

**moz://a**

# Our Community Participation Guidelines

Moving from Policy to Action

February 2018

Larissa Shapiro  
Head of Global Diversity and Inclusion



# Hi, I'm Larissa

I lead Global Diversity and Inclusion at Mozilla. I have been an open source contributor for many years to Open Solaris, BIND, ISC DHCP, and of course Mozilla... I'm wildly passionate about including more kinds of people in open source and open source as a tool for interrupting inequity and bias.





# Agenda

1. History of our CPG  
Where we've been, what is the CPG anyway
2. Why We Revised the Guidelines
3. What we've learned

# Open and accessible to all.

Who is “all”?

“Mozilla’s mission is to build the Internet as a global public resource, open and accessible to all. “Open and accessible to all” implies a deep commitment to inclusion, and to building inclusive practices. As part of this commitment we describe a set of “behaviors of inclusion” that we aspire to. These are set out in Mozilla’s Community Participation Guidelines.”

-- Mitchell Baker

# QUICK QUESTION TIME!

Answer a question, get a shirt! No wrong answers.

What are Community Participation Guidelines?

What year did Mozilla first adopt our guidelines?

What's changed about the guidelines, and why?

Why do we need guidelines at all?

Were you already aware of the guidelines before coming here today?

Where are the guidelines posted?

Where do the guidelines apply?

The current  
context:  
Harassment,  
Representation,  
#MeToo and  
more

14%

of Europeans report  
harassment or other  
adverse social behavior at  
work

---

11%

of open source  
participants are  
women

---

20%

of Mozillians (or more)  
have experienced  
inappropriate treatment  
online.

The Community Participation  
Guidelines give us a baseline  
understanding of how we  
intend to we treat each other,  
and a process, for when things  
do not go right.

The heart of Mozilla is people. We put people first and do our best to recognize, appreciate and respect the diversity of our global contributors. The Mozilla Project welcomes contributions from everyone who shares our goals and wants to contribute in a healthy and constructive manner within our community.

As such, we have adopted this code of conduct and require all those who participate to agree and adhere to these Community Participation Guidelines in order to help us create a safe and positive community experience for all.

# When and How We Use the Guidelines

These guidelines outline **our behavior expectations as members of the Mozilla community in all Mozilla activities**, both offline and online, in all Mozilla activities, including but not limited to:

- Working in Mozilla spaces
- Working with Mozillians and other Mozilla community participants virtually or co-located
- Representing Mozilla at public events
- Representing Mozilla in social media (official accounts, staff accounts, personal accounts, Facebook pages)
- Participating in Mozilla offsites and trainings
- Participating in Mozilla-related forums, mailing lists, wikis, websites, chat channels, bugs, group or person-to-person meetings, and Mozilla-related correspondence

# Since we revised we've learned

a lot. we're tired.

People are complicated but  
things can get better



We've learned

- the value in positive reinforcement
- had positive surprises
- that people need and deeply appreciate this work
- culture and language are challenges but not barriers

Enforcement is hard but not  
impossible

Working with a crossfunctional team we've now got a strong process for dealing with issues and are actually hearing about problems which always existed - but now there is help and hope for people

- reporting can go through inclusion@
- soon there will be a form on mozilla.org
- I can get into details on the how....

# CPG Revision Process

Ongoing



# Localization remains a challenge

Research shows language is a major challenge to diverse contribution and that being able to know there is process for safe and inclusive community is part of that.

5

The CPG is live in five languages now (English, French, German, Spanish, Traditional Mandarin)

1

CPG Educational Materials are pretty much only in English now

80+

Languages Mozillians actually speak

“When we lack the resources to do conflict-resolving, we often settle on avoiding them, rather than working them out.”

Mozilla Community Member  
Quote from D&I Community research,  
qualitative

Contact me:  
Twitter:  
@larissashapiro  
inclusion@mozilla.com

Happy to talk about your own CoC or D&I  
issues - I'll be around all weekend.

**moz://a**

**Thank You**