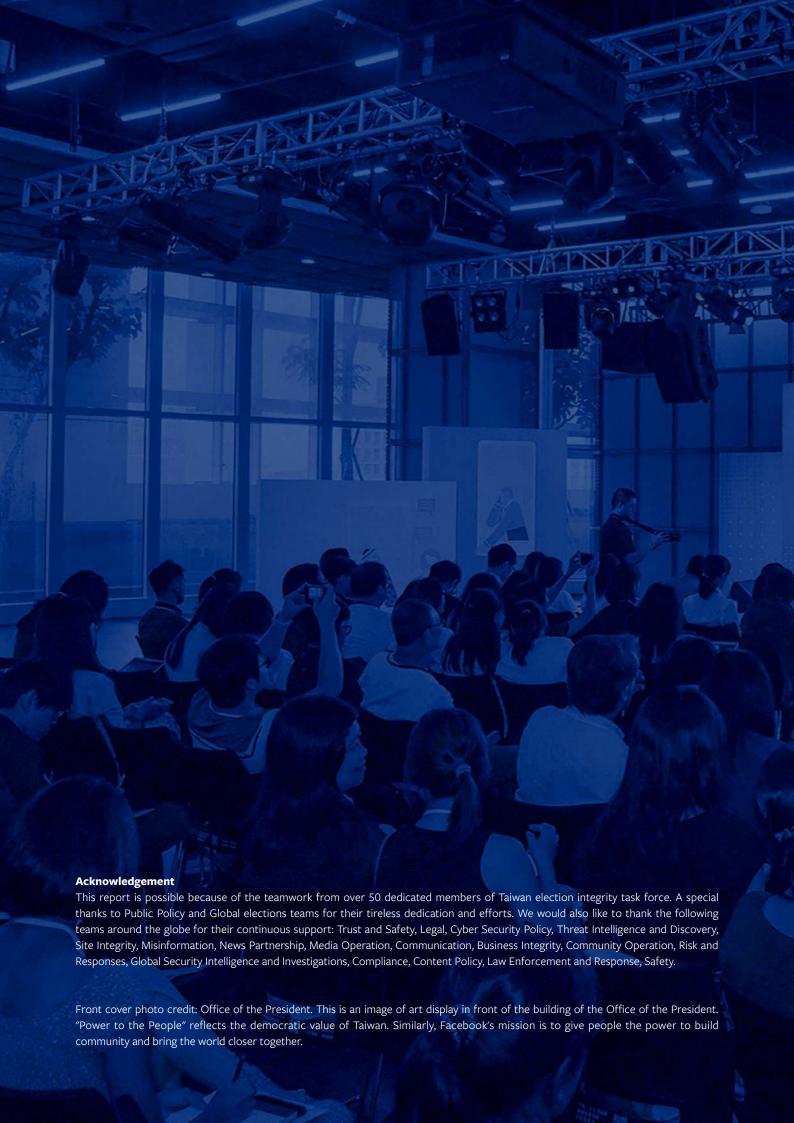
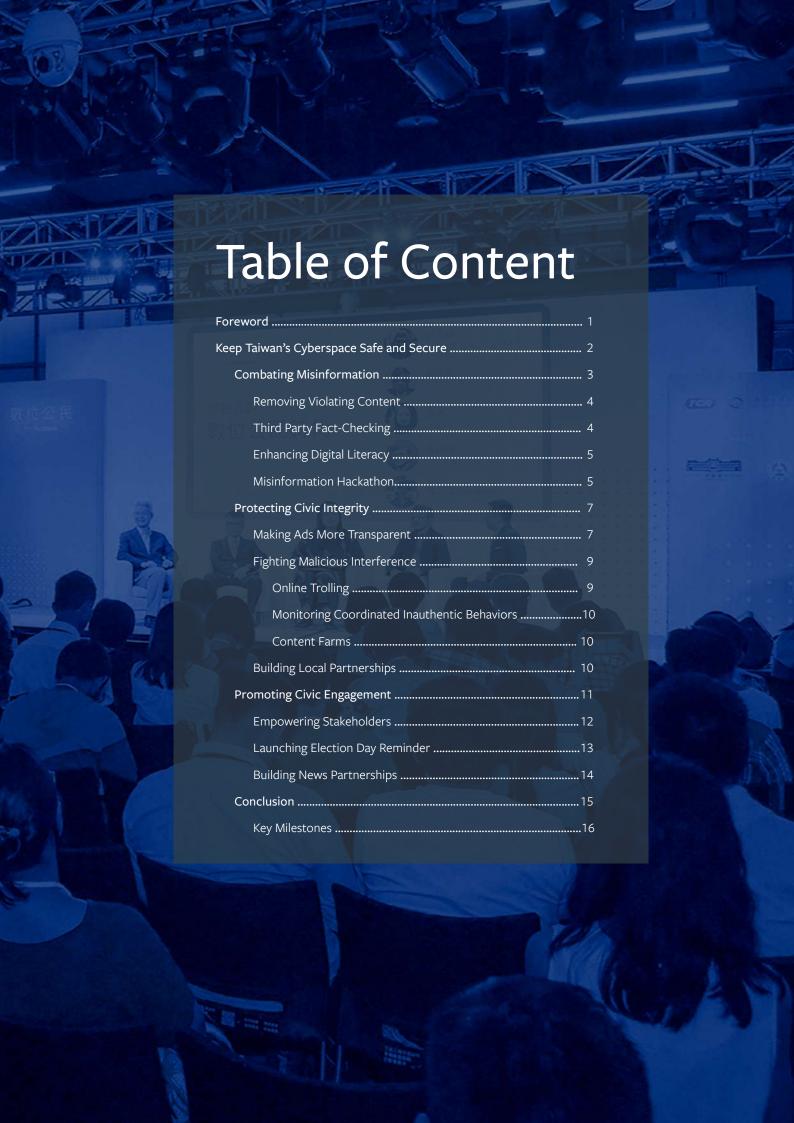


Defending Election Integrity in Taiwan



FACEBOOK





Foreword

Ongoing technological advancement has accelerated interpersonal interaction and information exchange, and enabled the growth of diverse ideas and communities. However, new types of Internet threats have also emerged as a result of bad actors abusing new technologies; for example, information operation, through the rapid spread of manipulated disinformation by inauthentic abusers, has brought severe challenges to democracies founded on freedom of speech, especially impacting the most important democratic institution–elections.

Looking back at Taiwan's democratization, we take deep pride in our freedom of speech and democratic vitality, but we are also aware of the challenges that arise in this pursuit. Therefore, we must strive harder to protect our democratic values. To counter the threat of "malicious," "false" and "harmful" information that is spread rapidly and widely on the Internet, collaboration between civil society, industry, and government is required. Since September 2018, multiple stakeholders in Taiwan, including the government, have worked closely to defend the threats of disinformation, by analyzing the nature of the problems, and developed countermeasures combining the efforts from societal, private, and public sectors. These include: 1. Identifying disinformation by enhancing media literacy; 2. Debunking disinformation by providing correct information; 3. Combating the spread of disinformation by suppressing its dissemination; 4. Punishing perpetrators of disinformation by prosecuting illegal behaviors.

In reducing threats of disinformation to Taiwan's society during the 2020 general election and COVID-19, this model has led to positive results and won international acclaim. The "Taiwan model" is based on collaboration between civil society, the private sector, and the public sector. Through self-regulation by platform operators, fact-checking by third-party organizations, and timely provision of correct information by the government, the "Taiwan model," in contrast to authoritarian states imposing censorship, is a new means of governance for democracies seeking to combat disinformation.

I am very pleased to see that Facebook, as a major social media platform, has taken its corporate social responsibility toward Taiwan, building extensive partnerships with different stakeholders, adopting an array of defensive measures such as countering coordinated inauthentic behaviors, launching advertising transparency tools, and rolling out the "We Think Digital" program with civil society and the government. These measures and achievements are listed in this report. I am confident that the corporate social responsibility of Facebook and other companies, as well as their proactive self-regulatory policies, are indispensable to the "Taiwan model" in combating disinformation.

Due to its success throughout the 2020 general election and COVID-19, the "Taiwan model" has set a good example for the global community. We understand that there is no single solution for countering disinformation, that cyberattacks are ever-present, and that threats will continue to evolve. So this is just the beginning. We look forward to collaborating with more partners like Facebook to collectively safeguard Taiwan's democratic values.



Lo Ping-chengMinister without Portfolio
Taiwan

Keep Taiwan's Cyberspace Safe and Secure

Taiwan, Asia's role model for democracy, means a lot to Facebook. We have about 20 million active users in Taiwan who use Facebook to stay connected with their friends around the globe, put more popular Taiwan brands on the world map, and ship love to their local communities in both the good and bad times of our society.

Taiwan loves Facebook and we love Taiwan too.

Our Public Policy team on the ground in Taipei serves as a window for Facebook in Taiwan. For the past few years, we've been thrilled to work with many partners coming from very diverse backgrounds and sectors, including the government, law enforcement, and civil society organizations. We don't always agree on everything and we appreciate different views and constructive feedback, which are important to help us to keep improving our services. But our goal remains the same all the time -- to work together to keep Taiwan's cyberspace more secure and safer.

Fair election is the foundation for every democratic society. At Facebook we take our work on election integrity very seriously. This report provides an overview of Facebook's comprehensive efforts to help protect the integrity of the Taiwanese presidential and legislative elections on January 11, 2020. Over the past few years, we've observed technological, cultural and societal changes of modern elections and also the problems that come with these changes. We've worked with a wide array of Taiwanese policymakers and experts to understand the problems and vulnerabilities as well as the emerging threats. We were able to develop smarter tools, greater transparency and stronger partnerships to collectively safeguard election integrity.

At Facebook, we have more than 35,000 people dedicated to safety and security issues, with about 40 teams contributing to our work on election integrity. We started our Taiwan election integrity work early on and built significant and extensive partnerships with relevant government partners including Taiwan's Executive Yuan and Central Election Commission, as well as with civil society organizations. This has improved coordination and cooperation between Facebook and all partners to quickly respond to abuses and threats on our platforms.

On October 16, 2019, we held "Facebook Election Day Taiwan" in Taipei, where Minister Ping-cheng Lo was a guest of honor. We are also grateful for Minister Lo's long-time support, including the kind foreword he authors for this special report. We want to show our commitment to a free, fair, and transparent election in Taiwan. These election defense measures include combating misinformation, protecting civic integrity and promoting civic engagement. This report details the works and results of these measures.

We hope this initiative will open cross-sectoral dialogues on many important topics of the digital age. Let's work together to continue to keep Taiwan's cyberspace safe and secure.



George Chen Head of Public Policy Hong Kong, Taiwan, and Mongolia, Facebook



Max Chen
Public Policy Manager,
Taiwan
Facebook



Aidan HoyRegional Program Manager,
Strategic Response
Facebook

Combating Misinformation

The problem of misinformation is not new, and unsubstantiated claims sometimes cause risks and challenges to user safety and our broader community. Over the past few years, we've identified different problems associated with the phenomenon of "false news" and sought solutions that address these problems. At Facebook, we developed a three-pronged approach to misinformation that both mitigates harm and preserves freedom of expression:

- 1. We "remove" actors, contents and behaviors that violate our policies.
- 2. We "reduce" the distribution of problematic contents in partnership with third party fact-checkers (3PFC).
- 3. We enable a well "informed" community with strong digital literacy.



Removing Violating Content

Facebook is a platform for authentic users and for meaningful social interaction. We remove millions of fake accounts each day. We want to ensure that users are getting information from legitimate and authentic Pages. We show blue badges of verification on all registered candidates' Pages so constituents can trust the source. The community can also report imposters and misrepresentation, which Facebook removes swiftly according to the Community Standards.

We routinely remove content that violates the Community Standards, including hate speech, bullying and harassment, as well as false information that leads to real-world harm and voter suppression. For example, we have removed claims that taking lethal herbicide can cure dengue fever. On electoral issues, in the campaign period leading up to election day, we removed misrepresentation of the methods for voting.

Third Party Fact-Checking

A private company like Facebook should not be the arbiter of truth. We rely on independent fact-checkers to identify and review potential misinformation, which enables us to take action. The focus of this program is to address viral misinformation – provably false claims, particularly those that have the potential to mislead or harm. Fact-checking partners are able to review content across both Facebook and Instagram, including organic and boosted posts. They can also review videos, images, links or text-only posts. These fact-checkers around the world are accredited by the International Fact-Checking Network of the Poynter Institute.



We identify potential misinformation using a variety of signals, and our fact-checking partners can also proactively identify content on their own. Fact-checkers review and rate the accuracy of stories through original reporting, including interviewing primary sources, consulting public data and conducting analyses of media, including photos and video.

Once content is rated false by a fact-checking partner, we take action such as by ensuring that fewer people see that misinformation, by surfacing fact-checking reports to users across our platforms and by showing labels on top of false stories. We also apply limits and restrictions on Pages and websites that have been repeatedly flagged by our 3PFC partners for spreading false information. Such restrictions and limitations include banning these from monetization or placing advertisements.

In June 2019, we launched the 3PFC program in Taiwan by partnering with the Taiwan FactCheck Center (TFCC). Since then, TFCC's capacity has grown tremendously. During the official campaigning period, TFCC published 39 fact-checking reports from December 14, 2019 to January 10, 2020, the majority of which focused on electoral issues. Content debunked by our 3PFC partner was down-ranked in users' News Feed, reducing the reach of this content by 80%.

Reach of content debunked by fact-checker was reduced

80%

Moreover, Facebook supported TFCC in running an online news literacy campaign to raise awareness and provide tips on how to spot false news, which ran from December 18, 2019 to January 15, 2020. The campaign reached 7.3 million users in Taiwan.

users were reached in online news literacy campaign

7.3 million

Facebook worked with TFCC on election eve to reduce the spread of misinformation that posed a voter suppression risk when an unsubstantiated claim of COVID-19 outbreak in Taiwan surfaced on our platforms.

Enhancing Digital Literacy

The long-term response to the challenges posed by misinformation is to raise public awareness and education on digital literacy so individuals can think more critically and identify what is false or not on their own. With experts, academics, nongovernmental organizations, and civil society organizations, we developed a set of educational modules on digital literacy and announced the We Think Digital program tailored for Taiwan in September 2019.

In partnership with the Executive Yuan, the Ministry of Education, Taipei Computer Association, TFCC, ECPAT Taiwan and over 60 supporting partners, we delivered 63 face-to-face workshops and outreach activities to over 13,000 people across 16 cities and counties in 2019. Over 93% of the participants found that the training has improved their ability in identifying misinformation.

In November 2019, Facebook also launched a mobile interactive classroom to educate the general public on how to become a responsible digital citizen and fight misinformation. With endorsements, from mayors and other government officials, for Facebook's largest ever campaign in Taiwan, over 20,000 people across 7 major cities joined in person, while the online campaign reached over 4.7 million users.

Misinformation Hackathon

Facebook on Nov. 25, 2019 held a hackathon in Taipei with more than 70 university students, developers and journalists to brainstorm possible solutions to misinformation. The event was also attended by Minister without Portfolio Audrey Tang who spoke about the government's approach to misinformation and recognized Facebook's efforts to help generate solutions to this social problem. The teams taking part in the hackathon were also introduced to CrowdTangle, a free social media monitoring tool to help quickly identify misinformation, to aid them in the brainstorming process.

>20,000

people joined mobile interactive classroom for digital literacy in-person across 7 cities of Taiwan







facebook 數位公民行動教室

Facebook 數位公民行動教室即將與全台灣民眾見面!

11/21-22 12:00-21:00 台北-誠品信義戶外西側

11/23-24 12:00-22:00 新北-板橋站前廣場

11/25 12:00-21:00 桃園-遠東百貨1F廣場

11/26 12:00-20:00 新竹-大遠百前廣場

11/27-28 12:00-21:00 台中-新光三越前廣場

11/29 16:00-18:30 台南-台南第二高級中學

11/30-12/01 11:00-19:00 高雄-駁二藝術特區

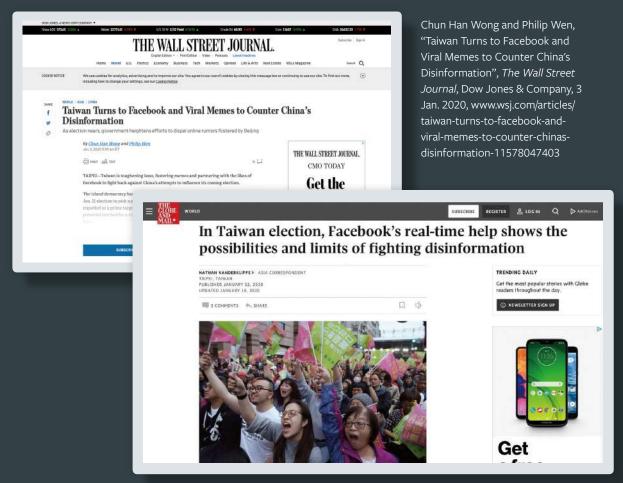




Protecting Civic Integrity

Civic integrity focuses on safeguarding people and societies from harm across the Facebook platforms and empowering them to engage in the digital realm. We understand that technology can have positive effects on the world, but there are also malicious actors trying to exploit technology to cause harm and compromise the integrity of civic institutions. Our efforts address the potential vulnerabilities of our platforms and empower people to defend against activities designed to disenfranchise them in the civic sphere and beyond.

We prioritize civic integrity because Facebook is an important platform for civic engagement. We take strong measures to combat polarization, mobilization of violence, civic demobilization, online political suppression, misinformation, harassment, misrepresentation, and human rights violations, among others. For the Taiwan election, we adopted several layers of defense measures to safeguard election integrity: more transparency of political ads and Pages, combating malicious behaviors and undue influence operations, and stronger coordination with local partners and electoral authorities.



Nathan VanderKlippe, "In Taiwan Election, Facebook's Real-Time Help Shows the Possibilities and Limits of Fighting Disinformation", *The Globe and Mail*, 14 Jan. 2020, www.theglobeandmail.com/world/article-in-taiwans-election-facebooks-real-time-help-shows-the

Making Ads More Transparent

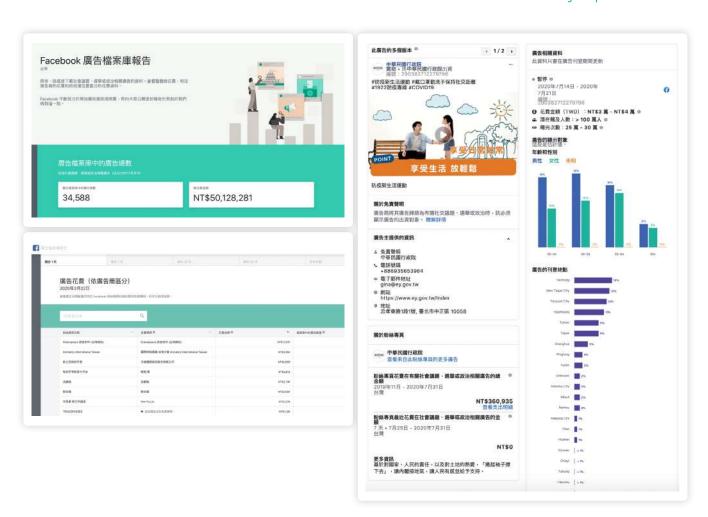
Facebook believes that transparency leads to increased accountability and responsibility over time – not just for Facebook but advertisers as well. People should know who is trying to influence their vote and advertisers shouldn't be able to cover up who is paying for ads.

In November 2019, above and beyond legal requirements in Taiwan, after close consultation with Taiwanese government authorities and subject matter experts, Facebook made transparency requirements mandatory for ads about political, electoral and social issues.

Ads about political, electoral and social issues are archived in the publicly accessible Ad Library and kept for 7 years. Additionally, the Ad Library Report dashboard provides everyone with access to track and download aggregate spend data across advertisers and regions. With these tools, regulators, academia, civil society, investigative journalists and law enforcement agencies have unprecedented visibility into Taiwan's political ads ecosystem on Facebook platforms.

By August 20, 2020, there are over 39,708 ads archived in Taiwan's Ad Library Report.

>39K ads archived in Taiwan's Ad Library Report



Fighting Malicious Interference

Facebook partnered with the Election Study Center of National Chengchi University to organize a regional roundtable on information operations, where more than 20 leading experts from Taiwan, Australia, Sweden, and Canada gathered to discuss challenges of and solutions to rapidly changing information and influence operations aiming to sow diversion in democratic processes.

We also closely studied the problems, threats, and risks facing our users and communities. After a series of meetings and interviews with over 20 key policy stakeholders as well as focus groups, the team was able to identify problems needing addressing.

The problems identified included coordinated trolling behaviors, content farms, and other forms of abusive behaviors. We were able to build mechanisms and tools to disrupt these malicious behaviors and operations, in order to safeguard candidate and civic Pages.



Online Trolling

Facebook aims to empower people to express themselves as well as to build and grow communities. However, our risk assessment identified coordinated trolling on politicians' Pages as a concern for the election. We did not want to dampen authentic support or criticism of politicians during the election when tackling trolling, including from Taiwanese voters who were mobilized for a political cause. Our product and operations teams put in place measures to ensure the impact of malicious trolling on politicians' Pages was minimized while not curtailing the free speech of voters. This product change was developed based on our observation on the ground and enforced in Taiwan starting in December 2019. We expect this to be implemented broadly across our platforms to safeguard the integrity of our services globally.

Monitoring Coordinated Inauthentic Behaviors

We understand that information operations do not always involve false information. Instead of speech or content, malicious behavioral signals are more reliable for identifying a group of bad actors that abuse our platform in a coordinated fashion. Accordingly, Facebook has developed policies to fight influence operations or Coordinated Inauthentic Behaviors (CIB). Facebook worked closely with local security stakeholders, including law enforcement, subject matter experts and civic tech groups, to identify and disrupt influence operations and networks working together to mislead people about who they are and what they're doing. Over the past year, Facebook took a multi-stakeholder approach to empower Taiwan's information operation investigation community, shifting the misplaced focus from content to behaviors, thereby strengthening free speech and realigning scarce investigation resources on egregious behaviors.

Moreover, we've also implemented an inauthentic behavior policy to fight abuses, including financially motivated activity like spam or fake engagement tactics that rely on abusive amplification. This policy was enforced for this election on December 13, 2019. A total of 118 Pages, 99 Groups, and 51 duplicate Facebook accounts used to manage these Pages and Groups in an attempt to evade our enforcement and artificially boost the popularity of their content were taken down. We took down these networks based on their behavior, not the content they posted.

Content Farms

Another risk area was how content farms are used to host mostly financially motivated and often problematic content. To ensure good user experience, Facebook routinely takes action on clickbait, limits the distribution of problematic content, and restricts sharing of links that direct traffic to low-quality content farms. Facebook has block-listed over 400 content farm domains and thousands of URLs in recent months.

Building Local Partnerships

Facebook partnered with Taiwan government agencies and local civic organizations to safeguard the integrity of the platform. We've hosted training for our partners about our policies on voter suppression, bullying, harassment and hate speech in accordance with Facebook's Community Standards. Facebook and Taiwan's Central Election Commission also formed a working group to discuss issues of mutual concern, such as Taiwan's electoral legal system and laws concerning campaigning activities and political advertisements.

This working group and the series of meetings it facilitated enabled effective and efficient communication between Facebook and the Central Election Commission. To further combat abuses on our platform, dedicated channels were established for the Central Election Commission to report content that violates the Community Standards and/or local electoral regulations. These include voter suppression content or unlawful campaign activities during the black-out period. Facebook was able to swiftly assess and take action against violations, restricting access to unlawful content under Taiwan's jurisdiction.

We established a dedicated Election Operations Center (EOC) in Taipei and a regional operations center in Singapore leading up to and following election day. The EOCs consisted of over 50 people from 34 teams around the globe, such as country specialists, data scientists, engineers and investigators, travelling to Taipei and Singapore and operating as one unified taskforce. These teams, with extended supporting teams located in Dublin, Washington, D.C., New York, Austin, and Menlo Park, added multiple layers of rapid-response defenses against false news, hate speech and voter suppression during high-risk periods during the election.

Taiwan's presidential election attracted significant international attention with experts and press from all over the world traveling to Taiwan to observe. We hosted government stakeholders, as well as local and international experts and observers in Taipei. The visitors were able to observe in real time how we handled abuses on our platforms. Their feedback was positive. Facebook's commitment to preserving election integrity was broadly acknowledged by the Central Election Commission as well as election observer groups and delegations.

Promoting Civic Engagement

Every day, people use Facebook platforms to share their views and voices on issues they care about, particularly around the community as well as civic and public affairs. Facebook is an important place for elected officials and civic actors to engage their constituents. This free and safe space allows users to express their ideas, learn to appreciate different perspectives and, through meaningful social interaction, build communities that together bring the world closer.

As part of our effort to foster civically engaged communities on Facebook, we've developed tools to help people learn about different candidates and get information on when and where to vote. Facebook also offered different training for a wide array of partners, including government, political organizations and figures, as well as civil society organizations on how to better advocate on our platforms. We show blue badges on the verified Pages of civic actors and entities for the community to easily identify authentic sources of information.

Moreover, Facebook empowers Taiwan's news partners to drive quality content about elections, social issues and public affairs. We have trained over 160 newsroom executives, digital team heads, journalists and editors in various events, because we believe that a stronger and healthier news ecosystem will safeguard election integrity and protect the democratic process.



Empowering Stakeholders

Governments, political organizations and figures, as well as civil society organizations are important contributors to informed communities. Facebook's experts have conducted 19 training sessions for government organizations and political parties from September to December 2019. In total, 97 government organizations, 5 major political parties and over 600 officers and staff members attended our training and workshops. Facebook also hosted an information session with embassies and foreign missions in Taipei to share our election integrity efforts. In these outreach events, the participants learned about Facebook policies on user generated content as well as our advertisement and transparency policy, including guidance for authorization and disclaimer settings. We also shared best practices on advocacy across Facebook and Instagram platforms. Facebook provided equal access for all candidates via email to publicly available resources in terms of Facebook products and policy updates.

We've also created a training process to help policymakers, candidates and their staff improve their cybersecurity and awareness of how their accounts can be hacked or abused. During elections, times of conflict or political turmoil, these accounts can be at higher risk of threats and abuse, so we help them learn how to be proactive and look for signals of potential risk to their accounts.

97
government
organizations

5
major political parties





Launching Election Day Reminder

Facebook aims to keep users well-informed of civic processes including elections. In partnership with the Central Election Commission, Facebook launched a public service announcement "Election Day Reminder" to Taiwanese users above the age of 20 on election day. The reminder in multiple languages reminded users to check official election information from CEC's dedicated portal for the presidential and legislative elections and encouraged users to share that they have voted. This election reminder reached over 10 million people, representing one of the highest rates worldwide.

>10 million

people reached via this election reminder, representing one of the highest rates worldwide.





Building News Partnerships

Taiwan is one of the leading countries in international rankings for press and media freedom. Taiwan's publishers have long been important contributors to Facebook platforms. Facebook worked with Taiwan's publishers and newsrooms very closely to promote quality journalism during and beyond election time.

Facebook educates and provides training to publishers and informs them of ways to utilize our products to drive quality content during the elections. In June 2019, in partnership with National Chengchi University, Facebook hosted APAC News Literacy Summit in Taipei, where then Vice Premier Chen Chi-mai was a guest of honor. The summit brought to Taiwan over 60 thought leaders and practitioners in journalism and news literacy to learn from Taiwan's success. We also trained over 160 journalists in events such as the Taiwan Election Workshops, Taiwan Storyful Training, and Taiwan misinformation hackathon.

We partnered with publishers to find creative ways to utilize Facebook products and tools and prioritize the creation of quality content, especially video content on Facebook and Instagram, and showcased best practices that align with Watch, CrowdTangle, Stories and Facebook Live. For example, EBC News, one of the biggest TV stations in Taiwan, is the first news publisher globally to beta launch Stars in their Facebook Live talk show and vote counts on Facebook Live. The Reporter Taiwan, an independent non-profit Taiwan-based digital media outlet, used CrowdTangle, a free social media monitoring tool to help quickly identify misinformation, voter interference and suppression, to conduct an investigative report about elections, content farms and China influence. We also built a CrowdTangle dashboard publicly available for all members of the community to understand the social media trends around election coverage. On voting day, publishers actively used the Breaking News indicator while covering election results.



Conclusion

For more than a year, Facebook has been working to bring a comprehensive and strategic approach to our work on the Taiwan election. We have fundamentally changed our approach to election integrity. We have invested in both people and technology, working more closely with stakeholders in the local community to understand the challenges and problems facing our users. With a clear understanding of the problems and their root causes, we can build more effective solutions.

We have made progress. Through improved technology, we have enhanced our ability to find and remove bad actors, block fake accounts, limit the spread of false news and viral misinformation, and bring industry-leading transparency to political advertising and Pages.

We have also learned that stronger coordination and cooperation with multiple stakeholder groups are key to success. We continue to improve coordination with law enforcement, government authorities and policy stakeholders. We are also working with researchers, academics and civil society groups to get the best thinking on these issues. We know we can't do this alone, and these partnerships serve as a force multiplier to prevent abusive meddling.

The 2020 Taiwanese general election concluded successfully and overall was regarded as a fair and free election. Facebook prides itself on positive contribution to election integrity together with all key stakeholders in Taiwan. We also realize that there are areas for more partnership and cooperation, and questions to be explored, such as how to build a more appropriate and effective regulatory framework for political advertisements in the new digital age, encouraging broader public civic discourse, and at the same time deterring foreign or domestic information operations that corrode civic and democratic processes. Facebook remains committed to partnering with communities in Taiwan to solve these problems.



Key Milestones

2018 July-August 2018

Started engagement with Central Election Commission on election integrity

November 2018

Launched Election Day Reminder

December 2018

Asia Internet Coalition sent an open letter to the Taiwan government highlighting importance of multi-stakeholder dialogue as it relates to free speech

June 2019

Began partnership with Taiwan FactCheck Center

Hosted the Asia Pacific (APAC) News Literacy Conference at National Chengchi University, first time in Taiwan

Co-led the Industry Code of Practices for Misinformation Self-Regulation Made political ads transparency tool available in Taiwan

July 2019

Conducted civic integrity research and discussions with key stakeholders in Taiwan Reached agreement with the Central Election Commission to form a working group for election integrity

September 2019

Launched the "We Think Digital" program to improve digital literacy Dr. Simon Milner, VP for APAC Public Policy, visited Taiwan and met with government officials

October 2019

Hosted the "Taiwan Election Day" forum and reaffirmed our commitment to helping maintain election integrity and transparency

November 2019

Hosted the APAC Information Operation Roundtable at National Chengchi

Began to enforce transparency requirements for ads about political, electoral and social issues in Taiwan

Hosted misinformation hackathon

November-December 2019

Launched the "We Think Digital" mobile interactive classroom across 7 cities in Taiwan

December 2019

Launched the "Ad Library Report" for Taiwan listing the details of ads about political, electoral and social issues

Set up local and regional Elections Operations Centers in Taipei and Singapore

Appendix

Facebook for Government, Politics and Advocacy

https://www.facebook.com/gpa

Get Authorized to Run Ads about Social Issues, Elections and Politic

https://www.facebook.com/business/help/208949576550051

Facebook Ad Library

https://www.facebook.com/ads/library

Facebook Ad Library Report

https://www.facebook.com/ads/library/report

Facebook's Third-Party Fact-Checking Program

https://www.facebook.com/journalismproject/programs/third-party-fact-checking

How is Facebook addressing false news through third-party fact-checkers?

https://www.facebook.com/help/1952307158131536

Community Standards Enforcement Report

 $https:\!/\!/transparency.facebook.com/community-standards-enforcement$

Government Requests from User Data Transparency Report

https://transparency.facebook.com/government-data-requests

Community Standards

https://www.facebook.com/communitystandards

We think Digital

https://wethinkdigital.fb.com

 $https:\!/\!/www.facebook.com/wethink digital tw$