
FSP violations report

Q3/4 18/19

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Introduction

This report gives a short overview of all incidents reported at Wikimedia events in the last two quarters of the fiscal year 2018/2019 to the Trust and Safety Team of the Wikimedia Foundation. Incidents analyzed in this report include direct violations of Friendly Space Policy (FSP) as well as other safety-related issues at events, including medical or criminal issues. They are analyzed in this report by type of incident, severity and the event they occurred at.

This report also lists Trust and Safety-related incidents not directly linked to the events they were reported at. Those are not sorted further, as they are analyzed elsewhere, but added for information of workflows regarding incident reporting at events. Some of those reports are related to ongoing investigations, but most were about issues Trust and Safety would not have heard about otherwise. Incidents where Trust & Safety reached out to community members themselves are not included in this report, as they are covered under a different workflow.

It should be noted that this report may not provide an accurate representation of *all* the FSP violations that may have taken place during in person events for the aforementioned timeframe, as often incidents at events go unreported, especially those with a low level of severity. Also, some reports of incidents reach Foundation staff with a considerable delay. Incidents get reported to volunteer bodies like the Code of Conduct Committee or volunteer organizers who sometimes take several weeks or months until they in turn report to the Wikimedia Foundation.

Data of incidents recorded

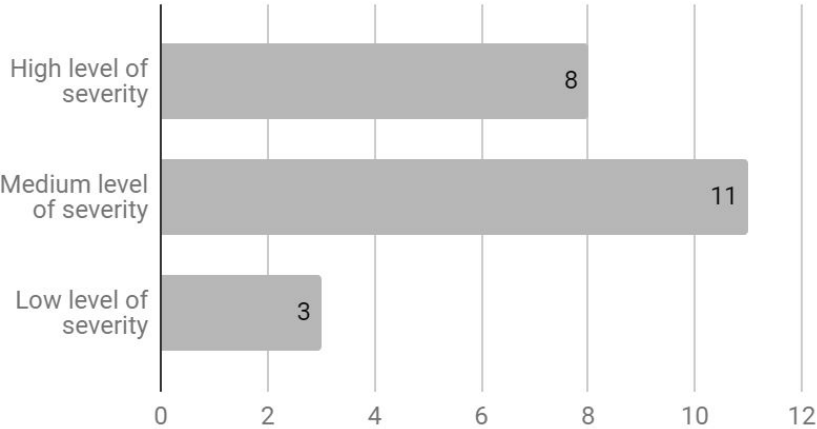
Of the 3 events the team got reports from, only one had Trust and Safety Team members in attendance and incidents were directly reported to them during the event. Incidents from one event were reported through the Events team of the Foundation. For one event incidents were brought to the attention of the Trust and Safety Team after the event was over.

All events in this report were conferences with more than 100 attendees. All of them had a global scope and had wide multilingual and multicultural attendance. They all had a dedicated event safety team, for one of the events this consisted partially of Trust & Safety team members.

Most of the incidents were reported in person or via a designated conference safety-chat to members of the event safety teams, either by attendees or the organizing team. One event was shared in a private, off-the-record chat with a member of the Trust and Safety Team.

Taken all conferences together, 22 incidents were reported. 8 of those can be considered to have a high level of severity, 11 a medium level of severity and 3 a low level of severity.

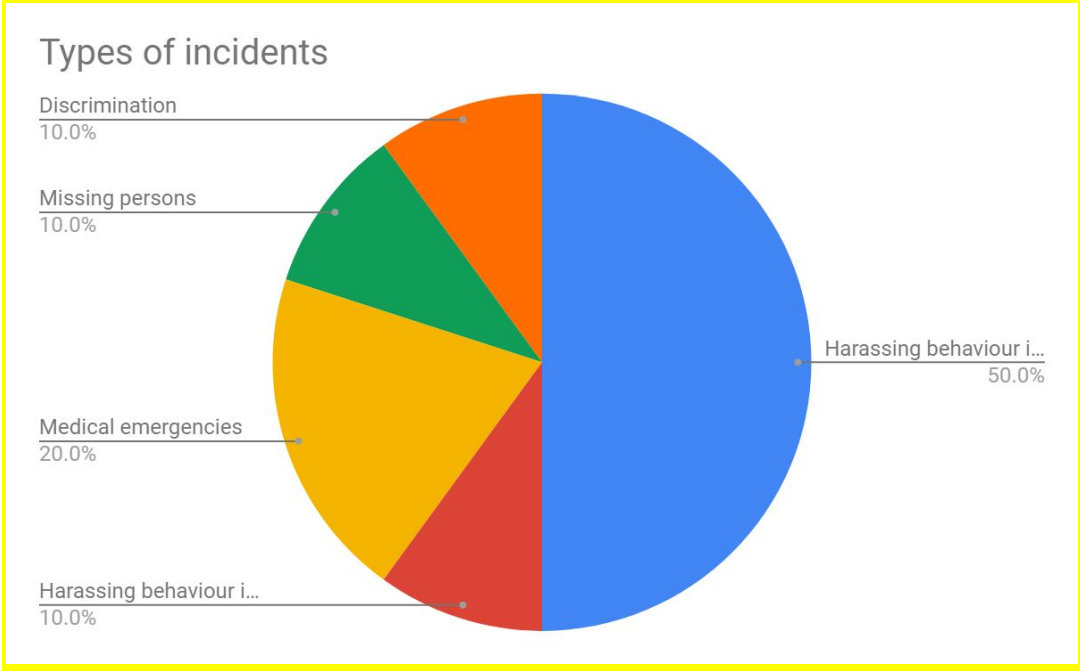
Levels of incident severity



6 of those incidents can be seen as direct violations of FSP, 4 as other safety-related issues at the conference and 12 were reports of incidents not related to the conference. All incidents that can be considered to have a high level of severity were direct FSP violations.

All of the 6 direct FSP violations were harassing behavior, 5 in person, 1 in writing.

Of the 4 other safety-related issues, 2 were medical emergencies, one person was reported missing at a conference and there was an incident of discrimination outside the conference venue involving attendees as targets, but not as perpetrators.



Of the 8 incidents of a high level of severity, only 2 were directly event related. Both were handled at the event directly by the event safety team, 1 had follow-up mail contact and both had no other consequences.

Of the 11 incidents with a medium level of severity, 4 were directly event related. All of those resulted in one or several follow-up talks and/or emails with the involved persons by Trust & Safety or the event safety team members.

Trends observed and recommendations

The total number of participants at all in-person events we received reports from was several hundred, and included people from widely different backgrounds and cultures. Each of those events was a multi-day event. It is to be expected that stressful encounters or mishaps happen in such a context. With this understanding, the numbers above are again low and probably indicate that Wikimedia events are mostly safe events.

This reporting cycle was a lot less busy than the last one. Only one other major event, the IberoConf and a row of smaller events happened during the period we are reporting about. We received no reports about any of those other events. This hopefully means that no major violations of FSP happened at those conferences and confirms the assumption that Wikimedia conferences are mostly safe spaces. Another interpretation could, however, be that major incidents did go unreported. It also hopefully indicates that attendees and organizers of events are mostly comfortable with handling incidents with medium or low levels of severity themselves. This was confirmed by the Hack-a-thon event safety team.

To keep the high standard of safety or even improve it, it is recommended to continue to support event organizers through the Trust and Safety team through training and materials. It is also recommended to continue sending Trust and Safety team members to conferences to be part of the designated Safety teams on the ground, especially for major conferences.

The trend from previous quarters, showing that attendees use the presence of Trust and Safety staff at conferences to address issues of harassment that happen on-wiki or at local events in person, continued. Reporting such things via mail or other means online seems to be a barrier in some cases, especially for contributors from marginalized groups. This venue of reporting should be kept open or even purposefully widened to encourage those contributors to report harassment.