Aotearoa New Zealand Code of Practice for Online Safety and Harms

Initial Report - November 2022

Signatory:	**Twitch Interactive, Inc.**
	Twitch is a service for sharing live, interactive long-form video content. Streamers on Twitch primarily stream themselves playing video games, but a small segment of streamers broadcast in a number of different categories of content. Streamers typically build a community over time by streaming for multi-hour sessions over a sustained period. Some streamers with large audiences eventually stream on Twitch as a full time job, although even small or mid-sized streamers have the option to monetize so long as they meet our minimum requirements. All streamers and viewers must remain in compliance with our policies at all times.

4.1 Reduce the prevalence of harmful content online

Signatories commit to implementing policies, processes, products and/or programs that would promote safety and mitigate risks that may arise from the propagation of harmful content online, as it relates to the themes identified in section 1.4.

Outcome 1. Provide safeguards to reduce the risk of harm arising from online **child sexual exploitation & abuse (CSEA)**
Twitch prohibits and has zero tolerance for any content or activity that features or promotes illegal child sexual abuse material (CSAM), child sexual exploitation, grooming, or other child sexual misconduct. The consequence is immediate and indefinite suspension. (Measures 1-4)   Twitch utilizes machine learning models, as well as user reporting, to identify potential CSEA cases. The report wizard that facilitates Twitch user safety reports was retooled in March 2022 to increase ease of use and content targeting. The onsite reporting flow now presents users with seven major report reason categories, including "Nudity or Sexually Explicit," and the suboption "Sexual Conduct Involving Minors." These product changes improve the navigation of the reporting UI, enable more accurate safety reports, and streamline review of the reports. (Measure 4)   All potential CSEA cases are reviewed by Twitch's dedicated Law Enforcement Response (LER) team, who have specialized expertise and training in this space. The LER team reports all illegal content or activity to the National Center for Missing and Exploited Children (NCMEC), who work with global law enforcement agencies around the world. The team also works directly with aligned organizations throughout the world, such as INHOPE and ICMEC, and collaborates with industry members to combat child sexual exploitation online through the Technology Coalition. (Measure 5)   The number of NCMEC Cyber Tips submitted by Twitch increased from 4K in H2 2021 to 6.7K in H1 2022 (+68% HoH) (Measure 1). This equates to a 62% increase in tips per thousand hours watched. We continue to invest in the hiring and training of our LER team, which has enabled us to better scale these types of investigations and identify more victims and offenders with each case, which promotes a safer service overall (Measures 1-4). Further, data indicates that the prevalence of sexual exploitation of minors, and its detection and reporting, are increasing across the industry.

Outcome 2: Provide safeguards to reduce the risk of harm arising from online **bullying or harassment**

Twitch prohibits harassment as it deters the growth of vibrant and diverse communities, prevents people from feeling safe on Twitch, leads to streamer burn-out, and creates a gateway for more severe forms of harm and abuse. Twitch's Community Guidelines outline examples of harassing behaviors that are prohibited on the site. These include, but are not limited to, wishing harm or death on others; glorifying, endorsing or expressing approval of a person's past or current traumatic events; making implied physical threats to others; targeting others with repeated or severe personal attacks; inciting viewers to target another person with abuse, regardless of whether the targets are on or off-Twitch; and stalking or ignoring another person's established personal physical boundaries. (Measure 6)

Twitch expects streamers to take the necessary steps to mitigate harassing content that appears on their stream. While creators are ultimately responsible for their streams and the communities they build, they often enlist the help of trusted community members to help them uphold the norms and expectations they set. These channel moderators ("mods") perform a number of roles from welcoming new viewers, to answering questions, managing stream elements, and moderating chat. Moderators and the suite of moderation tools they employ are essential to the health of chat in every creator's Twitch channel. To make this model work, Twitch invests heavily to provide tools that are flexible and powerful enough to enforce those community standards within each channel. We focus our moderator support tooling in two main areas: identifying potentially harmful content for moderator review, and scaling moderator controls to support fast-moving Twitch chat.

Creators and their mods can use tooling provided by Twitch to manage who is allowed to chat in their channel and what content can be seen in chat. To manage who is actively participating in their community, they can remove bad actors from chat by issuing temporary "timeouts" and/or permanent bans. These bans delete a chatter's recent messages from the channel, and prevent them from sending further messages in the channel during the time they are banned. Creators and mods can also change settings to restrict who is allowed to chat – from everyone to more trusted groups such as followers or subscribers only. Mods can send their own chat messages, which carry their green Moderator badge, to guide the tone of the chat. To control what messages can be seen in chat, creators and mods utilize two core Twitch-provided features: AutoMod and Blocked Terms. When enabled, AutoMod pre-screens chat messages in 17 languages and holds messages that contain content detected as risky, preventing them from being visible in chat unless they are approved by a mod. Blocked Terms allow creators to further tailor AutoMod by adding custom terms or phrases that will always be blocked in their channel. (Measure 7)

In 2021, Twitch introduced a number of new tools to combat ban evasion, which is often a source of harassment. Phone verified chat allows streamers to require viewers to verify a mobile phone number before chatting in their channel. If multiple accounts are linked to a phone number, and one is suspended, all linked accounts will be suspended. Ban Evasion Detection leverages a machine learning model to identify and restrict accounts suspected of evading channel-level bans. In 2022, we continued to build on the Suspicious User Controls work to launch Shared Ban Info. It provides a simple way for streamers to share info about who they've banned in their channel with other streamers so that they can collaborate to help keep serial harassers out of their communities. (Measure 7)

Human moderators and streamers using Twitch-provided channel moderation tools play an integral role in safety on Twitch. In H1 2022, 95.9% of channels used either human moderation or AutoMod. In the same time period, there were 75.7M messages proactively withheld from chat via moderation settings such as AutoMod and channel blocked terms, and 21.3M messages manually removed by moderators. Moderators also issued 3.3M timeouts and 3.4M channel bans. These are total numbers; they are not specific to harassment.

In addition to channel-level actions, Twitch encourages streamers, moderators, and viewers to report conduct that violates our Community Guidelines through the Twitch reporting tool so that site-wide action can

be taken (Measure 8). These reports are reviewed and actioned by Twitch moderation staff, who work across multiple locations, and support over 25 languages, in order to provide 24/7/365 capacity to review reports as they come in across the globe.

In H1 2022, Twitch received 862K harassment-related reports, and issued 67K harassment-related enforcements (Measure 6). Note: As Twitch is a live-streaming service, the vast majority of the content on Twitch is ephemeral. For this reason, we do not consider "content removal" as the primary means of enforcing streamer adherence to our Community Guidelines. Content is flagged by either machine detection or via user-submitted reports, and our team of content moderation professionals is responsible for reviewing these reports and issuing the appropriate "enforcements" for verified violations. The type of enforcement issued is based on a number of factors and can range from a warning, to a temporary suspension, to an indefinite suspension. If there is recorded content associated with the violation, such as a recorded video (VOD) or a clip, that content is removed. That said, most enforcements do not require content removal, given that apart from the report, there is no longer a record of the violation—the live, violative content is already gone. For this reason, we believe the most appropriate measure of our safety efforts is the total number of enforcements issued.

In the Safety Center, Twitch offers educational resources to [help users manage harassment](#). This includes tools like allowing users to ignore anyone so that the ignored user's messages (chat or whispers) are removed from view. If a user wants to completely remove another user's presence from their Twitch experience, they can choose to block them instead. This removes the blocked user from follower lists and prevents them from following in the future, and prevents the blocked user from sending whispers. By default, whispers are also blocked from strangers, which can help prevent harmful spam or harassing messages. If a chat is overrun with harassing messages, a user can delete all chat history in view (up to 200 lines). Users can also implement their own custom chat filters, which use proactive detection to set sitewide controls over the types of language you can view in chat. (Measure 9)

Twitch also provides [training on the moderation tools](#) discussed above. This training includes short-form videos on how to use our most popular tools. Twitch has also [created videos to educate users](#) on the best way to use the existing moderation tools to prevent targeted attacks, and how to respond to targeted attacks if they happen. (Measures 8-9)

Outcome 3: Provide safeguards to reduce the risk of harm arising from online **hate speech**

Twitch has a zero tolerance policy for hateful conduct, meaning that we act on every reported instance of hateful conduct that violates our policy. Hateful conduct is any content or activity that promotes or encourages discrimination, denigration, harassment, or violence based on the following protected characteristics: race, ethnicity, color, caste, national origin, immigration status, religion, sex, gender, gender identity, sexual orientation, disability, serious medical condition, and veteran status. We also provide certain protections for age. We afford every user equal protections under this policy, regardless of their particular characteristics. (Measure 10)

Twitch expects streamers to take the necessary steps to mitigate hateful content that appears on their stream. This can be through tools such as AutoMod, timeouts, or channel bans. All of the channel-level moderation tools discussed under Outcome 2 above are also critical for addressing hateful conduct (Measure 11). Twitch provides [training on these moderation tools](#) in the Safety Center, and frequently hosts Creator Camp livestreams to review the tools with creators and answer any questions.

Twitch encourages users to report conduct that violates our Community Guidelines through the Twitch reporting tool. As mentioned above, in 2022, the report wizard that facilitates Twitch user safety reports was retooled to increase ease of use and content targeting. The onsite reporting flow now presents users with seven major report reason categories, including "Hateful Conduct," which helps enable more accurate safety

reports and streamlines the review process. (Measure 12)

Twitch's professional moderation team reviews all user reports for violations of our Community Guidelines. In H1 2022, Twitch received 1.4M reports and issued 116K enforcement actions related to hateful conduct. (Measure 10)

Twitch educates users through the [Community Guidelines](#), which include extensive detail and examples on what constitutes hateful conduct. When users violate the Community Guidelines, they receive a detailed notification that explains the policy that was violated with a number of additional examples. Twitch's AutoMod tool further encourages critical thinking and awareness by flagging potentially violative hateful messages in chat. (Measure 13)

Twitch is also currently partnering with the Anti-Defamation League (ADL) to put together a trial training program for users who violate our hateful conduct policy. The training will cover the details of the policy, but will focus on the impact of hateful content/behavior and why it is problematic. The material is expected to be available to a small pilot group by the end of 2022. (Measure 13)

In addition to the ADL, Twitch has engaged with a number of civil society organizations and academic experts to review our hateful conduct policy, with the goal of ensuring that it is comprehensive and protects the most vulnerable users. Twitch is also a member of the Trust and Safety Professionals Association (TSPA), which facilitates cross-service learnings around hateful conduct and effective mitigation strategies. (Measure 14)

Outcome 4: Provide safeguards to reduce the risk of harm arising from online **incitement of violence**

Twitch prohibits the incitement of violence, including threatening to or encouraging others to commit acts that would result in serious physical harm to groups of people or significant property destruction. Twitch also does not allow content that depicts, glorifies, encourages, or supports terrorism, or violent extremist actors or acts, and users may not display or link to terrorist or extremist propaganda, including graphic pictures or footage of terrorist or extremist violence, even for the purposes of denouncing such content. (Measures 15)

In 2021, Twitch updated our incitement to violence policy to account for highly prominent and influential individuals using rhetoric that incites violence. We recognized the considerable influence that individuals can have over their communities, and that Twitch could be used to amplify that influence. In light of this, we added the following language to the "Violence and Threats" section of the Community Guidelines: "In exceptional circumstances, we may preemptively suspend accounts when we believe an individual's use of Twitch poses a high likelihood of inciting violence. In weighing the risk of harm, we consider an individual's influence, the level of recklessness in their past behaviors on Twitch or elsewhere, whether or not there continues to be a risk of harm, and the scale of ongoing threats." (Measure 15)

Finally, Twitch has an industry-leading [off-service conduct policy](#) that outlines how we take action against severe off-service misconduct by Twitch users, including violent extremism or making credible threats of mass violence. This policy recognizes that even behavior that happens entirely off-service can create a substantial safety risk to the Twitch community.

Twitch expects streamers to take the necessary steps to mitigate content that might incite violence that appears on their stream. This can be through tools such as AutoMod, timeouts, or channel bans. All of the channel-level moderation tools discussed under Outcome 2 and 3 above are also critical for addressing online incitement to violence. (Measure 16)

Users are also encouraged to report conduct that violates our Community Guidelines through the Twitch reporting tool. The updated report wizard presents users with seven major report reason categories,

including "Violence and Gore" and "Terrorism." Each of these categories also have examples of what type of content falls under each. There is also a search function if users are having trouble finding the correct category. (Measure 17)

In H1 2022, Twitch received 653K user reports related to violence, gore, or threats, and 273K reports related to terrorism, terrorist propaganda, or recruitment. In the same time period, Twitch issued 8.6K enforcements related to violence, gore, or threats, and 171 enforcements related to terrorism, terrorist propaganda, or recruitment (most of which were username-related enforcements). (Measure 15)

Twitch educates users on our prohibition of content that incites violence through clear and detailed Community Guidelines. Additionally, when users violate the Community Guidelines, they receive a detailed notification that explains the policy that was violated with a number of additional examples. (Measure 18)

Twitch is a member of the Global Internet Forum to Counter Terrorism (GIFCT) and works closely with Tech Against Terrorism, as well as academic experts, to ensure our policies and enforcement related to terrorism and violent content are robust. Twitch is also a member of the Trust and Safety Professionals Association (TSPA), which facilitates cross-service learnings around violent content and effective mitigation strategies. (Measure 19)

Outcome 5: Provide safeguards to reduce the risk of harm arising from online **violent or graphic content**

Twitch has a zero-tolerance policy for acts and threats of violence. This includes, but is not limited to: attempts or threats to physically harm or kill others; attempts or threats to hack, DDOS, or SWAT others; and use of weapons to physically threaten, intimidate, harm, or kill others. Additionally, content that includes extreme or gratuitous gore and violence is prohibited. (Measure 20)

Over the last two years, we have implemented proactive detection technologies that scan for gore and extreme violence (in addition to nudity and sexual content) on the service and then flag it for review by human specialists. Twitch is predominantly a live-streaming service, and most of the content that is streamed is not recorded or uploaded. Because it's ephemeral, live-streaming provides a particularly challenging environment for machine detection. Nevertheless, we have found ways to make machine detection viable and useful on Twitch, and we will continue to invest in these technologies to improve them. (Measure 21)

Community reporting helps supplement proactive detection. The updated report wizard presents users with seven major report reason categories, including "Violence and Gore" and "Terrorism." The updated product makes it easier for users to report, enables more accurate safety reports, and streamlines the report review. (Measure 22)

Outcome 6: Provide safeguards to reduce the risk of harm arising from online **misinformation**

In order to reduce harm to our community and the public without undermining our streamers' open dialogue with their communities, we prohibit harmful misinformation superspreaders who persistently share misinformation on or off of Twitch. We seek to remove (i.e., indefinitely suspend) users whose online presence is dedicated to (1) persistently sharing (2) widely disproven and broadly shared (3) harmful misinformation topics.

This policy is focused on Twitch users who persistently share harmful misinformation. It will not be applied to users based upon individual statements or discussions that occur on a channel. We evaluate whether a user violates the policy by assessing both their on-platform behavior as well as their off-platform behavior. (Measures 23-24)

We partnered with over a dozen researchers and experts to understand how harmful misinformation spreads

online and ensure our approach to mitigating its risks in our community is effective for Twitch. Through those conversations, we learned that harmful misinformation actors account for a disproportionate amount of damaging, widely debunked misinformation online. We selected the three criteria listed above because taken together, they create the highest risk of harm, including inciting real world harm. (Measure 25)

Twitch is a signatory of the EU Code of Practice on Disinformation, and we partner with the Global Disinformation Index (GDI) to keep abreast of misinformation trends and threats. (Measure 27)

We are also working with a third party organization to publish educational content that will combat misinformation and promote digital literacy for our users. We are planning on a livestream session in Q4 2022 on media literacy and election misinformation ahead of the US election cycle. (Measure 27)

Outcome 7: Provide safeguards to reduce the risk of harm arising from online **disinformation**

Twitch does not make a distinction between misinformation and disinformation. Please refer to Outcome 6 above for details on Twitch's misinformation policy. (Measure 29)

Twitch also prohibits spam and other deceptive practices, which can create a negative user experience, decrease trust in our service, and mislead viewers, creators, and advertisers. Twitch has a number of automated models to flag potential spam for review. Additionally, users can report spam through the updated report wizard. (Measures 28, 33)

Twitch also provides streamers with a number of tools to remove spam from chat. In H2 2021, we launched a series of machine learning (ML) models that increased friction to chat for accounts exhibiting bot-like behavior. We also launched phone verified chat, which combats spam by allowing streamers to require viewers to verify a mobile phone number before chatting in their channel. We provide training material so that streamers understand the tools they have at their disposal to protect themselves and their communities from spam and other harmful behavior.

We also empower users to make informed decisions about the content they watch through the standard information included in a streamer's profile. A user's main page on Twitch tells others how many followers they have, what categories they typically stream in, and recent broadcasts (if available). When a user is actively streaming, viewers can see the total number of people viewing the stream, the account names of who is currently viewing the stream, and what role(s) each user has (moderators, creators, subscribers, viewers). (Measure 30)

Twitch does not allow political advertising. (Measure 31) Additionally, Twitch is developing a branded content disclosure tool, which will flag if a creator is being sponsored by a company, individual, or organization. This tool, along with clear guidelines and training on when it must be used, is expected late 2022/early 2023. (Measure 32)

4.2 Empower users to have more control and make informed choices

Signatories recognise that users have different needs, tolerances, and sensitivities that inform their experiences and interactions online. Content or behavior that may be appropriate for some will not be appropriate for others, and a single baseline may not adequately satisfy or protect all users. Signatories will therefore empower users to have control and to make informed choices over the content they see and/or their experiences and interactions online. Signatories will also provide tools, programs, resources and/or services that will help users stay safe online.

Outcome 8. Users are empowered to **make informed decisions** about the content they see on the platform

Twitch gives users the ability to browse by high-level content buckets, including "Games", "IRL" (In Real Life), "Music", "Esports", and "Creative." Within these buckets are more granular categories such as "Sports", "Just Chatting", "Overwatch", "Valorant", and "Art". Viewers can browse the categories based on their interest or search for specific categories, including video games. Streamers can also use Tags to describe a live stream beyond the game or category being broadcast. Viewers can use Tags to find streams they're interested in watching by filtering streams within a directory, searching for specific Tags, or when they're browsing front page recommendations. (Measure 34)

We also empower users to make informed decisions about the content they watch through the standard information included in a streamer's profile. A user's main page on Twitch tells others how many followers they have, what categories they typically stream in, and recent broadcasts (if available). When a user is actively streaming, viewers can see the total number of people viewing the stream, the account names of who is currently viewing the stream, and what role(s) each user has (moderators, creators, subscribers, viewers). (Measure 34)

Twitch also has a mature flag that streamers can attach to any content that may not be appropriate for younger viewers. Content that is flagged as mature may include content like games with an ESRB "M" rating or other sensitive content. (Measure 34)

Users can also implement their own custom chat filters, which use proactive detection to set sitewide controls over the types of language you can view in chat. Users can also ignore anyone so that the ignored user's messages (chat or whispers) are removed from view. If a user wants to completely remove another user's presence from their Twitch experience, they can choose to block them instead. This removes the blocked user from follower lists and prevents them from following in the future, and prevents the blocked user from sending whispers. By default, whispers are also blocked from strangers, which can help prevent harmful spam or harassing messages. If a chat is overrun with harassing messages, a user can delete all chat history in view (up to 200 lines). (Measure 34)

We are working with a third party organization called MediaWise to publish educational content that will combat misinformation and promote digital literacy for our users. Specifically, we will work with MediaWise to produce a one-hour media literacy live stream. A recording of the stream, as well as a short pre-recorded video, will then be available on Twitch's Safety Center. (Measure 36)

Outcome 9. Users are **empowered with control** over the content they see and/or their experiences and interactions online

Twitch provides streamers with a number of tools to customize the safety experience of their community. Streamers can set rules for what is acceptable community behavior, as long as these standards also comply with our Community Guidelines. To foster a culture of accountability, creators can build a team of community moderators (colloquially known as "mods"), who moderate chat in the creator's channel. Mods can be easily identified in chat by the green sword badge that appears next to their username. Moderators play many roles, from welcoming new viewers to the channel, to answering questions, to modeling and enforcing channel-level standards. We provide both creators and their mods with a powerful suite of tools such as AutoMod, Chat Modes, account verification, Ban Evasion Detection, and Mod View to make their roles as easy, intuitive, and effective as possible. These tools allow creators and mods to manage who can participate in chat, automatically filter unwanted messages before they are displayed, give users "timeouts" (lock them out of chat for a period of time), or permanently block them from participating in the channel. (Measure 37)

Twitch also provides viewers with tools to curate their experience. Users have the ability to block certain terms or phrases from their chat windows site-wide. This gives users greater control over what kind of topics

or conversations they want to engage with. Users can also easily block other users by clicking on their username in chat and selecting "Block" or directly via their settings by adding usernames to a block list. Users can also block whispers from strangers and block receiving gifts from un-followed channels. This prevents harassment, bullying, and allows users to curate their peer-to-peer interactions inside and outside of streams. (Measure 37)

When browsing Twitch, users are able to flag if they are not interested in a specific channel for any reason. This will hide the channel from a user's front page and recommendations. The only way to find the channel would be to search for it directly. Should a user's interests change, in their settings, they can remove channels that were previously marked as "not interested". This will allow these channels to be recommended and resurfaced to the user. (Measure 37)

Twitch also has a mature flag that streamers can attach to any content that may not be appropriate for younger viewers.The mature flag also ensures that ads meant for mature audiences will only be served on channels that have flagged their content as mature. We are currently working on improvements to the existing mature flag that will include a more robust selection of mature categories, better guidance on when to use it, and enforcement mechanisms to ensure compliance. With better targeting of mature users, mature ads will be limited to users who opt in and understand that they are amenable to watching mature content. (Measure 38)

4.3 Enhance transparency of policies, processes and systems

Transparency helps build trust and facilitates accountability. Signatories will provide transparency of their policies, processes and systems for online safety and content moderation and their effectiveness to mitigate risks to users. Signatories, however, recognise that there is a need to balance public transparency of measures taken under the Code with risks that may outweigh the benefit of transparency, such as protecting people's privacy, protecting trade secrets and not providing threat actors with information that may expose how they may circumvent or bypass enforcement protocols or systems.

Outcome 10. Transparency of policies, systems, processes and programs that aim to reduce the risk of online harms
Our Community Guidelines are available for all users to read through and understand our policies. For many of our policies, we include real examples of the type of prohibited behavior so users can better understand what our policies look like in practice. For our more complex policies, we include FAQs that provide more detail if users want to learn more. (Measure 39) Additionally, we regularly update and publish content to our [Safety Center](). We have blog posts, educational articles, guidelines, and additional resources for our users who are interested in how we enforce, update, and think about our policies. Users can also read about our approach to safety at the service, channel, and viewer levels on the Safety Center. (Measure 40)
Outcome 11. Publication of regular **transparency reports** on efforts to reduce the spread and prevalence of harmful content and related KPIs/metrics
Twitch publishes its Transparency Report twice a year. We detail policy changes, product improvements, and how we remain compliant with international regulation. Additionally, we publish separate reports for the Global Alliance for Responsible Media (GARM, a cross-industry initiative established by the World Federation of Advertisers to address the challenge of harmful content on digital media platforms and its monetization via advertising) and NetzDG (the German Network Enforcement Act, which aims to combat

online hate speech and misinformation), which are both publicly available. (Measure 41)

In terms of metrics and KPIs, we share our total number of enforcements, reports, and law enforcement requests. These are further broken down by policy areas, per thousand hours watched, and compared to the previous half-year. To view our latest Transparency Report, please follow this link.

Twitch is also committed to submitting annual compliance reports to the NZ Code Administrator, laying out the progress made in relation to our commitments under the code. (Measure 42)

4.4 Support independent research and evaluation

Independent local, regional or global research by academics and other experts to understand the impact of safety interventions and harmful content on society, as well as research on new content moderation and other technologies that may enhance safety and reduce harmful content online, are important for continuous improvement of safeguarding the digital ecosystem. Signatories will seek to support or participate in these research efforts.

Signatories may also seek to support independent evaluation of the systems, policies and processes they have implemented under the commitments of the Code. This may include broader initiatives undertaken at the regional or global level, such as independent evaluations of Signatories' systems.

Outcome 12. Independent research to understand the impact of safety interventions and harmful content on society and/or research on new technologies to enhance safety or reduce harmful content online.

Twitch is partnering with multiple organizations to better understand the impact of safety interventions and how Twitch can further reduce harmful content online. As a signatory to the EU Code of Practice on Disinformation, we are part of multiple working groups that share information regarding bad actor tactics, emerging threats, and crisis situations. We are actively exploring research partnerships regarding the effect of the spread of misinformation on Twitch. (Measure 43)

We have also partnered with the Global Disinformation Index (GDI) who continually provides us with threat intelligence and emerging trends related to misinformation. GDI takes a tailored approach to provide Twitch with the most relevant information for live streaming, gaming, and internet subculture. Our continued collaboration has helped us react quickly and rapidly launch investigations into potential threats. (Measure 43)

Twitch has also recently partnered with the Business for Social Responsibility (BSR) to conduct a human rights impact assessment (HRIA) of our service. The research aims to identify human rights impacts with which Twitch is involved—including both risks and opportunities, and the vulnerable groups impacted—and recommend appropriate action for Twitch to address these impacts. (Measure 43)

Outcome 13. Support independent evaluation of the systems, policies and processes that have been implemented in relation to the Code.

Twitch is committed to submitting annual compliance reports, in addition to our twice-a-year global transparency report, and working with the selected independent third-party organization to review the report.