

# Transparency and Accountability: Management Operating Principles

- Addressing issues around accountability and transparency is very important (and should not be rushed); suggestions that expert assistance be sought
- All respondents identified the need for improvement
- Many comments focused on the need for a more transparent Board decision making process
- Some suggest that staff have too much influence on policy; alternative view that staff in any organization have influence by nature of their role
- Some suggestion that meetings should be open and/or recorded
- Communication style and website also identified as transparency issues
- Effective appeal and review processes identified as key to accountability
- Suggestions to put in place a set of standards (general and/or process specific) that performance could be measured against

# Expert assistance

- ICANN wishes to engage external assistance in improving accountability and transparency, including
  - conducting benchmarking
  - working with ICANN to identify areas of weakness
  - assisting with implementation of plans for improvement
  - advising on construction of Management Operating Principles
- The One World trust was selected after reviewing a number of organizations with expertise in accountability and transparency monitoring in the international arena

# One World Trust

- The One World Trust “promotes education, training and research into the changes required within global organisations in order to make them answerable to the people they affect....”
- Core framework is based on
  - Transparency: the provision of accessible and timely information to stakeholders and the opening up of organizational procedures, structures and processes to their assessment
  - Participation: The process through which an organization enables key stakeholders to play an active role in the decision making processes and activities which affect them
  - Evaluation: The process through which an organization reviews its progress and results against goals and objectives
  - Complaint and response mechanisms: Mechanisms through which an organization enables stakeholders to address complaints against its decisions and actions, and ensures complaints are properly reviewed and acted upon
- [www.oneworldtrust.org](http://www.oneworldtrust.org)



# One World Trust: Global Accountability Index

Examples of companies included in the Global Accountability Index

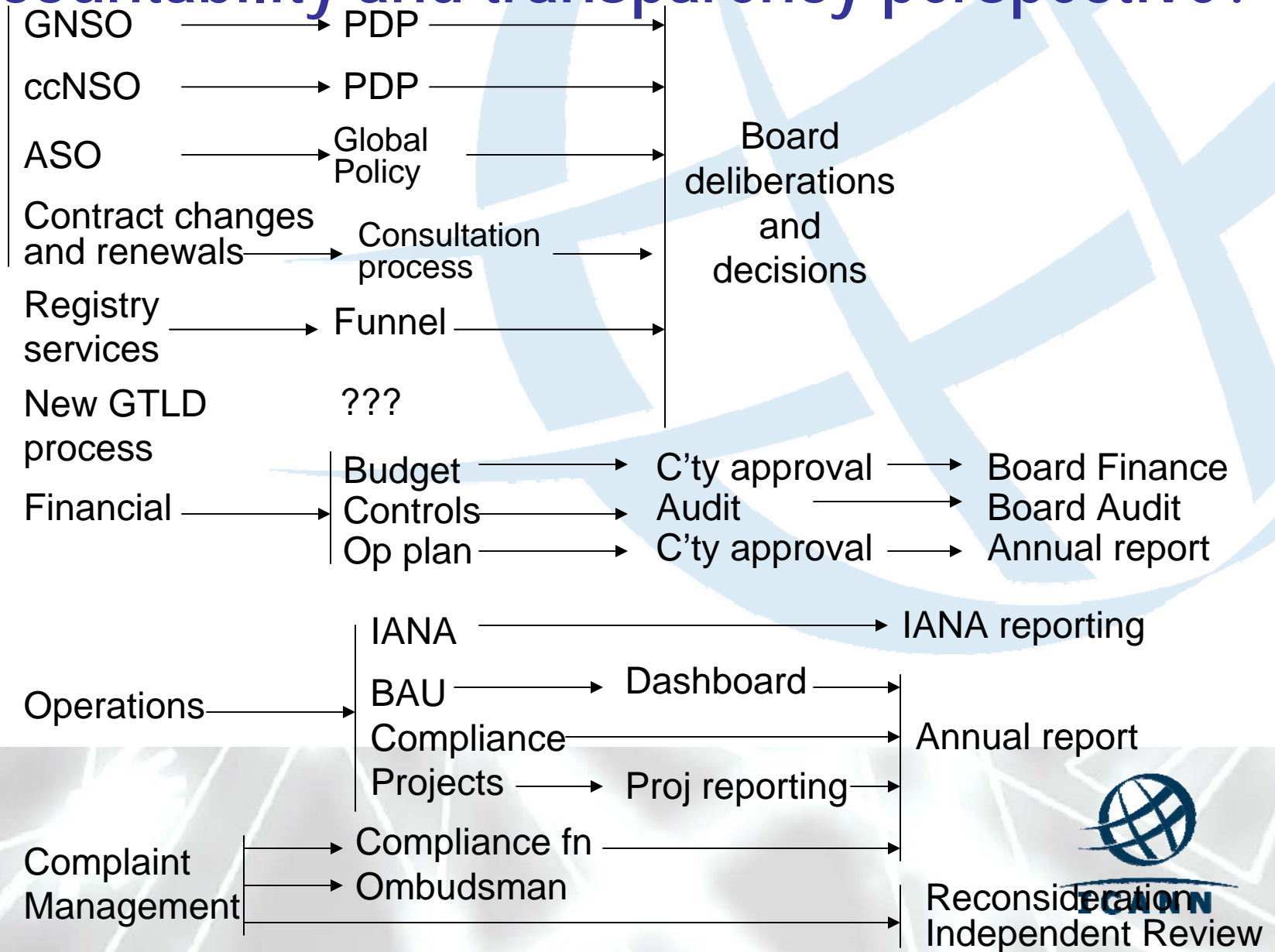
- Anglo American plc
- Dow Chemical Company
- Exxon Mobil Corporation
- Microsoft Corporation
- Nestle
- Toyota
- Walmart Stores Inc
- International Chamber of Commerce (ICC)
- Confederation of Free Trade Unions (ICFTU)
- International Federation of Red Cross and Red Crescent Societies (IFRC)
- Oxfam International



# Process

- Initial consultation (concludes 31 December)
- Discussion in Sao Paulo
- Development of terms of reference for One World Trust (by 31 December)
- Summary of initial comments posted Jan 2007
- Informal benchmarking by One World Trust, including recommendations for improvement (released for the Lisbon meeting)
- Development (with One World Trust) of draft Management Operating Principles (for release before the Lisbon meeting)
- Consultation on draft principles at the Lisbon meeting
- Management Operating Principles adopted by the Board at the April meeting

# What are our core processes from an accountability and transparency perspective?

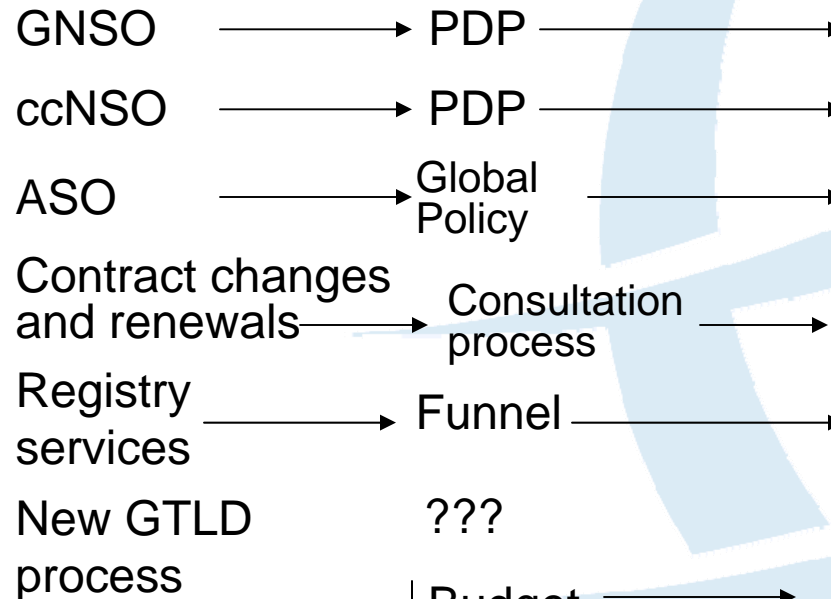


Reconsideration  
Independent Review

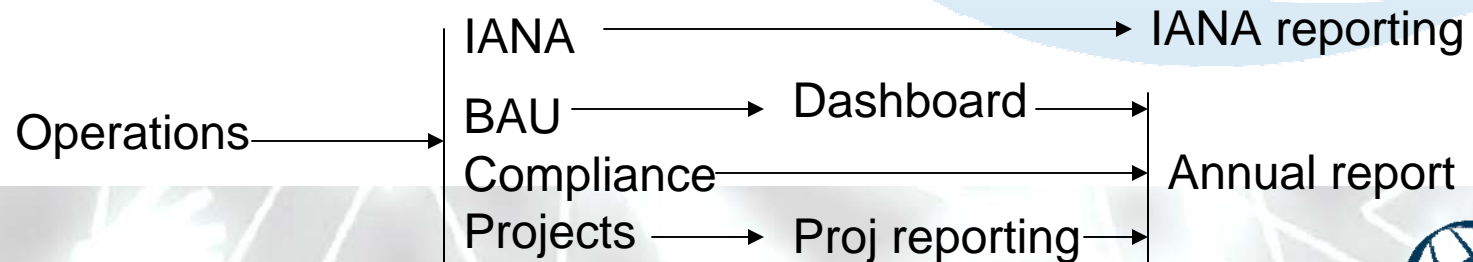
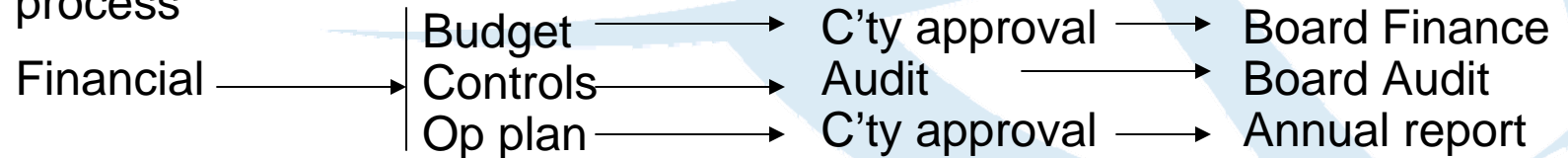
# What are some areas needing further attention?



*How to start an issue???*



*How to communicate considerations and outcomes???*



Reconsideration  
Independent Review

**THANK YOU**

