This document provides information on how to have a safe experience on the platform during the campaign, and how to report threatening or harassing content to us. To that end, please find below information on how to report via the Facebook platform, and via the dedicated reporting channel which is available to you as a candidate. This channel is for use by candidates and their staff to flag content of particular concern. We also want to highlight the Facebook Safety Guide for Page Admins, which provides guidance on protecting your own Page and the tools available to do so.

Resources

- **Reporting and removing content:** Every piece of content on Facebook and Instagram has a report button, and in addition to removing content that violates our community standards (what is and isn't allowed on Facebook) we refer cases to law enforcement when we become aware of an imminent threat. Our Community Operations teams are available 24/7, and we now have 35,000 people worldwide working on safety and security. We are also investing more in automated techniques for content removal to help us remove as much of this content as quickly and proactively as possible. To report via the platform, please use the report button, ensuring that you follow the process to the point of submitting a report after you have provided feedback.

- **Contacting Facebook and Instagram:** As well as the report function available on every piece of content on Facebook and Instagram, we want to ensure you can raise any concerns around content to the Facebook Politics and Government Outreach team directly via this email address - ukpol@fb.com. Should you have any concerns relating to abuse or content on the platform and its impact on your role as a candidate, please do not hesitate to get in touch via this channel. Included below is a template email which you can use when reporting content via this email address, to ensure it is able to be investigated as quickly as possible by our teams. This channel is for use by candidates and their staff only at present.

- **Managing your account and Page:** To help ensure that negative content does not appear on your Page in the first place we have developed a range of tools that allow public figures to moderate and filter the content that people put on their Pages. People who help manage Facebook Pages can hide or delete individual comments. They can also proactively moderate comments and posts by visitors by turning on the profanity filter, or blocking specific words or lists of words that they do not want to appear on their Page. Page admins can also remove or ban people from their Pages using the straightforward tools available to them as administrators. Details of how to apply these measures is included in the Safety Guide for Page Admins. We also have a publicly available website, www.facebook.com/gpa

which provides insight and advice on best practice across a range of areas, including protecting account safety and security.

- For issues including account verification, support on ads and general support on non-urgent issues, you have access to our dedicated support team. Please go to www.facebook.com/gpa/help and use the form to contact our support team direct.

Template for reporting via inbox:

Name:
Please give your full name

Title:
Please give your title: (e.g. x candidate for x constituency)

What are you reporting? (delete as appropriate)

- This user is harassing me
- I believe this user is harassing someone else
- I believe this user is a danger to me or someone else
- I believe this user is violating your Community Standards
- I believe this content has potential for real world harm

Please provide a brief description of the issue and why you believe it violates our community standards (outlined here):

Violation Link on Facebook or Instagram:
Please provide full URL links for our team to review (link to the actual page for a page review, link to the exact photo for a photo review). Please only provide links to Facebook content (We cannot act based on links or screenshots of content from other online providers)

Screenshots for comments/posts/photos:
Specific piece of content you are concerned about if you cannot find the link

If this is about ongoing user harassment, can you tell us when this harassment started?
i.e. one week ago/one month ago

In the case of a long video, please provide exact time of abuse:
For example, graphic violence at 5.35mins

Other context or links to external content:
Provide a reason or full context for the flagged content like a police reference, case number, activity on other platforms or elsewhere on the Internet, media reports

Please let us know if this content has been reported before:
Yes/No

How to provide URLs to us:

- In order for us to accurately investigate your report, we need to understand the specific piece of content you believe to be in violation of our Community Standards. This can only be done if you provide the URL to the specific content at issue.
- URLs of posts, photos, videos or comments can be generated by clicking on the time or date on which content has been posted and then copying the link in the web bar at the top of the page.
- For example, sometimes pages may contain violating content, but it may be a particular post rather than the entire page that contains violating content. Therefore, in order for our team to investigate you can provide us with a URL to the specific post by following these instructions.