

NCUC Operating Procedures:

Pursuant to the Non-Commercial Users Constituency (NCUC) Bylaws¹, the Executive Committee (EC) is mandated to issue internal Operating Procedures governing its various actions, functions, and responsibilities. To formalize existing ad hoc and customary processes, these comprehensive NCUC Operating Procedures have been established. This document received EC approval on September 12, 2017, underwent a review in 2025, and was published on October 30, 2025. Revisions and amendments will follow the procedure detailed within this document.

I. Procedure for Developing Policy Statements and Public Comments

A. Public Comments

1. The NCUC Policy Committee (NCUC PC) is primarily responsible for formulating NCUC policy positions and drafting communications such as comments and letters pertaining to ICANN policy matters. This work should be conducted in collaboration with the NCUC Executive Committee (NCUC EC). The NCUC PC is tasked with informing the NCUC-Discuss list about upcoming public comment opportunities related to ICANN processes, including those concerning the GNSO Policy Development Process (PDP).

2. Should there be interest in submitting a public comment, the procedures outlined below will be followed, with the timeline below corresponding to the typical 41-day period for public comments. This timeline should be captured using the NCUC communication platforms (such as the NCUC website², NCUC Discuss mailing list³, NCUC Wiki⁴, and others), and through periodic email updates sent to the NCUC-DISCUSS list. These emails can be configured to be sent at certain times/dates. Prior to the first day of the public comment period, requests for public comment from NCUC members are to be announced on the list, along with this documentation of the process. NCUC EC or an NCUC appointee of NCSG PC should be tasked with organizing this and scheduling the emails to the NCUC-DISCUSS list.

- a. Days 1–8: An email will be sent to NCUC-DISCUSS announcing the start of the comment period, sharing the working document link, and determining if it is a high-priority topic, as well as defining a penholder. A guiding webinar can be scheduled.

¹ This task is mentioned in section IV(F)(2) of the current bylaws. See: <https://www.ncuc.org/bylaws/>

² <https://www.ncuc.org/>

³ <http://lists.ncuc.org/cgi-bin/mailman/listinfo/ncuc-discuss>

⁴ <https://community.icann.org/display/gnsononcomuserconst/NCUC-Home>

- b. Days 8–26: Penholder prepares the draft in the shared document, in collaboration with other members, and shares it with the mailing list as the work is being developed. The penholder shall consider, address, and incorporate (when applicable) the comments of the community. A webinar can be organized if needed.
 - c. Days 26–35: PC chair issues a final call for comments and consensus. Members may raise objections, and a dissent statement may be added. PC evaluates consensus and adjusts the text as deemed adequate to reach a final version.
 - d. Days 35–40: Final comment is submitted to NCSG PC. Submission is by the NCUC chair or a delegate.
 - e. Note: Timeline is flexible, with agreement between the different members. For urgent or well-established positions regarding a certain topic, PC may use fast-track or majority vote procedures.
3. Any NCUC member can independently submit a public comment in their individual capacity. The penholder can also receive endorsements on the initially drafted public comment from NCUC members and submit the comment with the endorsements if it is not approved by the PC or EC.
4. Best practices for the penholder and PC
- a. Provide the first draft of the NCUC-DISCUSS mailing list in accordance with the timeline.
 - b. Try to resolve the comments throughout the duration of the comment period.
 - c. Make sure that the commenter has seen how the comment has been resolved (contact them directly if necessary).
 - d. Send reminders and, if applicable, updates related to the draft.
 - e. Try to provide a consensus document, NCUC members can file a minority statement or an individual statement later.
 - f. Find the common ground prior to developing a final comment.

B. Procedures for issuing statements

For other statements that are not formal ICANN public comments, the timeline is shortened. A "fast-track" option includes the following main milestones:

1. The NCUC Policy Committee (NCUC PC) is tasked with identifying a penholder who is in charge of drafting the statement.
2. The penholder or the PC Chair to consult the NCUC-Discuss list, circulate the draft, and request feedback.
3. Publish a clear deadline to evaluate the consensus (in urgent cases, it can be a 24-hour deadline if during ICANN meetings and 48 hours if outside of ICANN meetings, subject to the decision of the NCUC Chair or the Policy Chair if the policy committee is in existence).

4. Re-send the draft to NCUC members via the NCUC-Discuss list.
5. The PC Chair or the Constituency Chair should submit the statement. If it is not available and the provisions of this section have been observed, the penholder can submit the public comment.
6. If there is a lack of participation on the NCUC PC list, and the circumstances are urgent and require immediate action, the NCUC PC Chair (or the constituency chair) makes the final decision to proceed with the submission of the statement.
7. If the statement has to be issued urgently, the lead penholder of the statement will contact the NCUC-Discuss mailing list and the Chair of PC or NCUC. At least 3. Members should comment on the statement. The statement will then be submitted to the NCUC EC or PC (if PC is not in existence, it will be sent to EC). If passed by the majority of votes, then it can be issued on the same day by the penholder or the NCUC Chair.

II. Appointments

The list of appointments by the NCUC EC is as follows: NCSG Executive Committee (2 NCUC members), NCSG Policy Committee (2 NCUC members), NCSG Finance Committee (1 member), Nominating Committee Representative (NomCom) (1 member). This list is not exhaustive, and at times, the EC may have to appoint members to positions or roles not listed above, but slotted for NCUC as a constituency.

A. Call for candidates announcement

The call for candidates must contain the following details:

1. The position and the current holder of the position (if applicable);
2. The nature of the position (advisory or decision-making), what it does for NCUC, and its importance;
3. The call for the position should outline the process for selection and deliberation;
4. The candidates' required qualifications and the selection criteria;
5. The process by which the candidates will be evaluated and selected;
6. The date of the announcement of the result;
7. The candidate should update their Statement of Interest (SOI), pointing out any conflicts of interest that may exist;
8. The announcement should be drafted and approved by the EC and published by the NCUC Chair on the NCUC-Discuss mailing list.
9. When applicable, the candidate's indication must be submitted to the GNSO Secretariat.
10. The call for candidates should normally take place immediately after the new

Executive Committee (EC) takes office, after the AGM. During the first meeting, the EC shall decide on the candidate. The newly selected individual shall commence their term at the first ICANN meeting of the year.

B. Candidates required qualifications (in addition to the requirements stated in the bylaws)

1. General requirements:

- a. Candidates are expected to demonstrate significant engagement within the past 12 months, such as active participation in public comment initiatives at the NCUC or NCSG level, or at least one ICANN Working Group (WG) or Implementation Review Team (IRT), or contributing to the organization of NCUC outreach and events. Exceptions require compelling and well-documented justification..
- b. The active status of the member should be verified based on contributions to mailing lists, Working Group transcripts, or other objective documentation.
- c. The EC can also request references from other active members.

2. Nomcom:

- a. Strong network and Internet governance experience inside and outside of ICANN.
- b. Be knowledgeable about the function of boards and directors in general and at ICANN.
- c. It is desirable that the person has previously served in leadership roles within the NCUC or NCSG (including but not limited to NCUC EC representative, Chair, GNSO Councilor, or leader of a WG).
- d. Meet the additional criteria identified by the NomCom in its call for members.
- e. The candidate should not be in any other leadership position within the NCSG or its constituencies, or should resign from their current leadership position as soon as they are selected.

3. NCSG Executive Committee:

- a. Understanding of NCSG and NCUC governance structure and the importance of the role, and proven interest in NCSG issues (this might include helping formulate public comments, consistent attendance in GNSO Working Groups, and other policy activities).
- b. Experience or proven interest in drafting and interpreting procedural and organizational texts.
- c. Thorough understanding of the provisions within NCSG's Charter and their application in practice.
- d. Appreciation for safeguarding NCSG's noncommercial nature in its membership and mission.
- e. Unless strictly necessary, the candidate should not be in any other

leadership position within the NCSG or its constituencies, or should resign from their current leadership position.

4. NCSG Policy Committee:

- a. Has documented experience in ICANN policy-making processes, as well as a demonstrated understanding of ICANN's structure and mission, and of the Policy Committee's role and tasks.
- b. Has contributed previously to the formulation of comments or statements on behalf of the NCUC or the NCSG, and participated within the past 12 months on either the NCUC or NCSG mailing lists. The candidate can explicitly justify exceptions to this requirement.
- c. Unless strictly necessary, the candidate should not be in any other leadership position within the NCSG or its constituencies, or should resign from their current leadership position.

5. NCSG Finance Committee:

- a. Has a depth of expertise in financial management, forensic accounting, and/or budgeting.
- b. Candidates should also highlight their practical understanding of financial accounts, risk management, and understanding of auditing processes, as well as any experience with grant seeking and/or fundraising.
- c. Unless strictly necessary, the candidate should not be in any other leadership position within the NCSG or its constituencies, or should resign from their current leadership position.

C. Review and selection of candidates

- 1. NCUC EC will review all the candidates' statements, preferentially through the mailing list, ordinary EC meetings or meetings called specifically for those reviews.
- 2. NCUC EC will evaluate each application based on qualifications and their activity track record, especially during the last 12 months.
- 3. Each NCUC EC member will justify why one candidate is more qualified than the other applicants, with the possibility of agreeing with the reasoning of other EC members. Candidates who are not selected for the position shall be sent an email by the NCUC Chair informing them of the EC's decision. Upon request of the candidate(s), or where otherwise appropriate, the Chair shall communicate to the applicant how they can increase their chances of appointment in future rounds.
- 4. If the NCUC EC does not agree on a candidate, then a meeting shall be arranged in due course to discuss and deliberate on the candidates' applications.
- 5. The deliberations about the candidates should be held confidentially, but the record should be kept by the Chair, so it can be provided on request.
- 6. The meeting will be held privately, but the notes, recording, and transcript should be kept for 2 years in case the EC decision is challenged.

D. Timeline for receipt of applications and selection of representatives

1. Applicants shall have a minimum of 14 days to apply.
2. The NCUC EC will reach a decision within the application deadline of 7 business days, including holding interviews and deliberations, which can be extended to 10 days, with reasonable justification.
3. Positions are filled by the majority of the NCUC EC voting.
4. In case of a tie vote, the Chair will break the tie through a casting vote.
5. If unsatisfied with the provided rationale, the member can ask for further explanation from the NCUC Chair.
6. If only one candidate has applied for the position and the candidate does not meet the required qualifications in the EC's discretion, then the NCUC EC may reissue the call.
7. The NCUC EC, if it deems appropriate, may request and hold interviews with the candidates. Positions that are highly competitive and/or critical should be especially taken into consideration for interviews.
8. If the circumstances require an urgent appointment, the NCUC EC will discuss and communicate to the NCUC the emergency timelines in a truncated and transparent manner and issue an urgent call for appointment within the ad-hoc timeline.

III. Travel Support Selection

Complementing the Travel Policy (<http://www.ncuc.org/get-involved/travel-policy/>)

1. At least two months prior to each ICANN meeting, as well as other meetings where travel support will be made available to NCUC members, the NCUC Chair shall send to the NCUC-Discuss list a detailed notification outlining the requirements for the particular NCUC travel support, inviting applications. Interested members will have a minimum of 14 days (until 23:59 UTC on the day of the announced deadline) from the announcement date to submit their application. Applicants should address each of the published eligibility criteria and submit their application via email to the NCUC Chair, with a CC: to at least one other member of the NCUC EC, and the NCUC staff support. The NCUC EC will review the proposals and strive to make decisions within one week of the close of the application period.
2. Sources of funding are to be explained in this communication. Members are entitled to know what opportunities are available to them within the NCUC. In order to do so, in their welcoming note, the NCUC Chair or regional NCUC EC representative should make them aware of various opportunities.

3. All travel support requests should provide a brief justification as to why attending the event is important for their work at NCUC. If a member is supported with travel, they must provide a report to be published on the NCUC blog⁵ within 21 days of the event's conclusion or make an oral report in a readout or membership meeting. A failure to comply with this obligation in a timely manner may result in negative consequences in future travel support selection processes, such as not being considered for future travel support. The NCUC Chair will work with the funded traveler to produce a satisfactory report.

IV. Treasurer Reporting

1. The treasurer should submit a report twice annually to the NCUC EC to:
 - a. Explain the financial standing of NCUC and its account balance.
 - b. Advise NCUC on steps it should take to better utilize the funds.
 - c. Report on issues faced (if any) in transmitting funds and suggest solutions.
2. NCUC EC shall take into account and discuss any advice from the treasurer on fundraising opportunities.
3. If there are additional issues that the NCUC EC finds pressing in nature, these should be communicated to the Treasurer by the NCUC EC Chair.
4. The NCUC EC should prepare a summary of the financial standing for distribution to the NCUC-Discuss list when relevant financial transactions are made.
5. At the conclusion of the Executive Committee's (EC) term each year, typically in November, the EC shall prepare and share a financial balance statement with the NCUC community. This statement should summarize the financial activities and current balance for the term. Members of the community will be given a period of two weeks to review the statement and submit any remarks or comments to the EC for consideration

V. EC Guidelines for Sending and Replying to Emails or 'NCUC NETIQUETTE'

1. The purpose of this procedure is to ensure efficient information sharing as well as to promote respect and tolerance among members when sending and replying to emails. Emails should be as brief as possible, and the subject line should reflect the content. The EC should develop best practices to classify emails automatically for clarity and to enhance searchability. It is recommended that members shall only send a message to the entire list if everyone can benefit

⁵ <http://www.ncuc.org/category/blog/>.

from it, so responses consisting only of acknowledgements or thanks shall be sent solely to the relevant persons.

2. Below are a few guidelines (examples, not comprehensive) to observe when writing or replying to emails on NCUC email lists or in the course of NCUC business (Netiquette):

A. Netiquette

1. Do's⁶

- a. Be polite and courteous.
- b. Be brief (Add documents and long reports as an attachment instead).
- c. Use a descriptive subject line.
- d. Use a signature.
- e. Include the original email when replying.
- f. Use the "to" field for users whose actions are required, "cc" for those who need to be informed but from whom no action is required.
- g. Limit email size (upload bigger attachments to the cloud and share the link).
- h. Use automatic filters to keep track of the NCUC emails more efficiently.
- i. Place action items at the top of emails.

2. Don'ts

- a. Use all-caps.
- b. Attach big attachments, unless absolutely necessary.
- c. Use a "read receipt" for every message you send.
- d. Send redundant messages to the whole list.
- e. Offer services or products.

B. Categorizing emails by the Chair:

1. The chair is advised to categorize the emails sent by the chair to the mailing list as below:

- a. [Travel support call]
- b. [Call for applications]
- c. [Call for positions]
- d. [Appointments]
- e. [Webinar(s)] or [ConfCall]
- f. [Information]

⁶ Sources: www.austinfree.net and <http://www.sussex.ac.uk/>.

VI. Outreach Events and Other Sessions: Proposal, Development, Communication

The goal of establishing a clear and open procedure on NCUC outreach events and workshops is to ensure transparency and fairness during the selection process (in terms of topics, people to conduct the event, and budget) and to promote the NCUC through a coherent outreach agenda.

A. Request Process

1. Any member in good standing of the NCUC and proven interest or expertise in DNS policy issues may submit a request to conduct an NCUC outreach event or submit a session at a conference or other events by sending an email to "ncuc-ec@lists.ncuc.org" with the following information:

- a. Name
- b. Email
- c. Region
- d. Type of outreach initiative (onsite, online, asynchronous)
- e. Participation of the proposer in the initiative
- f. Description of the event
- g. How the NCUC can help with the event
- h. Any other observations

2. All requests should be forwarded to the EC forty-five (45) days prior to the first day of the event. The request should include at least all mandatory data listed above, a brief summary of the proposed content, and any financial or non-financial support, if needed.

3. The EC should approve or reject the request within 15 days of its submission. The appropriate regional EC representative will act as the contact person on the EC for outreach requests in their region, and the contact person should bring requests to the attention and approval of the EC.

4. The NCUC Chair will act as the contact person for global events.

B. Selection Process

All submitted requests shall be checked against the following criteria:

1. The subject matter of the outreach event and its potential reach, the quality of the proposed session, and its alignment with the goals of the NCUC.
2. Membership standing of the requestor (duration of membership, level of participation in discussions and working groups) and level of expertise.
3. Budget requested, if any, highlighting that the decision to provide financial assistance will be exceptional.

4. Regional balance in the distribution of funds, if requested.

C. Conducting outreach events and sessions

1. After the approval notification of the submission, the requestor should send the draft contents of the materials for the event (for instance, the proposed PowerPoint presentation, word document, or video links) and the workshop agenda to the EC for comment and feedback at least ten (10) days prior to the event.
2. The EC should send feedback no later than five (5) days prior to the event.
3. During the workshop, where possible efficient online communication should be made through official NCUC channels (validated event hashtags, if remote participation is available for the event/workshop, sharing the details on NCUC lists prior to the event so members can join and benefit from the discussion, NCUC mention, etc.) or any social media available to increase the visibility of the event.

D. After the Outreach Events

1. Within twenty-one (21) days of the event concluding, a report must be submitted to the EC for appraisal.
2. The reports should highlight important elements that occurred during the event, the lessons learned, as well as recommendations for future outreach events.
3. The report should also demonstrate how the audience appreciated the content, and show the level of online engagement (most liked posts, most liked tweets, for instance).
4. The report must be formatted in a manner suitable for publication on the NCUC website.

E. Convening an Outreach Group

An Outreach Group can be convened to have a more strategic approach towards outreach.

1. The group will be informal, have open membership to any NCUC member in good standing, and any decisions must be approved by the NCUC EC. In the absence of adequate consultation from the EC, the NCUC Chair may approve the decisions.
2. Outreach Groups can provide quarterly outreach strategies and advise the EC on how to use other outreach opportunities provided by ICANN (such as the Community Regional Outreach Program (CROP), or other opportunities).
3. EC members are encouraged to join the Outreach Group and provide regional outreach plans in consultation with the members from their region.
4. Outreach Groups can meet with ICANN's Global Stakeholder Engagement

team to understand the opportunities available to them, but should communicate in advance to the NCUC Chair the nature of their planned conversations.

VII. Funding

1. NCUC funds its activities through two sources: ICANN funds and NCUC funds. ICANN funds are typically available on a pilot and/or ad hoc basis.
2. Funding Transparency: The NCUC does not have a set budget for outreach. Requests will be considered on a first-come, first-served basis, and the EC shall provide a rationale as to why it funds or does not fund any portion of a request.

VIII. New Member Onboarding Process

1. New members shall be sent the approved welcome message from the Chair soon after receiving the list of approved new members from the Executive Committee of the NCSG.
2. Once new members have been communicated to the wider NCUC membership on the NCUC-Discuss list, onboarding materials should be shared with them.
3. A survey will be circulated periodically by the NCUC EC to match the new members' experience and interest with the work of the NCUC.
4. Webinars specifically targeted at Newcomers may be held as often as three times per year, conducted by a designated NCUC EC member, preferably alternating for each webinar.
5. Executive Committee members are encouraged to host webinars targeted at onboarding and reactivating the engagement of members from their region.
6. Requests for language interpretation or the translation of materials from or into Arabic, English, French, Mandarin Chinese, Portuguese, Russian, and/or Spanish can be sent to the Chair with ICANN staff support in copy. If it is feasible for the materials to be translated into the requested language using ICANN services, then the ICANN staff member will facilitate this. For requests for live interpretation to be accepted, it must be submitted well in advance (generally at least one month before the event).

IX. The process of removal, inactivating, suspending, and limiting the status of members⁷

This section will specify the criteria through which the existing members maintain their good standing:

1. Members who have checked in for NCUC or NCSG elections over the past 12 months, regardless of taking part in elections through voting, are considered members in good standing.
2. The Executive Committee can decide to carry out a check-in with the members when it deems necessary, with the majority of the EC votes.
3. The check-in process is as follows:
 - a. Before each annual election, the NCUC Chair shall send an email to all members, active or suspended, asking them to update their contact information before the election.
 - b. If the NCSG has conducted the check-in prior to the NCUC elections, the process should not be repeated; those who are listed as inactive by the NCSG will be recognized as inactive by the NCUC.
 - c. If the check-in takes place by the NCUC and no response is received by the requested deadline, an attempt will be made to reach the member through alternative means, e.g., telephone calls or requests through other contacts.
 - d. If, after reasonable attempts fail to reach a member or its representative and confirmation of contact information cannot be completed, that member will be moved to an inactive members' list and an announcement will be made on the public discussion list.
 - e. Once on the inactive members' list, the inactive member will not be included in the membership count required to establish election results. An inactive member can be removed from the inactive members' list by updating their contact information.
 - f. An inactive member can remain on the inactive list indefinitely. Inactive members are ineligible to run in NCUC elections or official NCUC appointments. Inactive members may not vote in the NCUC elections while membership is not active and in good standing.
4. A Member may have any and all membership privileges revoked or suspended if the Member is found by EC to have engaged in serious misconduct related to the Member's ICANN participation such as violations of NCSG's Principles for Members and Leaders as described in Section 1.2 of NCSG's Charter, or for violations of ICANN's Expected Standards of Behavior and

⁷ Our bylaws require us to come up with this procedure III(C)The Executive Committee shall create operating rules for existing members to maintain their membership eligibility, and shall review and, when justified, expel members whose status has changed in ways that no longer make them eligible for membership under the criteria stated in sections III.A for eligible organizations or III.G for eligible individuals.

Anti-Harassment Policies, or based on the recommendation of the ICANN ombudsman's office, or for other misconduct related to a serious legal, civil, or criminal complaint against the Member.

5. In the event that a member's eligibility changes, the member may either voluntarily resign membership from the NCUC via email to the Chair, or the Executive Committee will take the following actions in accordance with the procedure below:

6. Upon receiving credible information that a member may no longer meet eligibility criteria, the Executive Committee must notify the member in writing and grant at least 5 business days to respond.

a. If the member fails to reply by that deadline, the EC may suspend the member's privileges (subject to the appeal process).

b. If the member responds, the EC shall allow an additional 10 business days from notification to submit evidence or explanation of continued eligibility.

c. The EC will then (by majority vote) decide within 20 business days of the member's response meeting whether to expel, suspend, or otherwise restrict the member's participation.

d. A request for review of the EC decision can be filed within 5 business days of the member's receipt of the decision.

e. The EC will review its decision and announce its final decision within 20 days of the receipt of the request for review.

f. The process is transparent by default, meaning that the meetings will be recorded and published online, along with any attached communications, unless the member subject to review requests a closed meeting and provides a reasonable rationale as to why the proceeding should be closed. In such cases, sensitive aspects of the discussions may be redacted from the process, with the remainder being made public.

7. If, under the circumstances stipulated in the bylaws section III(J), the EC⁸ decides to limit some organizations' membership in some sub-units or chapters, it should take the following steps:

a. Inform the members of its rationale for limiting membership.

b. Inform the members whose status will be limited by email.

c. Explain what a limited membership means: no right to vote, nor hold an official position, and becoming observers, which means they cannot post to the NCUC-Discuss mailing list.

8. If a member's status has changed and the member has joined another SO/AC (other than NCSG or another constituency within NCSG) and it clearly causes a conflict of interest, EC can decide whether to remove that member or to

⁸ Procedural rules for: III(J) In the event that a complaint is received or it becomes known to the Chair and the EC that there is an overt and deliberate effort by one or more organization(s) or chapters to control or dominate the Constituency; then, by majority vote of the EC, the identified organization(s) should be subject to a membership review. Remedies may include (a) cessation of the dominating/controlling behaviors, (b) suspension of membership, or (c) limiting, in a nondiscriminatory manner, the membership eligibility of chapters and sub-units and/or individuals affiliated with the affected organization(s).

change their status to “observer”. If by joining another SO/AC the member carries out only civil society and noncommercial activities and the nature of their activities has not changed, then the removal shall not take place.

9. If NCUC members take leadership positions in other ICANN constituencies or SO/ACs outside of NCSG, the NCUC EC can decide whether to change their status to “observer” or remove them from membership.

a. A member whose membership has been changed hereunder may request the NCUC EC to review the membership decision in accordance with Section XI of these procedures if the member’s email request is made to the NCUC Chair within 5 business days of the member’s receipt of the initial decision.

b. NCUC EC should be transparent with regard to its decision, and explain to the NCUC members and the affected NCUC members why such a decision was made.

X. Procedure for the removal of Executive Committee members and the Chair from Office⁹

1. The EC will provide regular updates to the NCUC membership on its activities, decisions, and any disciplinary actions taken. The tracking document of EC activities shall be public and updated at least quarterly. Meeting notes, agendas, and key decisions will be published promptly on the NCUC-Discuss list and, whenever possible, on the Constituency wiki.

2. If an EC member does not carry out her/his duties diligently and per the NCUC bylaws, then the removal of the EC member from office will be carried out following the procedure stipulated in the bylaws. The EC member duties should be clearly and previously defined in writing in the Bylaws, these Operating Procedures, in an EC action plan, or within EC meeting notes.

3. Before removal, failure to meet the EC members' obligations will result in the following accountability measures, which shall be undertaken by the Chair or by the majority of the EC, if the Chair does not act, has a conflict of interest, or is in any other way impeded from acting on that particular context:

a. If an EC member fails to fulfill their responsibilities without proper justification, they will receive a formal warning from the Chair or the majority of the EC. The justification will be evaluated by the majority of the other EC

⁹ The term limits referred in the bylaws are valid for the whole EC, including the chair, which shall follow the same pattern established for EC regional representatives. VII(H). The standards for performing the duties of NCUC leadership positions include impartiality, accountability, and avoidance of conflicts of interest. NCUC officers are expected to be fair and responsible stewards of the NCUC’s activities. The Chair, in particular, is expected to look after the general interests of the NCUC and to be responsive to all members and officers in their requests for information. Term limits and regular elections, as well as removal procedures for corrupt officers or officers who fail to perform their responsibilities, are intended to keep officers accountable and responsive. The NCUC Executive Committee shall draft detailed operating rules for removal of officers who fail to meet these standards within six (6) months of the approval of the Bylaws by the Board.

members, if provided. The warning will outline the specific issue and provide a timeline for corrective action.

b. If the EC member continues to neglect their duties after a formal warning; which means continuation of the irregularity, or repetition of the same fault more than twice; or different faults more than four times without proper justification (to be evaluated by the majority of the other EC members, if provided), they will be ineligible to travel with an NCUC EC slot. This penalty will be communicated in writing and will remain in effect until the member demonstrates adequate compliance and a change of behavior.

c. If the member fails to rectify their performance after the above measures are taken without proper justification (to be evaluated by the majority of the other EC members, if provided), or incurs into any of the cases explicitly provided for in the NCUC bylaws, the EC may initiate removal proceedings following the NCUC bylaws (Section VII) and these Operating Procedures, including a notification to the NCUC membership via the NCUC-Discuss list, allowing seven (7) days for comments.

d. During the removal process, the EC member will be ineligible to vote on NCUC EC decisions.

4. If the EC member becomes ineligible for office due to a change of affiliation or other NCSG membership eligibility change, or conflict of interest, the EC shall take action in accordance with section IX of these operating procedures.

5. If there are complaints within the EC and the membership about the Chair's performance, after receiving a complaint signed by 15 members in good standing, the EC should look into the matter.

6. If, after investigation and inquiry, the EC unanimously decides that the Chair has not conducted the NCUC affairs in accordance with the NCUC bylaws, then the EC may appoint an interim chair. If this decision takes place more than six months before the next regular annual election, another special election should be called.

7. In all events, the EC should inform the NCUC membership prior to any determination to verify that the change of circumstances, as the EC understands it, is fair and accurate. EC can inform the members via NCUC-Discuss. Members have five (5) business days to comment.

8. EC will then make its decision. The decision can be appealed as stipulated below.

XI. Appeals

1. A valid appeal must be supported by at least 10 members in good standing (per NCUC bylaws and submitted in writing to the NCUC Chair or EC within 5 business days of official notification of the decision, attaching any supporting documentation that is applicable and relevant to the case. Appellants should indicate any request for confidentiality.

2. Upon receipt, the Chair shall forward the appeal to all EC members and two designated former NCUC Chairs within 5 business days.
3. The EC will promptly verify procedural compliance (timeliness and scope) and notify the appellant of acceptance.
4. If accepted, the EC will hold an urgent meeting with the appellant(s) to seek a resolution.
5. If no mutual solution is reached, the EC must arrange a membership vote on the appeal under NCUC voting rules.
6. The Chair will distribute an unbiased summary of the issue to all members and allow appellants to submit a written rebuttal before the vote.
7. If the membership upholds the appeal, the EC will implement the result (or reverse its decision) within 7 days.

XII. Appealing Decision Regarding Dues

1. Members have the right to appeal the Chair's decision to approve or reject any dues waiver or reduction requests.
2. The member may appeal the Chair's decision by providing evidence as to why the Chair's decision was not accurate. The appeal shall be sent to the NCUC EC mailing list, or to one of the regional Executive Committee representatives within 5 business days of receipt of the initial decision.
3. The EC will have a meeting to discuss the appeal with the chair and the member-appellant.
4. The EC decision to uphold or reject the Chair's decision should be simultaneously communicated to the member-appellant, the Chair, the NCUC-Discuss list, and shall be implemented accordingly in due course.

XIII. Auditing Votes¹⁰

1. If the EC receives a request from 15 members (organizational or individual) in good standing to audit or otherwise authenticate the veracity of any election or proceeding in which member votes are solicited and counted, then the EC should arrange for such an audit to the extent reasonably appropriate.
2. The audit request should be forwarded to the responsible officer, appointed by the EC, within 7 days of receipt of the request. The responsible officer can be the election officer (ICANN staff).
3. The responsible officer should be impartial and EC should establish the

¹⁰ Under what circumstances auditing the votes should take place? Any member can request? 15 members? : VI(B)(E)The votes of members shall be kept confidential. The EC may appoint a trusted Constituency member who is not a candidate, or an impartial nonmember ICANN or GNSO officer, to audit any election or proceeding in which Member votes are solicited. The circumstances under which an audit might be conducted will be elaborated in NCUC operating rules.

impartiality of the officer before assigning the task.

4. The responsible officer should audit the votes within 14 calendar days from the request and send the results to the EC.
5. EC should immediately inform the members of the results via the NCUC-Discuss email list.
6. If the results indicate that another election should take place, the EC should arrange for that within 14 days of the receipt of the decision with the supervision of the independent officer.

XIV. Disclosure Statement

1. The disclosure statement form should be filled by the member whose status has changed according to section III(I) of the bylaws within two weeks.¹¹
2. The disclosure statement form will require the members to state: the date the individual has started receiving funding from the entities stipulated in NCUC bylaws, the name of the entities that the members receive funding from, the duration of funding and if it is extendable, and if the funded member is required to carry out activities at ICANN meeting for the funders.
3. EC will decide within two weeks of receipt whether or not to publish the statement.

XV. Developing and Reviewing Operating Procedures

1. According to the timeline set by the NCUC bylaws, the EC should review the operating procedures by the end of its term.
2. Every new EC that takes office should decide on an annual basis which part(s) of the NCUC Operating Procedures need revisions and/or supplemental provisions. It may seek public comment from NCUC members to help with this decision.
3. If no part requires revision or supplemental provisions, this decision must be announced on the NCUC-Discuss mailing list in due course.
4. If the EC decides to review or amend the Operating Procedures, it shall first form a task force open to volunteers from NCUC's membership, within 2 weeks from when the decision is made.

¹¹ III(I)A disclosure statement should be provided by an individual or an organization who is receiving an individual or group research grant, funding, or consulting fee from ICANN, another Supporting Organization or GNSO Stakeholder Group, governments, or commercial entities involved in ICANN-related activities, unless the funding or the relationship with the donor are the subject of a non-disclosure privilege. This should be done in a form and manner prescribed by the Executive Committee, which will be published and disclosed on NCUC online communication channels. Members can request the EC to keep parts of the disclosure statement confidential; however, the EC will decide, at its own discretion, whether to approve the confidentiality request. The list should be updated periodically and old disclosures removed. The EC will follow up on any disclosures they believe require further consideration. Failure to disclose financial support within three months of having been granted financial support will result in the reconsideration of membership privileges.

5. The EC shall appoint a rapporteur (or two rapporteurs) to act as penholder and manage the drafting process under the EC's direction.
6. The task force should primarily operate on a to-be-determined NCUC email list with archives open to members, and it should hold regular meetings to create a draft on which parts of the operating procedures need revision and how they should be addressed.
7. At least one EC member should be present in each of the task force meetings and report back to the EC on the task force's progress.
8. Within 60 days of the task force's formation, the task force should provide to the EC a document with recommendations for which sections should be reviewed and what provisions should be added or substantively changed. The recommendations should include a statement indicating the intentions for the recommendations, their projected impact on NCSG, the rationales for making them, and a complete list of the names of people and organizations who participated or otherwise contributed in the recommendations drafting, including but not limited to task force members.
9. The document shall be shared via the NCUC-Discuss list with NCUC members and open for comments and suggestions for a minimum of 14 calendar days.
10. Under the EC's direction, the rapporteur shall consider member comments and revise the provisions as appropriate.
11. The penholder should provide textual suggestions within 30 days of having received instructions from the EC to draft the revision.
12. Upon receipt of the revisions, EC should go through the text to accept or reject the changes providing rationale for acceptance or rejection.
13. EC has 30 days to review and consider the proposed revisions; after the EC approves the text with a majority of votes (of those entitled to vote), the final version should be submitted to the members for public comments.
14. Public comments on the final version shall be received for a minimum of 15 days following its submission to the members via the NCUC-Discuss list.
15. EC shall publicly discuss the public comments within 15 days of the close of the comment period and shall respond and resolve any outstanding issues in the draft in its sole judgment. The EC shall approve the final procedures by a majority of votes of EC members entitled to vote.
16. Chair shall publish the new EC-approved procedures to the members via the NCUC-Discuss list within 2 business days.
17. Appeals of EC decisions regarding revisions or additions to NCUC's operating or other documented procedures shall only be made by a member in good standing emailing a notice of appeal to the chair within 5 business days of the final procedure's publication to the NCUC-Discuss list. Such appeals shall be evaluated in accordance with Section XI of these operating procedures.