



Check List

Have you discussed and agreed with all stakeholders, including communities, what needs to be moderated on Social Media, and why?

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Have you identified local actors, e.g. Civil Society Organizations (CSOs), already moderating sensitive issues on Social Media from whom you could learn?

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Do you have a grasp of the resources, challenges, regulations and law around hate speech, incitement to violence or any other limitations to freedom of speech?

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Have you identified what is 'sensitive' content in your operational context?

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Have you coordinated and discussed your moderation requirements with external relations?

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When discussing your moderation strategy, did you involve communities and stakeholders to ensure diverse representation?

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Have you used an AGD lens to look at risks, possible victims of online rights violations and possible solutions?

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Do you know the terms of reference or community guidelines that apply to the Social Media platform you want to use?

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Have you assessed the existing skills and capacity to moderate online conversations within UNHCR and with partners?

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Have you created and shared widely your community guidelines (House Rules) for content moderation on your Social Media channel?

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Have you worked out when and how often you will train staff on managing sensitive content and abusive conversations? What skills might they need to develop, strengthen or refresh?

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