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Simon Milner  
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10 Brock Street  
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## Committee on Standards in Public Life

13 December 2017

Dear Simon Milner, Karim Palant and Sean Evins,

### **Intimidation in Public Life: A Review by the Committee on Standards in Public Life**

I enclose a copy of the Committee on Standards in Public Life's report, *Intimidation in Public Life*, which was published today.

The increasing prevalence of intimidation in our public life, including of Parliamentary candidates at elections, should concern everyone who cares about our democracy. There has been persistent, vile and shocking intimidatory behavior, and it is clear that much of this is targeted at certain groups.

We believe that social media has been the most significant factor accelerating and enabling intimidatory behaviour in recent years. Our review has found that much more needs to be done by Facebook to protect your users online. We make a package of recommendations to all of the social media companies which should be implemented as soon as possible. It is clear that so far not enough has been done, and we are disappointed and concerned about your limited engagement in tackling these issues.

Our recommendations focus on how Facebook, and Google and Twitter, must act more transparently, quickly and consistently on taking down content, develop user options, and what steps to be taken during elections in particular.

We have also recommended that the government should bring forward legislation to shift the balance of liability for illegal content online to the social media companies.

Addressing this important issue in our public life will require a committed and concerned approach from a number of individuals and organisations. We will be monitoring progress on the implementation of our recommendations, and will keep in touch with you over the coming months in that regard.

We expect a comprehensive response to this issue. Determined action on the part of all those involved is required, as the cost to our democracy of not engaging constructively to resolve these issues is too high.

I am copying this letter to your CEO, Mark Zuckerberg.

Yours sincerely,

Lord Bew  
Chair



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David Skelton  
Google  
1-13 St Giles High Street  
London  
WC2H 8AG

**Committee on  
Standards in  
Public Life**

13 December 2017

Dear Katie O'Donovan and David Skelton,

**Intimidation in Public Life: A Review by the Committee on Standards in Public Life**

I enclose a copy of the Committee on Standards in Public Life's report, *Intimidation in Public Life*, which was published today.

The increasing prevalence of intimidation in our public life, including of Parliamentary candidates at elections, should concern everyone who cares about our democracy. There has been persistent, vile and shocking intimidatory behaviour, and it is clear that much of this is targeted at certain groups.

We believe that social media has been the most significant factor accelerating and enabling intimidatory behaviour in recent years. Our review has found that much more needs to be done by Google to protect your users online. We make a package of recommendations to all of the social media companies which should be implemented as soon as possible. It is clear that so far not enough has been done, and we are disappointed and concerned about your limited engagement in tackling these issues.

Our recommendations focus on how Google, and Facebook and Twitter, must act more transparently, quickly and consistently on taking down content, develop user options, and what steps to be taken during elections in particular.

We have also recommended that the government should bring forward legislation to shift the balance of liability for illegal content online to the social media companies.

Addressing this important issue in our public life will require a committed and concerned approach from a number of individuals and organisations. We will be monitoring progress on the implementation of our recommendations, and will keep in touch with you over the coming months in that regard.

We expect a comprehensive response to this issue. Determined action on the part of all those involved is required, as the cost to our democracy of not engaging constructively to resolve these issues is too high.

I am copying this letter to your CEO, Sundar Pichai.

Yours sincerely,

Lord Bew  
Chair



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Nick Pickles  
Twitter  
20 Air Street  
London  
W1B 5AG

**Committee on  
Standards in  
Public Life**

13 December 2017

Dear Nick Pickles,

**Intimidation in Public Life: A Review by the Committee on Standards in Public Life**

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The increasing prevalence of intimidation in our public life, including of Parliamentary candidates at elections, should concern everyone who cares about our democracy. There has been persistent, vile and shocking intimidatory behavior, and it is clear that much of this is targeted at certain groups.

We believe that social media has been the most significant factor accelerating and enabling intimidatory behaviour in recent years. Our review has found that much more needs to be done by Twitter to protect your users online. We make a package of recommendations to all of the social media companies which should be implemented as soon as possible. It is clear that so far not enough has been done, and we are disappointed and concerned about your limited engagement in tackling these issues.

Our recommendations focus on how Twitter, and Google and Facebook, must act more transparently, quickly and consistently on taking down content, develop user options, and what steps to be taken during elections in particular.

We have also recommended that the government should bring forward legislation to shift the balance of liability for illegal content online to the social media companies.

Addressing this important issue in our public life will require a committed and concerned approach from a number of individuals and organisations. We will be monitoring progress on the implementation of our recommendations, and will keep in touch with you over the coming months in that regard.

We expect a comprehensive response to this issue. Determined action on the part of all those involved is required, as the cost to our democracy of not engaging constructively to resolve these issues is too high.

I am copying this letter to your CEO, Jack Dorsey.

Yours sincerely,

Lord Bew  
Chair



**Selflessness | Integrity | Objectivity | Accountability | Openness | Honesty | Leadership**