

# ICMEC Creates Framework to Protect Human Social Media Content Moderators from Psychological Harm

*The International Centre for Missing & Exploited Children (ICMEC) has released a Model Framework for Employers of Digital Service Content Moderators.*

ALEXANDRIA, VA, UNITED STATES, November 1, 2024 /EINPresswire.com/ -- ICMEC's [A Model Framework for Employers of Content Moderators](#): The First



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*Bindu Sharma, ICMEC Vice President Global Policy & Industry Alliances*

Line of Defense in Online Child Protection is designed to minimize the risks of secondary trauma from repeated exposure to distressing content. The Model Framework provides a clear, practical approach for employers to implement trauma-informed policies. It both protects employees and improves the overall effectiveness of content moderation.

Globally, approximately 100,000 content moderators work for social media giants like Meta, TikTok, and YouTube, often through third-party contracting firms. Studies show that up to 50% of content moderators experience mental health issues due to frequent exposure to harmful content

and that up to 80% of moderators leave the job within the first two years. ICMEC's Model Framework, which was developed in collaboration with market-leading digital service providers and trade associations, represents a significant step forward in improving conditions for this vital yet often overlooked group of workers in the digital age.

"ICMEC recognizes the immense mental health challenges content moderators face, especially when working with highly sensitive material," said Bindu Sharma, ICMEC Vice President Global Policy & Industry Alliances. "This Model Framework establishes a new benchmark that guides best practices and fosters consistency and clarity."

The Model Framework, which spans the moderator's entire employment cycle from hiring and retention through to post-employment, emphasizes the importance of comprehensive training, a safe and supportive work environment, and a strong commitment to prioritizing mental health.

Effective content moderation is an increasingly critical success factor in helping online platforms protect their users from potential abuse. Organizations that adopt ICMEC's best practices can reduce burnout, build resilience, and help ensure the success of their content moderation efforts while minimizing legal risks.

For more information about ICMEC reports and initiatives, please visit [www.icmec.org](http://www.icmec.org) or contact ICMEC at [information@icmec.org](mailto:information@icmec.org) or +1-703-837-6313. To discover more about ICMEC's impactful approach and the child protection innovations that ICMEC is driving, visit [ICMEC's CSAM Model Legislation page](#).

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The graphic features the ICMEC logo at the top left, which includes a globe icon and the text 'International Centre FOR MISSING & EXPLOITED CHILDREN'. Below the logo, it reads 'International Centre for Missing and Exploited Children (ICMEC) is proud to introduce our'. A dark blue banner across the middle contains the title 'Model Framework for Employers of Content Moderators' in white. To the right of the banner is a circular badge with the text 'New research alert!'. The bottom portion of the graphic shows a group of diverse people sitting around a conference table with laptops, engaged in a meeting. The background of the top half is a light blue grid with faint text and red circular accents.

This press release can be viewed online at: <https://www.einpresswire.com/article/756956196>

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