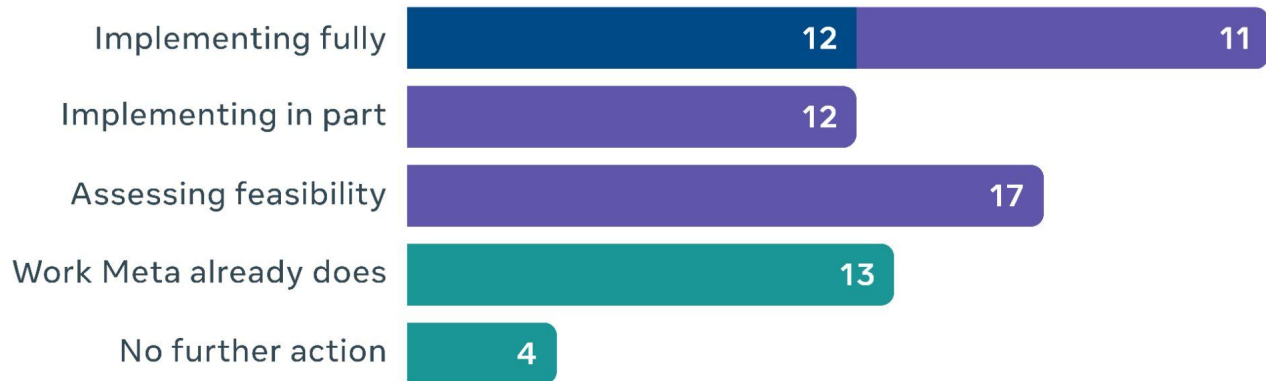
- **Implementing fully:** We agree with the recommendation and have or will implement it in full.
- **Implementing in part:** We agree with the overall aim of the recommendation and have or will implement work related to the board's guidance.
- **Assessing feasibility:** We are assessing the feasibility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

The current status for our responses to the board's recommendations include the following:

- **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 already addressed the recommendation through an action that we already do, and will have no further updates on the recommendation.

Recommendation status

● COMPLETE ● IN PROGRESS ● NO FURTHER UPDATES



As this update highlights, the impact of the board continues to go beyond its binding decisions to uphold or overturn our enforcement decision on a single piece of content. Through its recommendations, the board has pushed us to be more transparent about how our systems operate, how we evaluate trade-offs in content moderation enforcement, and how we write our policies. These recommendations have had broad impact, and have challenged us to think differently about how we can make changes to our content moderation policies and enforcement. For example, in Q2 and Q3 2021, because of the board's recommendations, we:

- Published how and when we take enforcement actions on certain types of content, including information on our [newsworthiness allowance](#) and [strikes policy](#) in our Transparency Center.
- Developed a framework for assessing satire and applying satire exceptions, which we anticipate adding to the Community Standards by the end of the year.
- Updated our adult nudity detection to add an additional layer of granularity to our automation systems so they are better at leaving up non-violating, health-related, advocacy-related nudity (like breast cancer awareness content) that does not violate our policies.

- Started notifying people who use the Facebook app in English with more detailed messaging when they violate specific policies within our Hate Speech Community Standards.
- Are testing more specific messaging for hate speech violations on Facebook in other languages, including Spanish, Arabic and Portuguese. We are also testing these notifications on Instagram in English, Spanish, Arabic, and Portuguese.

While we have made these important changes as a result of the board's recommendations, we believe the current design of the recommendation process may not be the best way to bring about the long-term, structural changes the board is pushing us to undertake.

First, the pace and volume of the recommendations do not allow us adequate time to initially assess and implement the recommendations. Currently, the board issues recommendations with every case decision on a rolling basis. This approach requires our Policy, Product, and Operations teams to continuously investigate, triage, and decide our approach to the recommendations. For example, on average, our teams assess and respond to anywhere from 5 to 35 recommendations at any one point in time. The majority of these recommendations require over a dozen people to assess feasibility, which we cannot easily complete in 30 days. This difficulty is further compounded by our need to incorporate the recommendations into existing initiatives and priorities, such as those reflected in our Integrity and related product teams' "roadmaps."

"Roadmapping" is when our Integrity and related product teams determine what work to prioritize, including how to increase transparency and provide more granular notifications to users about enforcement actions. The process requires making trade-offs and prioritizing among multiple, competing initiatives. We are working to make improvements to the accuracy, measurement, and user experiences of our content moderation systems, among other priorities. In addition, other existing initiatives include investments in performance and quality to ensure that people across all devices and locales have access to experiences, updates to our infrastructure and product features to comply with regulatory requirements, and investments in new product features or experiences. Before we build or launch a new feature, we use quantitative analysis and research to understand whether it will be effective. This allows us to focus on implementing solutions with the biggest impact to improve our content moderation systems and processes. For instance, existing priorities in our transparency reporting roadmaps, such as launching new violation metrics and engaging in [an external audit of our Community Standards Enforcement Report](#), have required us to take additional time to assess some of the board's recommendations

in this area. Since the roadmapping process generally occurs every six months, we need to integrate board recommendations into this process to ensure they are considered alongside other inputs we receive from external stakeholders (governments, regulators, civil society groups).

Second, we have found that the written back-and-forth between the board and Meta contributes to information asymmetry. As a core principle, we aim to ensure that the board has as much information as it needs to provide us with impactful recommendations. But the current format of knowledge sharing — with largely formalized, written exchanges — is not well suited to answering the board's questions about the complexities of our systems or content moderation at scale. We have already taken steps to improve this process after the board accepted our PAO request about our private residential information policy. For example, we hosted three question and answer sessions with the board to discuss this policy. These conversations not only allowed us to engage on written materials we submitted to the board, but also by enabling a dialogue in how we respond to board questions — the live question and answer sessions allowed for more nuanced discussions. We want to explore similar engagements with the board for recommendations. We also understand that information about these types of interactions with the board should be transparent. We have asked [BSR](#) (Business for Social Responsibility) to study and explore options for our ongoing interactions with the board around our implementation of their recommendations, which we anticipate publishing next year.

We are working with the board and our internal teams to explore other ways to potentially improve the recommendation process. We look forward to continued collaboration with the board and will share our progress in our next quarterly update.

1. How to Read This Update

We designed this update in partnership with [BSR](#) (Business for Social Responsibility), based on best practices in human rights reporting principles, corporate disclosures, and goal-tracking reports. These include the Sustainability Accounting Standards Board (SASB) Conceptual Framework, International Integrated Reporting Council Framework, GRI Reporting Principles and UN Guiding Principles for Business and Human Rights, among others.

The board has issued 78 non-binding recommendations since January 2021. In our [Q1 2021 Quarterly Update on the Oversight Board](#), we addressed 18 of these recommendations and

indicated we would provide more information on 9 at a later date. In this update we address those 9 recommendations as well as the 60 new recommendations the board included in the decisions it issued in Q2 and Q3 of 2021. Out of those 69 recommendations, we do not have substantive updates for 16 recommendations, for the following reasons:

- 8 of these recommendations were closed out in a previous response or report (e.g. were categorized as “no further action” or “work Meta already does”).²
- 8 of these recommendations were re-classified as work Meta already does.³

We are organizing our substantive updates on the other 53 recommendations into three sections:

- A. **Transparency (23 recommendations):** Helping users and stakeholders understand what our rules are, what violates them, and the consequences of violating them.
- B. **Policy (22 recommendations):** Updating the Facebook Community Standards and Instagram Community Guidelines with new details and clearer explanations.
- C. **Enforcement (8 recommendations):** Improving the quality and efficacy of our content moderation operations at scale.

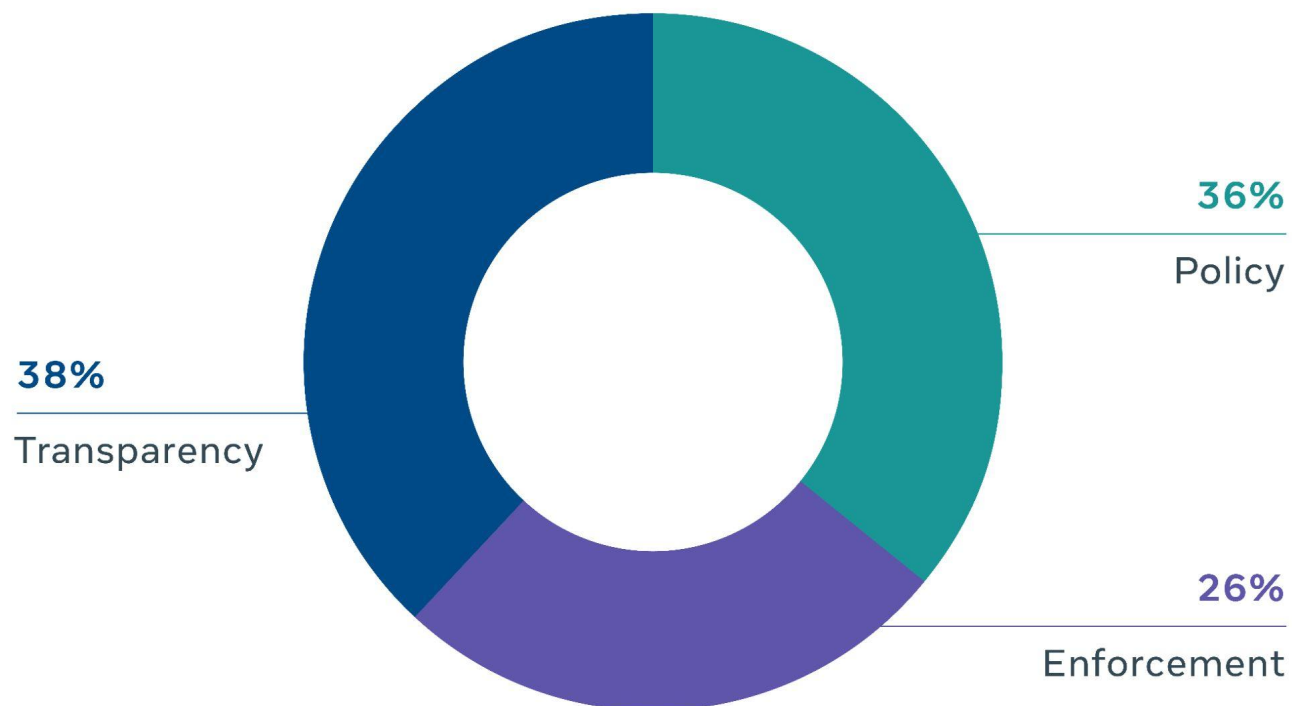
Our goal is that these sections will help facilitate discussion around the holistic progress made in these areas as well as improve the readability of this update.

In the body of each section, we provide a general overview of our key areas of progress. For further detail on each recommendation, including the full text, please refer to the [Appendix](#).

² This applies to recommendation #13 in the [Former President Trump's Suspension](#) case; recommendation #1 in the [Myanmar Bot](#) case; recommendations #2, #7, and #8 in the [Support of Abdullah Öcalan](#) case; recommendations #1 and #2 in the [Brazilian COVID-19 Lockdown](#) case; and recommendation #3 in the [Colombia Protest](#) case.

³ This applies to recommendation #5 from the [Hydroxychloroquine](#) case; recommendations #1, #2, #3, #6, #7, and #14 in the [Former President Trump's Suspension](#) case; and recommendation #2 from the [Punjabi Concern Over the RSS in India](#) case.

Q2+3 recommendations by category



2. Update on Non-Binding Recommendations

A. Transparency

We are providing updates for our work on 23 board recommendations that address transparency and accountability.

10 have led to significant changes since our last Quarterly Update, including:

1. **Publishing information about our strikes system and newsworthiness allowance in the Transparency Center**, a hub for our integrity and transparency work.
 - **Strikes system**: We included information in our [Transparency Center](#) about how we impose strikes and how we calculate penalties. In providing this additional transparency, we want people to better understand the details of our strikes and penalties processes while reducing potential abuse of these rules on Facebook and Instagram.
 - **Newsworthiness allowance**: We added information in our Transparency Center that describes our approach to our [newsworthiness allowance](#). Now users can see the criteria we use when making newsworthiness determinations.
2. **Reporting our newsworthiness allowances in CSER**: We have begun building the infrastructure required to report the instances when we apply our newsworthiness allowance in our quarterly Community Standards Enforcement Report (CSER), which we anticipate implementing by the end of 2022.
3. **Expanding our improved notifications**: As we've previously described, people using Facebook in English now receive more specific messaging when they violate our Hate Speech Community Standards. We have begun testing versions of this messaging on Facebook in Arabic, Spanish and Portuguese, and are working to expand to Instagram as well.
4. **Conducting a human rights assessment of Meta's impact during intensified violence in Israel and Palestine**: We are partnering with BSR to perform human rights due diligence and will publicly communicate the actions and insights of the due diligence in Q1 2022.

While we have made significant progress on these 10 recommendations, we have been unable to make meaningful progress on 13 recommendations in this category due to the competing need for resources across teams. To ensure we prioritize implementation in the future, and hold ourselves accountable, we are incorporating these recommendations into our planning processes. This will allow us to confidently weigh whether these recommendations should be added to our product roadmaps (described above) in 2022.

For a comprehensive list of all 23 recommendations in this category that we are providing updates on as part of this Quarterly Update, see [Appendix A. Transparency](#).

B. Policy

We are providing updates for our work on 22 board recommendations that address our Facebook Community Standards and Instagram Community Guidelines.

Four have led to significant changes since our last Quarterly Update, including:

1. **Adding language to the policy rationale of the Hate Speech section of our Community Standards:** We added language to the policy rationale section of the [Hate Speech Community Standard](#) to clarify how we define direct attacks against people on the basis of protected characteristics. For example, we clarified that we define hate speech as a direct attack against people, rather than concepts or institutions.
2. **Updating the Bullying and Harassment section of our Community Standards:** We updated the [Bullying and Harassment Community Standards](#) to include tiers and language clarifications around our enforcement of the policy in general. We also described how the policy relates to private individuals, involuntary public figures, and public figures who are minors.
3. **Translating our Community Standards to new languages:** We are translating our Community Standards and Community Guidelines into Punjabi, Urdu, Marathi, Telugu, Tamil, Gujarati and other Indic languages. We have completed translation into Urdu, and expect to complete translation into Punjabi by the end of the year, with additional Indic languages coming in the first part of 2022.
4. **Providing further detail in the False News section of our Community Standards:** We added links to the [False News](#) section of the Community Standards that provide more information about our fact-checking program. The Community Standards now includes resources for understanding when content is eligible for fact-checking.

While we have made significant progress on these 4 recommendations, we are still in the early stages of assessment and/or implementation for the other 18 recommendations in this category. We can quickly adopt some of the board's recommendations, such as those focused on the wording of the Community Standards. Others, however, involve more consideration, such as whether too much specificity in our policies could help people circumvent our enforcement

mechanisms. In addition, we update the Community Standards periodically as a result of several sources of input, including changes in enforcement patterns, new research, and external engagements with stakeholder groups.

For a comprehensive list of all 22 recommendations in this category that we are providing updates on as part of this Quarterly Update, see [Appendix B. Policy](#).

C. Enforcement

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

Five have led to significant changes since our last Quarterly Update, including:

1. **Updating our automatic nudity detection models to account for health contexts, including breast cancer awareness:** In the first part of 2021, we launched keyword-based improvements to our automated systems. In Q3 2021, we completed and launched a new predictive model that will contribute more detail to the original system by identifying whether a piece of content is not only nudity, but also related to a health context.
2. **Establishing clear enforcement standards for influential users, such as heads of state:** Four recommendations in the case concerning the account of Former President Trump outlined the need for clear, public rules for restricting the accounts of high profile individuals, such as a head of state. We established a new set of rules for account restrictions for public figures, and published these rules in our [Transparency Center](#).

We do not yet have substantial progress to report on the other three recommendations in this category, due to the operational complexity they entail. We continue to assess their feasibility, and expect to have further updates in the first half of 2022. For a comprehensive list of all eight recommendations in this category that we are providing updates on as part of this Update, see [Appendix C. Enforcement](#).

III. Appendix

How to Read This Appendix

The categorization of our responses to the board's recommendations include the following:

- **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, for example, due to a lack of feasibility or disagreement about how to reach the desired outcome.
- **Work Meta* already does:** We have already addressed the recommendation through an action that we already do.

The current status for our responses to the board's recommendations include the following:

- **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 already addressed the recommendation through an action that we already do, and will have no further updates on the recommendation.

*As we [announced on October 28](#), Meta is the new name of the Facebook company. Therefore, all historical references to the Facebook company in this appendix refer to Meta.

Appendix A. Transparency

Transparency Recommendations	
<p>Recommendation Text: Ensure that users are always notified of the reasons for any enforcement of the Community Standards against them, including the specific rule Facebook is enforcing.</p> <p>(Armenians in Azerbaijan Recommendation #1 (along with Breast Cancer Symptoms and Nudity #3, Nazi Quote #1, Depiction of Zwarte Piet #2, and South Africa Slur #1)⁴)</p>	
Previous Category	Assessing Feasibility
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	Improving the effectiveness of our user-level messaging is one of the central goals of our integrity efforts. As we described in our Q1 2021 Quarterly Update , people using the Facebook app in English now receive more specific messaging when they violate our hate speech policy. We have begun testing more specific messaging for hate speech violations on Facebook in other languages, beginning with Arabic, Spanish and Portuguese. We are also testing these notifications on Instagram in English, Spanish, Arabic and Portuguese, and we expect to have results by the end of this year.
<p>Recommendation Text: Inform users when automation is used to take enforcement action against their content, including accessible descriptions of what this means.</p> <p>(Breast Cancer Symptoms & Nudity Recommendation #5)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our Q1 2021 Quarterly Update . In that update, we reported that we are continuing to assess the feasibility of this recommendation to ensure that informing users when automation is used to take enforcement action against their content is a consistent experience across billions of people all over the world, with differing levels of comprehension. We've launched a test on the Facebook app to assess the impact of telling people more about whether automation was involved in enforcement. People in the test now see whether technology or a Meta content reviewer made the enforcement decision about their content. We will analyze the results of this test to see if people had a clearer understanding of who removed their content, while also watching for a potential rise in recidivism and appeal rates. We had previously anticipated completing our

⁴ The board issued similar recommendations in the following cases: [Breast Cancer Symptoms and Nudity #3](#), [Nazi Quote #1](#), [Depiction of Zwarte Piet #2](#), and [South Africa Slur #1](#). We are tracking the progress of our work in response to these recommendations as part of our response to recommendation #1 in the Armenians in Azerbaijan case.

	analysis in Q3, but due to delays, we now expect to conclude our testing and analyze the results by the end of the year. We will provide another update in our next Quarterly Update.
<p>Recommendation Text: 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.</p> <p><i>(Breast Cancer Symptoms & Nudity Recommendation #6)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our Q1 2021 Quarterly Update , where we reported that we are continuing to identify appropriate accuracy metrics to include in the Community Standards Enforcement Report (CSER). We are still assessing how to report a consistent, comprehensible measurement about automated enforcement. Due to existing priorities in our transparency reporting roadmaps, such as launching new violation metrics and engaging in an external audit , we continue to require additional time to assess the quality of this measurement and ensure its accuracy before adding it to CSER.
<p>Recommendation Text: Facebook should document any exceptional processes that apply to influential users.</p> <p><i>(Former President Trump's Suspension Recommendation #10 (along with #12)⁵)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	In our 30-day response, we explained that we added new information to our Transparency Center about our cross-check system and newsworthiness allowance . Since then, in its October 21, 2021 Transparency Report , the board noted that our response to explain our cross-check system was lacking. We take the board's feedback and have now added additional information about cross-check to our Transparency Center . In addition, we have submitted a request for a Policy Advisory Opinion to the board about our cross-check system. There will be no further updates on these recommendations.
<p>Recommendation Text: Facebook should more clearly explain its newsworthiness allowance.</p> <p><i>(Former President Trump's Suspension Recommendation #11)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully

⁵ The board issued a similar recommendation in recommendation #12 in the [Former President Trump's Suspension](#) case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #10 in the Former President Trump's Suspension case.

Current Status	In Progress
Nov. 2021 Update	In our 30-day response, we explained that we posted additional information in our Transparency Center to clarify our newsworthiness allowance . Currently, we are building the infrastructure needed to report instances when we apply the newsworthiness allowance. We aim to begin providing regular updates about the number of times we applied the newsworthiness allowance, by the end of 2022.
<p>Recommendation Text: Facebook should explain in its Community Standards and Guidelines its strikes and penalties process for restricting profiles, pages, groups, and accounts on Facebook and Instagram in a clear, comprehensive, and accessible manner.</p> <p>(Former President Trump's Suspension Recommendation #16)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	In our 30-day response, we explained that we published information about our strike system in our Transparency Center. In the post, we explain how we impose strikes and how we calculate penalties so people can better understand our processes. In providing this additional transparency, we want our users to better understand the details of our strikes and penalties processes while avoiding including certain information that malicious actors could use to circumvent our enforcement systems.
<p>Recommendation Text: Facebook should tell users how many violations, strikes, and penalties they have, as well as the consequences of future violations.</p> <p>(Former President Trump's Suspension Recommendation #17)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	In our 30-day response to this recommendation, we explained that earlier this year we launched Account Status on the Facebook app, an in-product experience to help people understand the penalties Meta applied to their accounts. It provides information about the penalties on a person's account (currently active penalties as well as past penalties), including why we applied the penalty. In general, if people have a restriction on their account, they can see their history of certain violations, warnings, and restrictions their account might have, as well as how long this information will stay in Account Status on Facebook. We have also launched Account Status on Instagram. There will be no further updates on this recommendation.

Recommendation Text: In its transparency reporting, Facebook should include numbers of profile, page, and account restrictions, including the reason and manner in which enforcement action was taken, with information broken down by region and country.

[*\(Former President Trump's Suspension Recommendation #18\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we reported that we're assessing how to report consistent, comprehensive data that allow for meaningful transparency, while also ensuring accuracy of the information. We will provide additional information after we complete our assessment.

Recommendation Text: Facebook should improve its transparency reporting to increase public information on error rates by making this information viewable by country and language for each Community Standard.

[*\(Punjabi Concern Over the RSS in India Recommendation #3\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response. As with other recommendations focused on transparency reporting, we are still evaluating our priorities to determine the most valuable additions to our public data. We'll provide additional information when we complete our assessment.

Recommendation Text: Whenever Facebook removes content because of a negative character claim that is only a single word or phrase in a larger post, it should promptly notify the user of that fact, so that the user can repost the material without the negative character claim.

[*\(January 2021 Protests in Russia Recommendation #6\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	As we explained in our 30-day response to this recommendation, we're exploring ways of increasing transparency and using automation to help people self-remediate. We are planning the testing of new capabilities to highlight specific violating text in a person's content. We expect to have additional updates in the first half of 2022.

<p>Recommendation Text: Facebook should make technical arrangements to ensure that notice to users refers to the Community Standard enforced by the company.</p> <p>(Armenian People and the Armenian Genocide Recommendation #1)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we reported that we need additional time to explore the benefit to user experience that could come from informing people of multiple violations and multiple appeal opportunities resulting from a single piece of content. Changing the technical ability, process and training for how content moderators select policy violations for a piece of content, and the appeals that may follow, creates new operational complexity that we need to evaluate. We had previously anticipated completing our assessment by the end of the year, but due to delays we now expect to conclude our analysis and provide an update in the first half of 2022.
<p>Recommendation Text: 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)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we reported that we are evaluating how best to provide people with the ability to indicate that their content falls into one of the exceptions of the Hate Speech policy in the Community Standards. We need additional time to assess whether the additional context adds to the accuracy of review and quality of user experience. We had previously anticipated completing our assessment by the end of the year, but due to delays we now expect to conclude our analysis and provide an update in the first half of 2022.
<p>Recommendation Text: 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).</p> <p>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #9)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we reported that we are actively working to provide more detailed notice to people who use Facebook and Instagram when their content is restricted or removed in response to a formal government report. We describe our current process for reviewing government requests for content removal in detail in our Transparency Center. We are still assessing ways to increase the level of transparency we provide to users in line with best practices laid out by civil society efforts like the Santa Clara Principles and the Ranking Digital Rights project.
<p>Recommendation Text: 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.</p> <p>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #11 (along with Al Jazeera Post on Tensions Between Israel and Palestine #4⁶))</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we explained that we are planning work that will enable us to include information on content removed for violating our Community Standards following a formal report by a government, including the number of requests we receive, as a distinct category in our Transparency Center. We expect to have completed scoping this project in the first half of 2022.
<p>Recommendation Text: Include more comprehensive information on error rates for enforcing rules on “praise” and “support” of dangerous individuals and organizations, broken down by region and language.</p> <p>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #12)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we explained we are assessing how to create country- and region-level tabulations for enforcement and error data. We also need additional time to assess whether we can capture data at a more granular violation type, such as “praise” and “support.” There are several challenges to sharing data about enforcement actions broken down by region and country, for instance, groups and pages where members, administrators, and subject matter often span countries, which we are still assessing.

⁶ 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>Recommendation Text: Engage an independent entity not associated with either side of the Israeli-Palestinian conflict to conduct a thorough examination to determine whether Facebook's content moderation in Arabic and Hebrew, including its use of automation, have been applied without bias. The report and its conclusions should be made public.</p> <p><i>(Al Jazeera Post on Tensions Between Israel and Palestine #3)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	On October 14, 2021, we reported that we have asked BSR (Business for Social Responsibility) to perform human rights due diligence in line with this recommendation. The due diligence is framed using United Nations Guiding Principles on Business and Human Rights (UNGP) criteria to examine all salient human rights issues, and to determine priorities for action. In accordance with the UNGP standards, we will publicly communicate the insights and actions of this due diligence in Q1 2022.
<p>Recommendation Text: 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.</p> <p><i>(Post Depicting Protests in Colombia While Using a Slur #4)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	On October 27, 2021, we reported that we have begun the process of building product features that we can use to inform users when a piece of content that violates the Community Standards is left up under our newsworthiness allowance. We need time to assess whether these product features under development would meet the objective of this recommendation to notify specific users who reported violating content that was left up by the newsworthiness allowance, or if another feature would need to be developed. We anticipate completing our assessment and providing an update in the first half of 2022.

Appendix B. Policy

Policy Clarity & Accessibility Recommendations	
<p>Recommendation Text: <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><i>(Breast Cancer Symptoms & Nudity Recommendation #2 (along with Support of Abdullah Öcalan #10)⁷)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	In our Q1 2021 Quarterly Update , we shared that we had updated the Instagram Community Guidelines on nudity in line with the board's guidance. Since then, we have continued to work across Facebook and Instagram to build the systems needed to communicate more clearly how we apply the Facebook Community Standards and Instagram Community Guidelines. We are in the planning stages to make updates to both the policy documents as well as in-app messages to users. We expect to have additional updates in the first half of 2022.
<p>Recommendation Text: <i>Provide a public list of the organizations and individuals designated “dangerous” under the Dangerous Individuals and Organizations Community Standard, or publish illustrative examples.</i></p> <p><i>(Nazi Quote Recommendation #3)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	No Further Action
Current Status	No Further Updates
Nov. 2021 Update	In our previous update on this recommendation, we explained that sharing this information could present safety risks to our teams and pose a tactical challenge to our ability to stay ahead of adversarial shifts. Since then, we assessed how we could balance increased transparency about the individuals and organizations we designate under this policy on the one hand with the safety of our community and employees on the other. After careful consideration, we have determined not to publish any additional detail about the designations in this policy area at this time.

⁷ The board issued a similar recommendation in recommendation #10 in the [Support of Abdullah Öcalan](#) case. We are tracking the progress of our work in response to this recommendation as part of our response to recommendation #2 in the Breast Cancer Symptoms & Nudity case.

<p>Recommendation Text: Facebook should be clear in its Corporate Human Rights Policy how it collects, preserves, and shares information related to investigations and potential prosecutions, including how researchers can access that information.</p> <p><i>(Former President Trump's Suspension Recommendation #15)</i></p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	We have not made substantive progress since our 30-day response, where we reported that we will review our Corporate Human Rights Policy to provide more clarity and explore ways to improve protocols for information collection, preservation and sharing. Given the complexity of the legal and privacy issues, we anticipate this effort taking more than a year and a half to implement. During that time, we will first be evaluating the correct approach to data collection and preservation to facilitate lawful cooperation with diverse stakeholders.
<p>Recommendation Text: Facebook should develop and publish a policy that governs its response to crises or novel situations where its regular processes would not prevent or avoid imminent harm.</p> <p><i>(Former President Trump's Suspension Recommendation #19)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	Since our 30-day response, we have consulted more than 20 external stakeholders, including experts in national and human security, conflict prevention and public safety, representing 15 different countries. And we have been working with internal teams to develop a crisis protocol in line with the board's recommendation. Our stakeholder consultation is still ongoing. We are constantly iterating and adapting existing policies and protocols to meet new challenges, and plan to use the policy development process to further inform our Crisis Policy Protocol. At this time, we are expecting to provide more detail on the results of the policy development process and implement our Crisis Policy Protocol in early 2022.
<p>Recommendation Text: Link the rule in the Hate Speech Community Standard prohibiting blackface to its reasoning for the rule, including the harms the company seeks to prevent.</p> <p><i>(Depiction of Zwarte Piet Recommendation #1)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete

Nov. 2021 Update	In June, we added language to the policy rationale section of the Hate Speech Community Standard that clarifies how we define direct attacks against people on the basis of protected characteristics. There will be no further updates on this recommendation.
<p>Recommendation Text: Facebook should translate its Community Standards and Internal Implementation Standards into Punjabi. Facebook should aim to make its Community Standards accessible in all languages widely spoken by its users. This would allow a full understanding of the rules that users must abide by when using Facebook's products. It would also make it simpler for users to engage with Facebook over content that may violate their rights.</p> <p>(Punjabi Concern Over the RSS in India Recommendation #1)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing in part
Current Status	In Progress
Nov. 2021 Update	Since our 30-day response, we have completed translations of the Community Standards into Urdu. We are in the process of translating the Community Standards into Punjabi and expect to complete the translations by the end of the year. We are currently in the planning phase for translating the Community Standards into other Indic languages, including Marathi, Telugu, Tamil and Gujarati. We will share our progress in future Quarterly Updates.
<p>Recommendation Text: Explain the relationship between its Bullying and Harassment policy rationale and the "Do not's" as well as the other rules restricting content that follow it.</p> <p>(January 2021 Protests in Russia Recommendation #1)</p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	We are in the process of drafting this update to the Community Standards, and anticipate publishing it before the end of this year.
<p>Recommendation Text: Differentiate between bullying and harassment and provide definitions that distinguish the two acts. The Community Standard should also clearly explain to users how bullying and harassment differ from speech that only causes offense and may be protected under international human rights law.</p> <p>(January 2021 Protests in Russia Recommendation #2)</p>	
Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress

Nov. 2021 Update	In our Q1 2021 Quarterly Update , we explained that we would research key points to differentiate between bullying and harassment in a way that does not negatively impact enforcement. Our work is ongoing as we continue to research these issues, and we will share progress in our next Quarterly Update.
<p>Recommendation Text: Clearly define its approach to different target user categories and provide illustrative examples of each target category (i.e. who qualifies as a public figure). Format the Community Standard on Bullying and Harassment by user categories currently listed in the policy.</p> <p>(January 2021 Protests in Russia Recommendation #3)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	In response to this recommendation, we updated the Bullying and Harassment section of our Community Standards to clarify our policy as it relates to private individuals, involuntary public figures and public figures who are minors. We shared these changes as part of our August 2021 Community Standards updates, which included the addition of tiers and language clarifications. We are still preparing definitions and examples to publish for each user category. We had planned to share more by the end of the year, but due to delays we now anticipate having updates by the end of Q1 2022.
<p>Recommendation Text: Include illustrative examples of violating and non-violating content in the Bullying and Harassment Community Standard to clarify the policy lines drawn and how these distinctions can rest on the identity status of the target.</p> <p>(January 2021 Protests in Russia Recommendation #4)</p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	As we explained in our 30-day response, we reviewed our internal policy guidance to ensure it adequately provides examples of violating and non-violating content. We had planned to publish more information about the details of our Bullying and Harassment enforcement approach in the Community Standards by the end of the year, but due to delays, we now anticipate having updates by the end of Q1 2022.

<p>Recommendation Text: To make its policies and their enforcement clearer for users, Facebook should: Include the satire exception, which is currently not communicated to users, in the public language of the Hate Speech Community Standard.</p> <p>(Armenian People and the Armenian Genocide Recommendation #2)</p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	We are developing a policy for satire exceptions. It will apply to the following sections of the Community Standards: Dangerous Individuals and Organizations, Regulated Goods, Fraud and Deception, Hate Speech, Privacy Violations, Adult Nudity and Adult Sexual Activity, and Sexual Solicitation. We will add this context specific policy to our Community Standards by the end of this year.
<p>Recommendation Text: To improve the accuracy of the enforcement of its content policies for the benefit of users, Facebook should: Make sure that it has adequate procedures in place to assess satirical content and relevant context properly. This includes providing content moderators with: (i) access to Facebook's local operation teams to gather relevant cultural and background information; and (ii) sufficient time to consult with Facebook's local operation teams and to make the assessment. Facebook should ensure that its policies for content moderators incentivize further investigation or escalation where a content moderator is not sure if a meme is satirical or not.</p> <p>(Armenian People and the Armenian Genocide Recommendation #3)</p>	
Previous Category	Assessing Feasibility
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	We are rolling out internal guidance to escalations teams about how to evaluate potentially satirical content, including a framework to help identify if a particular piece of content may qualify as satire, and therefore not violate our policies. Recognizing satire that does not violate our policies - but rather mocks or debates - is challenging because of the contextual assessment required. Further, determining whether content is satire will always be somewhat subjective, and we risk creating inconsistency or inequity. We will highlight this context-specific policy in our Community Standards before the end of this year.

<p>Recommendation Text: Publish the results of the ongoing review process to determine if any other policies were lost, including descriptions of all lost policies, the period the policies were lost for, and steps taken to restore them.</p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #3)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	We are still working on this review and are committed to completing it by the end of the year. More generally, the process for policy development allows for ongoing updates and reviews to policy guidance based on inputs from a range of external stakeholders, research, and other key experts on policy areas including for our Dangerous Individuals and Organizations policies.
<p>Recommendation Text: Reflect in the Dangerous Individuals and Organizations “policy rationale” that respect for human rights and freedom of expression can advance the value of “Safety,” and that it is important for the platform to provide a space for these discussions.</p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #4)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	We are in the process of reviewing updated language to our policy rationale to ensure it accurately reflects the ways we consider human rights violations and abuse are a part of our Dangerous Organizations and Individuals policy. We anticipate publishing this update by the end of the year.
<p>Recommendation Text: Add to the Dangerous Individuals and Organizations policy a clear explanation of what “support” excludes. Users should be free to discuss alleged violations and abuses of the human rights of members of designated organizations. Calls for accountability for human rights violations and abuses should also be protected.</p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #5)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress

Nov. 2021 Update	<p>We are finalizing internal policy guidance that will more clearly define praise and support allowances as they relate to upholding the rights of designated dangerous individuals. This guidance aims to include clarifying language and examples for calls for the respect of human rights and has been written with rights protected by UN Human Rights conventions in mind. We will provide our reviewers with examples of content that is allowed by the end of this year.</p>
<p>Recommendation Text: <i>Explain in the Community Standards how users can make the intent behind their posts clear to Facebook. This would be assisted by implementing the Board's existing recommendation to publicly disclose the company's list of designated individuals and organizations (see: case 2020-005-FB-UA). Facebook should also provide illustrative examples to demonstrate the line between permitted and prohibited content, including in relation to the application of the rule clarifying what "support" excludes.</i></p> <p><i>(Support of Abdullah Öcalan, Founder of the PKK Recommendation #6)</i></p>	
Previous Category	Implementing in Part
Updated Category	Implementing in Part
Current Status	In Progress
Nov. 2021 Update	<p>In August 2021, we updated our Dangerous Individuals and Organizations section of the Community Standards, explaining our United States sanctions obligations related to designated Specially Designated Narcotics Trafficking Kingpins, Foreign Terrorist Organizations and Specially Designated Global Terrorists. This work was in addition to June 2021 updates to the Community Standards that clarified how users can make their intent clearer. In response to recommendation #5 in this case, we are providing reviewers with examples of content that is allowed by the end of this year. And, as we described in our update to recommendation #3 in the Nazi Quote case, that we publish the list of Dangerous Individuals and Organizations designations, we have determined not to make this information public at this time.</p>
<p>Recommendation Text: <i>Facebook should provide more transparency within the False News Community Standard regarding when content is eligible for fact-checking, including whether public institutions' accounts are subject to fact-checking.</i></p> <p><i>(Brazilian COVID-19 Lockdown Recommendation #3)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	<p>We added links to the False News section of the Community Standards that provide more information about how our fact-checking program addresses news content. There will be no further updates on this recommendation.</p>

Recommendation Text: Add criteria and illustrative examples to its Dangerous Individuals and Organizations policy to increase understanding of the exceptions for neutral discussion, condemnation and news reporting.

[*\(Al Jazeera Post on Tensions Between Israel and Palestine #1\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	In our October 14 response, we explained that we will add clarifying examples and language to internal policy guidance in the first half of 2022. We will continue to explore the tradeoffs of publishing examples of non-violating content, while not compromising the effectiveness of our enforcement, and provide an update in our next Quarterly Update.

Recommendation Text: Ensure swift translation of updates to the Community Standards into all available languages.

[*\(Al Jazeera Post on Tensions Between Israel and Palestine #2\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	In our October 14 response, we explained that we will explore potential changes to our translation processes before the end of this year. Currently, it takes approximately four to six weeks from the time we publish a Community Standards update in English until we complete the translation process for all languages in which the Community Standards are available. We are exploring how we can shorten this timeline, and will provide an update in our next Quarterly Update.

Recommendation Text: Publish illustrative examples from the list of slurs it has designated as violating under its Hate Speech Community Standard. These examples should be included in the Community Standard and include edge cases involving words which may be harmful in some contexts but not others, describing when their use would be violating. Facebook should clarify to users that these examples do not constitute a complete list.

[*\(Post Depicting Protests in Colombia While Using a Slur #1\)*](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress

Nov. 2021 Update	In our October 27 response, we explained that we anticipate updating the Hate Speech section of the Community Standards explaining our approach to edge cases involving words that may be harmful in some contexts, but not others, in the first half of 2022. Publishing the terms that we prohibit from the platform may create an environment of intimidation and exclusion, or be used to demean people. We are assessing whether to publish examples of slurs and will provide an update on our progress in our next Quarterly Update.
<p>Recommendation Text: <i>Link the short explanation of the newsworthiness allowance provided in the introduction to the Community Standards to the more detailed Facebook Transparency Center explanation of how this policy applies. The company should supplement this explanation with illustrative examples from a variety of contexts, including reporting on large scale protests.</i></p> <p><i>(Post Depicting Protests in Colombia While Using a Slur #2)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	In Progress
Nov. 2021 Update	In our October 27 response, we committed to including a link to our explanation of our approach to newsworthy content in the introduction of the Community Standards. Additionally, we will provide examples of newsworthy content in our explanation of our approach to newsworthy content in our Transparency Center. We anticipate completing this work in the first half of 2022.

Appendix C. Enforcement

Enforcement Recommendations	
<p>Recommendation Text: Improve the automated detection of images with text-overlay to ensure that posts raising awareness of breast cancer symptoms are not wrongly flagged for review. Implement an internal audit procedure to continuously analyze a statistically representative sample of automated content removal decisions to reverse and learn from enforcement mistakes.</p> <p><i>(Breast Cancer Symptoms & Nudity Recommendation #1)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	<p>In our Q1 2021 Quarterly Update, we reported that we had begun the process of improving our automatic detection models by developing a new signal specific to nudity in health contexts, including breast cancer awareness. In the first part of 2021, we launched keyword-based improvements to our automated systems, and in Q3 2021 we completed a new predictive model that will contribute more detail to the original system by identifying whether a piece of content is not only nudity, but also related to a health context. We launched this new model in Q3 2021. There will be no further updates on this recommendation.</p>
<p>Recommendation Text: Facebook should publicly explain the rules that it uses when it imposes account-level sanctions against influential users.</p> <p><i>(Former President Trump's Suspension Recommendation #8 (along with #4, #5 and #9)⁸)</i></p>	
Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	<p>As we explained in our 30-day response, we included information in our Transparency Center about restricting accounts by public figures during civil unrest for situations where our standard restrictions may not be proportionate to the violation or sufficient to reduce the risk of further harm in the case of public figures posting content during ongoing violence or civil unrest. There will be no further updates on these recommendations.</p>

⁸ The board issued similar recommendations in recommendations #4, 5, and 9 in the [Former President Trump's Suspension](#) case. We are tracking the progress of our work in response to these recommendations as part of our response to recommendation #8 in the Former President Trump's Suspension case.

Recommendation Text: When assessing content including a ‘negative character claim’ against a private adult, Facebook should amend the Community Standard to require an assessment of the social and political context of the content. Facebook should reconsider the enforcement of this rule in political or public debates where the removal of the content would stifle debate.

[\(January 2021 Protests in Russia Recommendation #5\)](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	<p>We are conducting a feasibility assessment to understand our ability to incorporate political and social context into our content moderation processes at scale. As we explained in our 30-day response, this recommendation proposes that we scale the ability to moderate potentially violating content differently depending on the social or political context within which a person posts. By its nature, though, content moderation at scale requires principled criteria for our content moderators designed to ensure speed, accuracy, consistency and non-arbitrary content moderation. Although our content moderators have familiarity with the context of the content they review, certain contextual indicators are not necessarily available at every stage in the review process. For instance, content moderators working at scale have a more limited assessment of intent or subtext than specialized teams.</p> <p>We have begun our assessment to determine whether it is possible and impactful for our content moderators working at scale to escalate content for additional review based on political and social context. This assessment evaluates the implications of this recommendation for key operational metrics, including, among other things, speed and volume of review jobs, the accuracy of enforcement decisions, and consistency across regions. We plan to complete the assessment by the end of the year and provide additional information in our next Quarterly Update.</p>

Recommendation Text: To improve the accuracy of Facebook’s review in the appeals stage, the company should ensure appeals based on policy exceptions are prioritized for human review.

[\(Armenian People and the Armenian Genocide Recommendation #5\)](#)

Previous Category	Assessing Feasibility
Updated Category	Assessing Feasibility
Current Status	In Progress
Nov. 2021 Update	<p>We have not made substantive progress since our 30-day response, where we explained that we need additional time to analyze how changes to our appeals process and additional user-provided context affect both the speed and accuracy of our scaled human review. We had previously anticipated completing our assessment by the end of the year but have been delayed. We will provide an update in our next Quarterly Update.</p>

Recommendation Text: *Immediately restore the misplaced 2017 guidance to the Internal Implementation Standards and Known Questions (the internal guidance for content moderators), informing all content moderators that it exists and arranging immediate training on it.*

([Support of Abdullah Öcalan, Founder of the PKK Recommendation #1](#))

Previous Category	Implementing Fully
Updated Category	Implementing Fully
Current Status	Complete
Nov. 2021 Update	We have updated and implemented internal guidance to clarify the types of content we allow and do not allow as it relates to discussion of the imprisonment of individuals designated as dangerous under our Dangerous Individuals and Organizations policy. As part of this implementation, this guidance has been shared with global content moderation teams. There will be no further updates on this recommendation.

IV. Index

Case	Recommendation	Updated Category	Status	Section	Page
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Breast cancer symptoms and nudity	2020-004-IG-UA-1	Implementing fully	Complete	Enforcement	32
	2020-004-IG-UA-2	Implementing fully	In progress	Policy	23
	2020-004-IG-UA-3	Implementing in part	In progress	Transparency Footnote 4	16
	2020-004-IG-UA-5	Assessing feasibility	In progress	Transparency	16
	2020-004-IG-UA-6	Assessing feasibility	In progress	Transparency	17
Nazi quote	2020-005-FB-UA-1	Implementing in part	In progress	Transparency Footnote 4	16
	2020-005-FB-UA-3	No further action	No further updates	Policy	23
Hydroxychloroquine, Azithromycin and COVID-19	2020-006-FB-FBR-5	Work Meta already does	No further updates	Footnote 3	10
Former President Trump	2021-001-FB-FBR-1	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-2	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-3	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-4	Implementing fully	Complete	Enforcement Footnote 8	32
	2021-001-FB-FBR-5	Implementing fully	Complete	Enforcement Footnote 8	32
	2021-001-FB-FBR-6	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-7	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-8	Implementing fully	Complete	Enforcement	32
	2021-001-FB-FBR-9	Implementing fully	Complete	Enforcement Footnote 8	32
	2021-001-FB-FBR-10	Implementing fully	Complete	Transparency	17
	2021-001-FB-FBR-11	Implementing fully	In progress	Transparency	17
	2021-001-FB-FBR-12	Implementing fully	Complete	Transparency Footnote 5	17
	2021-001-FB-FBR-13	No further action	No further updates	Footnote 2	10

	2021-001-FB-FBR-14	Work Meta already does	No further updates	Footnote 3	10
	2021-001-FB-FBR-15	Assessing feasibility	In progress	Policy	24
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	2021-001-FB-FBR-17	Implementing fully	Complete	Transparency	18
	2021-001-FB-FBR-18	Assessing feasibility	In progress	Transparency	19
	2021-001-FB-FBR-19	Implementing fully	In progress	Policy	24
Depiction of Zwarte Piet	2021-002-FB-UA-1	Implementing fully	Complete	Policy	24
	2021-002-FB-UA-2	Implementing in part	In progress	Transparency Footnote 4	16
Punjabi Concerns Over the RSS in India	2021-003-FB-UA-1	Implementing in part	In progress	Policy	25
	2021-003-FB-UA-2	Work Meta already does	No further updates	Footnote 3	10
	2021-003-FB-UA-3	Assessing feasibility	In progress	Transparency	19
January 2021 Protests in Russia	2021-004-FB-UA-1	Implementing in part	In progress	Policy	25
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	2021-004-FB-UA-3	Implementing fully	In progress	Policy	26
	2021-004-FB-UA-4	Implementing in part	In progress	Policy	26
	2021-004-FB-UA-5	Assessing feasibility	In progress	Enforcement	33
	2021-004-FB-UA-6	Assessing feasibility	In progress	Transparency	19
Armenian People and the Armenian Genocide	2021-005-FB-UA-1	Assessing feasibility	In progress	Transparency	20
	2021-005-FB-UA-2	Implementing fully	In progress	Policy	27
	2021-005-FB-UA-3	Implementing in part	In progress	Policy	27
	2021-005-FB-UA-4	Assessing feasibility	In progress	Transparency	20
	2021-005-FB-UA-5	Assessing feasibility	In progress	Enforcement	33
Support of Abdullah Ocalan	2021-006-IG-UA-1	Implementing fully	Complete	Enforcement	34
	2021-006-IG-UA-2	No further action	No further updates	Footnote 2	10
	2021-006-IG-UA-3	Implementing in part	In progress	Policy	28
	2021-006-IG-UA-4	Implementing fully	In progress	Policy	28
	2021-006-IG-UA-5	Implementing fully	In progress	Policy	28
	2021-006-IG-UA-6	Implementing in part	In progress	Policy	29
	2021-006-IG-UA-7	Work Meta already does	No further updates	Footnote 2	10

	2021-006-IG-UA-8	Work Meta already does	No further updates	Footnote 2	10
	2021-006-IG-UA-9	Assessing feasibility	In progress	Transparency	20
	2021-006-IG-UA-10	Implementing fully	In progress	Policy Footnote 7	23
	2021-006-IG-UA-11	Implementing fully	In progress	Transparency	21
	2021-006-IG-UA-12	Assessing feasibility	In progress	Transparency	21
Myanmar Bot	2021-007-FB-UA-1	No further action	No further updates	Footnote 2	10
Brazilian State-Level Health Authority's Post About COVID-19 Lockdown	2021-008-FB-FBR-1	Work Meta already does	No further updates	Footnote 2	10
	2021-008-FB-FBR-2	Work Meta already does	No further updates	Footnote 2	10
	2021-008-FB-FBR-3	Implementing fully	Complete	Policy	29
Al Jazeera Post on Tensions Between Israel and Palestine	2021-009-FB-UA-1	Assessing feasibility	In progress	Policy	30
	2021-009-FB-UA-2	Assessing feasibility	In progress	Policy	30
	2021-009-FB-UA-3	Implementing fully	In progress	Transparency	22
	2021-009-FB-UA-4	Implementing in part	In progress	Transparency Footnote 6	21
Post Depicting Protests in Colombia While Using a Slur	2021-010-FB-UA-1	Assessing feasibility	In progress	Policy	30
	2021-010-FB-UA-2	Implementing fully	In progress	Policy	31
	2021-010-FB-UA-3	Work Meta already does	No further updates	Footnote 2	10
	2021-010-FB-UA-4	Assessing feasibility	In progress	Transparency	22
South Africa Slur	2021-011-FB-UA-1	Implementing in part	In progress	Transparency Footnote 4	16