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APR 19 2021

Clerk of the Superior Court  
By \_\_\_\_\_  
DEPUTY CLERK

**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SAN MATEO**

**SELENA SCOLA, ERIN ELDER, GABRIEL RAMOS, APRIL HUTCHINS, ALLISON TREBACZ, JESSICA SWARNER, and GREGORY SHULMAN**, individually and on behalf of all others similarly situated,

*Plaintiffs,*

v.

**FACEBOOK, INC.,**

*Defendant.*

Civil Action No. 18CIV05135.

~~PROPOSED~~ ORDER GRANTING (1) PLAINTIFFS' RENEWED MOTION TO APPROVE SUPPLEMENTAL NOTICE PROGRAM; AND (2) PRELIMINARY APPROVAL OF THE SETTLEMENT

Assigned for All Purposes to

Hon. V. Raymond Swope, Dept. 23

Date: April 19, 2021 at 3:00 p.m.

Time: 3:00 p.m.

Dept.: 23

Trial Date: None Set

2<sup>nd</sup> Amended Complaint Filed: June 30, 2020

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1 This matter came before the above-captioned Court on Plaintiffs' Renewed Motion to Approve  
2 Supplemental Notice Program for the Settlement between individual and representative Plaintiffs  
3 Selena Scola, Erin Elder, Gabriel Ramos, April Hutchins, Konica Ritchie, Allison Trebacz, Jessica  
4 Swarner, and Gregory Shulman ("Plaintiffs") and Defendant Facebook, Inc. ("Facebook").

5 On August 14, 2020, the Court granted Plaintiffs' Motion for (1) Preliminary Approval of  
6 Settlement; (2) Provisional Certification of Settlement Class; (3) Appointment of Class Counsel; (4)  
7 Approval of Notice Plan; and (5) Approval of Settlement Administrator. ("Preliminary Approval  
8 Order"). The Court also ordered Plaintiffs to provide *Belaire* Notice to the Class. ("*Belaire* Order").

9 On November 6, 2020, Plaintiffs filed their Motion for Final Approval of the Settlement  
10 Agreement. Five Class Members timely submitted valid requests to exclude themselves from the  
11 Settlement Class. There were no objections. The Court held a final fairness hearing on November 20,  
12 2020. On November 24, 2020, Plaintiffs filed corrected and amended documents as directed by the  
13 Court.

14 The next day, on November 25, 2020, the Settlement Administrator informed Class Counsel of  
15 the possibility that certain Class Members had not received notice of the Settlement. Class Counsel  
16 notified the Court of this development through e-mail on November 30, 2020 and undertook an  
17 investigation. On December 4, 2020, Class Counsel emailed the Court to provide an update on its  
18 investigation.

19 On January 28, 2021, the Court issued an Order to Show Cause as to Why Final Approval of  
20 Class Action Settlement Should not be Disapproved. The Court set a hearing for February 18, 2021,  
21 ordered Class Counsel to file a declaration restating the facts set forth in Class Counsel's December 4,  
22 2020 email to the Court, and ordered the Parties to file a joint case management statement addressing  
23 four concerns raised by the Court: (1) the prevention of newly identified class members from receiving  
24 notice of the proposed settlement; (2) a loss of the opportunity for the newly identified class members  
25 to exercise their *Belaire* rights; (3) a loss of the right to exclude themselves or object; and (4) a serious  
26 question as to whether the settlement is fair, reasonable and adequate for the class, given the dilution  
27 of the value of the settlement by the quantity of the newly discovered members.

1 On February 9, 2021, Plaintiffs filed a Motion to Approve Supplemental Notice Program and  
2 declarations from Steven N. Williams and Elizabeth Enlund in support of the motion, and the Parties  
3 jointly filed a case management statement. In the motion, Plaintiffs stated that Class Counsel had  
4 completed an intensive investigation and determined that 5,337<sup>1</sup> Class Members were not included in  
5 the initial data that Facebook's vendors sent the Settlement Administrator, and therefore these Class  
6 Members had not received notice.

7 On February 18, 2021, the Court held a hearing on its Order to Show Cause. The hearing was  
8 attended by Class Counsel and Facebook's Counsel. At the hearing, the Court stated its desire for  
9 further declarations demonstrating that the Settlement Agreement is fair, reasonable and adequate  
10 given the Class size. The Court ordered Plaintiffs to submit a Renewed Motion to Approve  
11 Supplemental Notice Program with these supplemental declarations, and submit a Revised Proposed  
12 Order Granting Preliminary Approval of the Settlement. The Court set a hearing on Preliminary  
13 Approval for April 19, 2021 at 3:00 p.m. and a hearing on Final Approval for June 21, 2021 at 3:00  
14 p.m.

15 This Court, having fully reviewed the Renewed Motion, the memorandum of points and  
16 authorities in support thereof, the Declarations of Steven Williams, the Honorable Rebecca Westerfield  
17 (Ret.), and Elizabeth Enlund, the Settlement Agreement and Release and its appendix, **HEREBY**  
18 **MAKES THE FOLLOWING DETERMINATIONS AND ORDERS:**

19 This Court grants preliminary approval of the Settlement Agreement and finds the terms to be  
20 within the range of reasonableness of a settlement that ultimately could be granted approval by this  
21 Court at the Final Fairness hearing given a Class size of 14,713.<sup>2</sup> The Court orders that the Settlement  
22 Administrator provide notice according to the procedure and the schedule set forth below. The Court  
23

24 <sup>1</sup> In Plaintiffs' Renewed Motion to Approve Supplemental Notice Program, Plaintiffs clarified that the  
25 number of Class Members who did not receive notice of the Settlement through the original Notice  
26 Plan is 5,310 and not 5,337. The number is smaller than originally reported because the Settlement  
Administrator subsequently identified duplicate entries for certain Class Members across the lists  
provided by Facebook's vendors.

27 <sup>2</sup> The Court incorporates by reference herein the other orders set forth in its August 14, 2020 Order  
28 Granting (1) Preliminary Approval of Settlement, (2) Provisional Certification of Settlement Class, (3)  
Appointment of Class Counsel, (4) Approval of Notice Plan, and (5) Approval of Settlement  
Administrator.

1 vacates the Preliminary Approval Hearing set for April 19, 2021 at 3:00 p.m., and will hold a hearing  
2 on Final Approval on June 21, 2021 at 3:00 p.m. The Court directs Class Counsel to make the  
3 information on how to attend the Final Approval Hearing available to Class Members through the  
4 Settlement Website. Plaintiffs shall file a motion for final approval of the Settlement Agreement by  
5 June 4, 2021.

6 **A. Supplemental Notice Program Procedures**

7 ***E-mail and Postcard Notice.*** The Settlement Administrator shall provide all Class Members  
8 (including those who originally received notice) with e-mail and postcard notice consistent with that  
9 which was provided through the original Notice Plan. E-mail notice will be provided to Class  
10 Members for whom Facebook's vendors have an e-mail address. Postcard notice will be provided to  
11 Class Members using the last known mailing address reflected in the vendors' systems as updated  
12 through the National Change of Address ("NCOA") database. The e-mail and postcard notices shall  
13 provide a link to or the address of the Settlement Website and will provide the telephone number to  
14 call for more information about the Settlement Agreement.

15 ***Settlement Website.*** The Settlement Website ([www.ContentModeratorSettlement.com](http://www.ContentModeratorSettlement.com)) shall  
16 remain active and the Settlement Administrator shall continue to maintain and update it until thirty  
17 (30) days after the later of (a) the expiration date of any checks for Residual Distributions; and (b) the  
18 expiration date of any checks for Other Damages Payments or, if no such checks are mailed, 120 days  
19 after any electronic transfers of Other Damages Payments. The information and documents that are  
20 already on the Settlement website will remain available and easily accessible. The Settlement Website  
21 address shall be prominently displayed in all printed notice documents. Additionally, the dedicated e-  
22 mail address, [info@ContentModeratorSettlement.com](mailto:info@ContentModeratorSettlement.com), shall remain active to allow newly identified  
23 Class Members to contact the Settlement Administrator by e-mail with any requests or questions.

24 ***Phone Line.*** The Claims Administrator shall continue to maintain the telephone line that all  
25 Class Members can call to ask questions and receive answers about the Settlement Agreement until the  
26 time the Settlement Website goes inactive. The telephone line is accessible through a dedicated toll-  
27 free telephone number to allow callers to listen to recorded answers to frequently asked questions and  
28 to receive directions to the Settlement Website. The automated phone system shall remain available 24

1 hours per day, 7 days per week. Callers will also continue to have an option to speak to a service agent  
2 during normal business hours, Monday through Friday from 6 a.m. to 6 p.m. PST, except holidays.

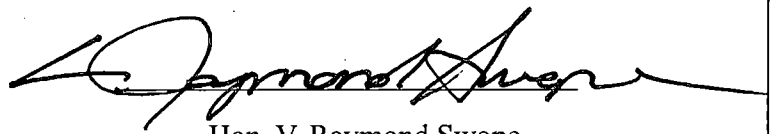
3 **Belaire Notice.** The Settlement Administrator shall issue *Belaire* notices to the newly identified  
4 Class Members in the same manner as it did during the original Notice Plan. Specifically, the  
5 Settlement Administrator shall send *Belaire* e-mail notices to all newly identified Class Members for  
6 whom the Settlement Administrator has received a facially valid e-mail address. The Settlement  
7 Administrator will send the *Belaire* Notice via USPS first class mail to all newly identified Class  
8 Members for whom the Settlement Administrator does not have a valid e-mail address. The *Belaire*  
9 Notice and *Belaire* E-mail Notice sent to the newly identified Class Members will contain the same  
10 information as the *Belaire* Notice and *Belaire* E-mail Notices sent during the original Notice Plan.

11 **B. Supplemental Notice Schedule**

Event	Proposed Deadline
Postcard notices and e-mail notices sent to all Class Members	No later than ten business days after the Court approves the Supplemental Notice Program
<i>Belaire</i> Notice sent to the 5,310 Class Members that did not previously receive the <i>Belaire</i> Notice	No later than ten business days after the Court approves the Supplemental Notice Program
Last day for the Class Members to object to and/or request exclusion from the Class and for the recently identified Class Members to respond to the <i>Belaire</i> notice	Thirty days after the Settlement Administrator sends postcard and e-mail notices to all Class Members
Last day for Plaintiffs to file a response to any objections lodged by the Class Members	Ten business days after the last day for the Class Members to object to and/or request exclusion from the Class

23  
24 **IT IS SO ORDERED.**

25  
26 Dated: **APR 15 2021**



27 Hon. V. Raymond Swope  
28 Judge of the Superior Court

# Exhibit A

## SETTLEMENT AGREEMENT AND RELEASE

This Agreement is entered into by and among the individuals defined below as “Plaintiffs” and the entity defined below as “Defendant” (collectively, the “Parties”).

This Agreement is intended by the Parties to fully, finally, and forever resolve, discharge, and settle the Released Plaintiff Claims and Released Class Claims (as those terms are defined below), upon and subject to the terms and conditions of this Agreement and subject to preliminary and final approval of the Court.

WHEREAS, on September 21, 2018, Selena Scola filed a complaint against Facebook, Inc. (“Facebook”) and PRO Unlimited, Inc. (“PRO”) in the Superior Court of the State of California, County of San Mateo, captioned *Selena Scola v. Facebook, Inc. and PRO Unlimited, Inc.*, asserting claims relating to content she viewed while performing content moderation services for Facebook as an employee of PRO;

WHEREAS, on March 1, 2019, Erin Elder and Gabriel Ramos joined the lawsuit as additional plaintiffs in an amended complaint asserting substantially similar claims against Facebook only;

WHEREAS, on May 17, 2019, Facebook filed a motion for judgment on the pleadings, seeking dismissal of Plaintiffs’ class claims and three of their four causes of action;

WHEREAS, on August 13, 2019, the Parties jointly sought a stay of the action, including a request that no rulings be issued on Facebook’s motion for judgment on the pleadings or the Parties’ other pending motions, pending the outcome of settlement discussions and mediation;

WHEREAS this Agreement is the result of arm’s-length settlement discussions and negotiations that took place over the course of several months and included three private mediation



sessions before the Honorable Judge Rebecca J. Westerfield (Ret.) of JAMS on October 30, 2019, December 9, 2019, and February 7, 2020;

WHEREAS the Court has stayed all proceedings through April 30, 2020, and the parties have stipulated to a further stay of proceedings through May 8, 2020, pending mediation and further settlement discussions;

WHEREAS, since April 2019, the Parties have engaged in extensive discovery involving the production of over five hundred thousand pages of documents, the exchange of extensive written discovery, multiple days of meet-and-confer about the parties' data, policies, and processes and multiple fact depositions;

WHEREAS, at all times, Defendant has denied and continues to deny (a) that it has liability for the claims and allegations of wrongdoing made in the Action by Plaintiffs or members of the Settlement Class, as defined herein; (b) all charges of fault, liability, and wrongdoing against it arising out of any of the conduct, actions, or omissions alleged or that could have been alleged in the Action; (c) that Plaintiffs or members of the Settlement Class have asserted any valid claims against Defendant; (d) that Plaintiffs or members of the Settlement Class were harmed by any conduct of Defendant alleged in the Action or otherwise; and (e) that the Action was, or properly could be, certified as a class action for any purpose other than settlement purposes in accordance with this Agreement;

WHEREAS, Defendant, without any admission or concession whatsoever and despite believing (a) that the Action cannot properly be certified as a class action for any purpose other than settlement purposes in accordance with this Agreement; (b) that it is not liable for the claims asserted against it in the Action; and (c) that it has good and meritorious defenses thereto, has

nevertheless agreed to enter into this Agreement to avoid further expense, inconvenience, and the distraction of burdensome and protracted litigation and thereby to put to rest this controversy and avoid the risks inherent in complex litigation; and

WHEREAS Class Counsel have considered the arm's-length settlement negotiations conducted by the Parties and, based on their investigation of the facts, review of applicable law, and analysis of the benefits that this Agreement affords to Plaintiffs and Class Members, have concluded that (a) the terms and conditions of this Agreement are fair, reasonable, and adequate to Plaintiffs and Class Members; and (b) it is in the best interests of Plaintiffs and Class Members to settle the claims raised in the Action pursuant to the terms and provisions of this Agreement in order to avoid the uncertainties of litigation and to ensure that the benefits reflected herein are obtained for Plaintiffs and Class Members;

NOW, THEREFORE, IT IS HEREBY STIPULATED AND AGREED by and among Plaintiffs and Defendant, through their undersigned counsel, that, subject to final approval of the Court and in consideration of the benefits flowing to the Parties from this Agreement set forth herein, the Released Claims shall be finally and fully compromised, settled, and released and that the Action as against Defendant shall be dismissed with prejudice, upon and subject to the terms and conditions set forth below.

**1. DEFINITIONS**

1.1. "Action" means the civil action captioned *Selena Scola v. Facebook, Inc.*, Case No. 18-CIV-05135, pending in the Superior Court of the State of California, County of San Mateo.

1.2. "Aggregate Action" means any litigation proceeding in which five or more separate individuals propose to prosecute their claims together in the context of the same legal proceeding.

1.3. "Agreement" means this Agreement.

- 1.4. “Alternative Judgment” has the meaning set forth in Section 12.1.
- 1.5. “Arbitrable Claims” has the meaning set forth in Section 6.5.
- 1.6. “Arbitration Provision” has the meaning set forth in Section 6.6.
- 1.7. “Attorneys’ Fees Award” means the attorneys’ fees, reimbursement of expenses, and any and all other costs awarded by the Court to Class Counsel out of the Settlement Fund.
- 1.8. “Claim” or “Claims” means any and all manner of allegations of wrongdoing, actions, causes of action, claims, counterclaims, damages whenever and however incurred (whether actual, punitive, treble, compensatory, or otherwise), demands (including, without limitation, demands for arbitration), judgments, liabilities of any kind (including costs, fees, penalties, or losses of any kind or nature), and suits, whether direct, indirect, or otherwise in nature, known or unknown, suspected or unsuspected, accrued or unaccrued, asserted or unasserted, whether in law, in equity, or otherwise.
- 1.9. “Claim Form” means the document a Class Member may use to claim a Medical Treatment Payment and an Other Damages Payment, as further described in Appendix A.
- 1.10. “Claim Form Deadline” has the meaning set forth in Appendix A.
- 1.11. “Class Counsel” means the law firms listed on the signature page of this Agreement as representing Plaintiffs.
- 1.12. “Class Member” means an individual who is a member of the Settlement Class and is not an Excluded Person under Section 2.2.
- 1.13. “Class Release” has the meaning set forth in Section 6.3.

1.14. “Class Representatives” means Selena Scola, Erin Elder, Gabriel Ramos, April Hutchins, Konica Ritchie, Allison Trebacz, Jessica Swarner, and Gregory Shulman in their capacities as class representatives of the Settlement Class.

1.15. “Class Representative Service Award” means any amount awarded by the Court to Plaintiffs for their time and effort bringing the Action and serving as Class Representatives.

1.16. “Clinicians” has the meaning set forth in Section 5.1.1(i).

1.17. “Comorbid Diagnosis” has the meaning set forth in Appendix A.

1.18. “Complaint” means the Class Action Complaint filed on September 21, 2018, the Amended Class Action Complaint filed on March 1, 2019, and the Second Amended Class Action Complaint filed on April 9, 2020 in the Action.<sup>1</sup>

1.19. “Content Moderator” means any individual who works in a group that reviews user-generated content posted to Facebook platforms to determine whether, or to train Artificial Intelligence to determine whether, such material violates Facebook’s Community Standards.

1.20. “Court” means the Superior Court of California, County of San Mateo, the Honorable V. Raymond Swope or any judge who shall succeed him in the Action, presiding.

1.21. “Covered Conduct” means any act, omission, fact, or matter occurring or existing on or prior to the Final Approval Order and Final Judgment and that arises in whole or in part out of or relates in any way to (a) the allegations involved, set forth, or referred to in the Complaint,

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<sup>1</sup> On April 9, 2020—two weeks after the Superior Court of California, San Mateo County closed due to the COVID-19 crises—Plaintiffs e-filed the Second Amended Complaint (“SAC”), attaching a joint Stipulation and [Proposed] Order Granting Plaintiffs Leave to File the Second Amended Complaint (“Joint Stipulation”) pursuant to California Code of Civil Procedure § 472. The SAC adds April Hutchins, Konica Ritchie, Allison Trebacz, Jessica Swarner, and Gregory Shulman as plaintiffs and expands the Class to include content moderators in Arizona, Texas, and Florida. Plaintiffs also filed the SAC and Joint Stipulation with the Clerk’s Office on April 16, 2020.

including without limitation allegations of bodily injury; and/or (b) claims asserted or that could have been asserted in the Action against Defendant.

1.22. “Cy Pres Recipient” means the entity approved by the Court to receive any funds remaining in the Settlement Fund after all other distributions under this Agreement, as set forth in Appendix A.

1.23. “Defendant” means Facebook, Inc.

1.24. “Defense Counsel” means Covington & Burling LLP.

1.25. “Effective Date” means the first date after the Final Approval Order and Final Judgment have been entered and either (a) the time to appeal the Final Approval Order and Final Judgment has expired with no appeal having been filed; or (b) the Final Approval Order and Final Judgment is affirmed on appeal by a reviewing court and is no longer reviewable by any court.

1.26. “Excluded Person” has the meaning set forth in Section 2.2.

1.27. “Execution Date” means the date this Agreement has been signed by all signatories hereto.

1.28. “Facebook Vendor” means a vendor or subcontractor with whom Facebook has contracted to provide Content Moderator services and who (a) directly employed an individual as a Content Moderator; or (b) subcontracted with an individual to provide services as a Content Moderator.

1.29. “Fairness Hearing” means the hearing at or after which the Court determines whether to finally approve this Agreement as fair, reasonable, and adequate.

1.30. “Final Approval Order” means the order entered by the Court finally approving this Agreement as fair, reasonable, and adequate, following Preliminary Approval, Notice, and the Fairness Hearing, as further described in Section 10.

1.31. “Final Judgment” means the Final Order of judgment entered by the Court dismissing the Action with prejudice as to Defendant.

1.32. “Final Order” means, with respect to any order of a court (including a judgment), that such order represents a final and binding determination of all issues within its scope and is not subject to further review on appeal or otherwise. An order becomes a “Final Order” when (a) no appeal has been filed and the prescribed time for commencing, filing, or noticing any appeal has expired; or (b) an appeal has been filed and either (i) the appeal has been dismissed and any prescribed time for commencing, filing, or noticing any further appeal has expired, or (ii) the order has been affirmed in its entirety and any prescribed time for commencing, filing, or noticing any further appeal has expired. For purposes of this definition, an “appeal” includes appeals as of right, discretionary appeals, interlocutory appeals, proceedings involving writs of certiorari or mandamus and any other proceedings of like kind, together with all proceedings ordered on remand and all proceedings arising out of any subsequent appeal or appeals following decisions on remand.

1.33. “Fully Releasing Class Member Party” has the meaning set forth in Section 6.7.

1.34. “Initial Payment” has the meaning set forth in Appendix A.

1.35. “Licensed Medical Provider” means an individual who is licensed by a U.S. state or territory to provide health care services and who is qualified to diagnose patients with a Qualifying Diagnosis (and a Comorbid Diagnosis, if applicable).

- 1.36. “Medical Treatment Payment” has the meaning set forth in Appendix A.
- 1.37. “Medical Treatment Payment Tier” has the meaning set forth in Appendix A.
- 1.38. “Motion for Preliminary Approval” means the motion described in Section 10.1.
- 1.39. “Non-Monetary Consideration” has the meaning set forth in Section 5.1.
- 1.40. “Notice” means the notice disseminated pursuant to the Notice Plan.
- 1.41. “Notice Plan” means the plan for providing notice of this Settlement to the Settlement Class.
- 1.42. “Objection/Exclusion Deadline” means the date to be designated by the Court by which a written objection to this Agreement or a submitted request for exclusion must be filed or postmarked.
- 1.43. “Other Damages Claims” has the meaning set forth in Section 6.8.
- 1.44. “Other Damages Payment” has the meaning set forth in Section 6.7.
- 1.45. “Other Damages Release” has the meaning set forth in Section 6.7.
- 1.46. “Person” means any individual, corporation, partnership, limited partnership, limited liability company, association, joint stock company, estate, legal representative, trust, unincorporated association, government or any political subdivision or agency thereof, and any business or legal entity and their spouses, heirs, predecessors, successors, representatives, or assigns.
- 1.47. “Plaintiffs” means Selena Scola, Erin Elder, Gabriel Ramos, April Hutchins, Konica Ritchie, Allison Trebacz, Jessica Swarner, and Gregory Shulman.
- 1.48. “Plaintiffs’ Release” has the meaning set forth in Section 6.1.

1.49. “Preliminary Approval” and “Preliminary Approval Order” mean the order issued by the Court provisionally (a) granting preliminary approval of this Agreement; (b) certifying the Settlement Class for settlement purposes; (c) appointing Class Representatives and Class Counsel; (d) approving the Notice Plan and appointing a Settlement Administrator; (e) establishing deadlines for the filing of objections to or exclusions from the proposed settlement contemplated by this Agreement; and (f) scheduling the Final Approval Hearing.

1.50. “Qualifying Diagnosis” means a diagnosis that qualifies a Class Member for a Medical Treatment Payment, as set forth in Appendix A.

1.51. “Released Claims” means the Released Plaintiff Claims, the Released Class Claims, and the Released Other Damages Claims.

1.52. “Released Class Claims” has the meaning set forth in Section 6.4.

1.53. “Released Defendant Parties” means Defendant and Defendant’s past and present parents, subsidiaries, divisions, affiliates, officers, directors, insurers, employees, agents, attorneys, and any of their legal representatives (and the predecessors, heirs, executors, administrators, successors, purchasers, and assigns of each of the foregoing); provided, however, that Released Defendant Parties does not include any U.S. Facebook Vendor.

1.54. “Released Plaintiff Claims” has the meaning set forth in Section 6.2.

1.55. “Released Other Damages Claims” has the meaning set forth in Section 6.8.

1.56. “Releases” means Plaintiffs’ Release, the Class Release, and the Other Damages Release.

1.57. “Releasing Class Member Parties” means each Class Member and anyone claiming by, for, or through a Class Member, including any present, former, and future spouses, heirs,



executors, administrators, representatives, agents, attorneys, partners, successors, predecessors-in-interest, and assigns of a Class Member.

1.58. "Releasing Plaintiff Parties" means each Plaintiff and anyone claiming by, for, or through a Plaintiff, including any present, former, and future spouses, heirs, executors, administrators, representatives, agents, attorneys, partners, successors, predecessors-in-interest, and assigns of a Plaintiff.

1.59. "Request for Exclusion" has the meaning set forth in Section 8.1.

1.60. "Settlement" means (a) the Release of the Released Claims by the Releasing Plaintiff Parties and Releasing Class Member Parties, as provided in Section 6; and (b) the dismissal of the Action with prejudice as to Defendant as contemplated by this Agreement.

1.61. "Settlement Administrator" means a third-party class action settlement administrator(s) to be proposed by Plaintiffs and approved by the Court.

1.62. "Settlement Amount" means the sum total of fifty-two million U.S. dollars (\$52,000,000.00) that Facebook will pay in connection with this Agreement, deposited into the Settlement Fund.

1.63. "Settlement Class" has the meaning set forth in Section 2.1.

1.64. "Settlement Fund" means the common fund into which Facebook shall deposit the Settlement Amount for payment of (a) costs payable to the Settlement Administrator; (b) distributions to Plaintiffs and Class Members; (c) any Attorneys' Fees Award; (d) any Class Representative Service Awards; and (e) any distribution to the Cy Pres Recipient. The Parties agree that the Settlement Fund is intended to be a Qualified Settlement Fund within the meaning

of § 468B of the Internal Revenue Code and the Treasury regulations thereunder and agree not to take any position for tax purposes inconsistent therewith.

1.65. “Well-Being Preferences” has the meaning set forth in Section 5.1.5.

## 2. SETTLEMENT CLASS

2.1. Definition of the Settlement Class. The Settlement Class shall be defined, for purposes of this Settlement only, as all Content Moderators who performed work for Facebook in California, Arizona, Texas, or Florida as an employee or subcontractor of one or more of the Facebook Vendors from September 15, 2015 to the date of Preliminary Approval.

2.2. Excluded Persons. The following Persons (each, an “Excluded Person”) shall be excluded from the Settlement Class and shall not be Class Members: (a) the Settlement Administrator; (b) employees, officers, and directors of Facebook as of the date of filing of the Action, provided that such a person who performed Content Moderator work for Facebook in California, Arizona, Texas, or Florida as an employee or subcontractor of one or more of the Facebook Vendors at any time between September 15, 2015 to the date of Preliminary Approval is not excluded; (c) any judge presiding over the Action and his or her immediate family members; and (d) Persons who properly and timely opt out of the Settlement Class by submitting a Request for Exclusion in accordance with Section 8.1.

2.3. Stipulation to Certification of the Settlement Class. The Parties hereby stipulate, solely for settlement purposes and in consideration of the Settlement set forth herein, to (a) certification of the Settlement Class; (b) appointment of Class Counsel as counsel for the Settlement Class; and (c) conditional approval of the Class Representatives as suitable representatives of the Settlement Class. However, if (i) the motion for Preliminary Approval is denied in whole or in part; (ii) the Final Judgment does not become a Final Order for any reason;

(iii) this Agreement or the Settlement is terminated as provided herein; or (iv) the Final Approval Order is reversed or vacated following any appeal taken therefrom, then the stipulations in Section 2.3(a) through (c) shall automatically become null and void ab initio and may not be cited or referred to for any other purpose in the Action. It is expressly understood and agreed by the Parties that the stipulations in Section 2.3(a) through (c) above shall be binding only with respect to the Settlement and this Agreement, and Defendant expressly denies that the Action met or meets the requisites for class certification under California law for any purpose other than this Settlement.

### **3. SETTLEMENT FUND**

3.1. Settlement Payment. In consideration of the full and complete Releases, the dismissal of the Action with prejudice, and the other consideration specified herein, Defendant agrees to place the Settlement Amount of fifty-two million U.S. dollars (\$52,000,000.00) into the Settlement Fund in the following amounts at the following times: (a) \$150,000 within fifteen (15) days after the later of (i) the date of Preliminary Approval and (ii) the date Defendant receives wire instructions and a Form W-9 for the payment; and (b) the remainder within fifteen (15) days after the Effective Date. The Settlement Fund will be placed into an interest-bearing escrow account (the "Account"), and the Settlement Administrator shall be the administrator of the Settlement Fund and Account and responsible for causing the filing of all tax returns required to be filed by or with respect to the account, including by any escrow agent.

3.2. No Additional Payment by Defendant. The Settlement Amount shall constitute the full monetary consideration provided by Defendant for the Settlement and shall be the limit and full extent of Defendant's monetary obligation under the Agreement to Plaintiffs, Class Members, Class Counsel, and the Settlement Administrator(s). Defendant does not and shall not have any other financial obligation under this Agreement. No portion of the Settlement Fund will

revert to Defendant unless the Settlement is terminated pursuant to Section 13, is not finally approved, or does not become effective for any reason.

#### **4. DISTRIBUTION OF SETTLEMENT FUND**

4.1. Distribution Parameters. The distribution of the Settlement Fund is described in Appendix A. Class Counsel will seek approval of a plan of distribution as reflected in APPENDIX A: DISTRIBUTION PLAN attached hereto and incorporated by reference.

#### **5. NON-MONETARY CONSIDERATION**

5.1. Non-Monetary Consideration. In further consideration of the full and complete Class Release and Plaintiffs' Release, the dismissal of the Action with prejudice, and other consideration specified herein, Defendant agrees to implement the following business practice enhancements no later than sixty (60) days after the Effective Date (the "Non-Monetary Consideration"):

5.1.1. Facebook shall require all U.S. Facebook Vendors to implement the following interventions to promote the wellness of Content Moderators:

(i) Each U.S. Facebook Vendor will retain clinicians ("Clinicians") who are licensed, certified, experienced in the area of mental health counseling, and familiar with symptoms of and Diagnostic and Statistical Manual of Mental Disorders (DSM-5) Criteria for Post-Traumatic Stress Disorder ("PTSD"). For Community Operations ("CO") and Product Data Operations ("PDO") review projects determined by Facebook to involve regular exposure to graphic and objectionable content, U.S. Facebook Vendors must provide sufficient Clinicians in order to allow for coverage during all shift hours. In the event that CO or PDO are re-named or re-structured, the terms CO and PDO as used in this agreement shall include the successor

department(s) within Facebook that take over the review projects encompassed within the Settlement Agreement.

(ii) Each U.S. Facebook Vendor will conduct resiliency pre-screening and assessments as part of their recruitment and hiring processes.

(iii) Each U.S. Facebook Vendor will make individual one-on-one coaching sessions with a Clinician available to Content Moderators within the first month of onboarding and throughout employment and will prioritize the scheduling of these sessions within one week or less.

(iv) Each U.S. Facebook Vendor will make group wellness sessions with a Clinician available to Content Moderators on a monthly basis during onboarding and throughout employment.

(v) For CO and PDO review projects determined by Facebook to involve regular exposure to graphic and objectionable content, each U.S. Facebook Vendor will make one-on-one coaching or wellness sessions with a Clinician available to Content Moderators on a weekly basis, each session lasting a minimum of thirty (30) minutes. Each U.S. Facebook Vendor shall ensure that when a Content Moderator requests to speak with a Clinician on an expedited basis, such coaching is delivered at the next possible slot within the next working day.

(vi) Each U.S. Facebook Vendor will provide clear guidelines for how and when a Content Moderator may remove him or herself from a specific content type. To the extent possible, and as a last resort, each U.S. Facebook Vendor will be required to permit Content Moderators to perform alternative work assignments.

(vii) Each U.S. Facebook Vendor will provide information regarding the psychological support resources described in Section 5 to each Content Moderator during onboarding and during the ongoing resiliency training delivered throughout employment.

(viii) Each U.S. Facebook Vendor will post information regarding the psychological support resources described in Section 5 at every Content Moderator's workstation.

5.1.2. Facebook shall standardize the following basic resiliency requirements across all U.S. Facebook Vendor contracts:

(i) All U.S. Facebook Vendors shall offer monthly group coaching sessions with Clinicians, accommodate requests to transition to other content types, provide early access to support resources, and provide onboarding and ongoing well-being and resiliency training;

(ii) All U.S. Facebook Vendors shall be required to consent to formal audits, unannounced onsite checks, and self-reporting to verify compliance with Facebook's requirements.

5.1.3. All U.S. Content Moderators will have access to Facebook's anonymous whistleblower hotline and will be able to use this hotline to report any violation by Facebook or a U.S. Facebook Vendor of the requirements imposed in Section 5 of this Settlement Agreement. Facebook will require U.S. Facebook Vendors to make the hotline number reasonably available to Content Moderators.

5.1.4. Although Facebook will make reasonable commercial efforts to ensure that each U.S. Facebook Vendor complies with the terms of the contracts requiring the U.S. Facebook Vendor to implement the requirements imposed by Section 5 of this Settlement

Agreement, the parties agree that any action by any U.S. Facebook Vendor that is not under the legal control of Facebook cannot constitute a breach of this Agreement by Facebook. If Plaintiffs, Class Members, or Content Moderators inform Facebook that a U.S. Facebook Vendor is engaging in acts that would constitute a breach of the provisions of the U.S. Facebook Vendor's contract with Facebook that imposes the requirements described in Section 5.1 of this Settlement Agreement, Facebook will make commercially reasonable efforts to have the U.S. Facebook Vendor remedy the breach.

5.1.5. Facebook will continue to roll out a suite of Well-Being Preferences on the Single Review Tool platform allowing U.S. Content Moderators to set the following tooling enhancements to "On" or "Off" by default for images and videos on demand subject to review (which Facebook has already begun to roll out):

- (i) Viewing images in black and white;
- (ii) Blurring images;
- (iii) Blocking faces within images posted to Facebook;
- (iv) Blurring video previews; and
- (v) Auto-muting videos on start.

5.1.6. Facebook will continue to roll out the following tooling enhancements (which Facebook has already begun to roll out):

- (i) The ability to preview videos using thumbnail images when technically feasible;
- (ii) Default settings preventing automatic video playback.

5.1.7. Facebook will make reasonable commercial efforts to ensure that the tooling enhancements identified in Section 5.1.5, which involve significant technical complexity and require substantial technical resources to implement in all of the applicable review workflows, are implemented in eighty (80) percent of the review workflows used by Content Moderators for making decisions on whether user-generated content violates Facebook's Community Standards relating to graphic violence, murder, sexual abuse and exploitation, child sexual exploitation, and physical abuse by the end of 2020. Facebook also will make reasonable commercial efforts to ensure that the tooling enhancements identified in Section 5.1.5 are implemented in 100 percent of the review workflows used by Content Moderators for making decisions on whether user-generated content violates Facebook's Community Standards relating to graphic violence, murder, sexual abuse and exploitation, child sexual exploitation, and physical abuse by the end of 2021. This provision does not include "correspondence workflows" through which Facebook communicates with its users regarding routine issues that do not involve exposure to graphic or objectionable content (e.g., lost passwords, user impersonation, compromised accounts). Nothing in this Settlement Agreement shall prevent Facebook from making changes to its tooling designed to promote resiliency to a greater degree.

5.2. No Additional Non-Monetary Consideration. The Non-Monetary Consideration shall constitute the full non-monetary consideration provided by Defendant for the Settlement and shall be the limit and full extent of Defendant's non-monetary obligation to Plaintiffs, Class Members, Class Counsel, and the Settlement Administrator(s). Defendant does not and shall not have any other non-monetary obligation under this Agreement.



## 6. RELEASES AND COVENANTS NOT TO SUE

6.1. Plaintiffs' Release and Covenant Not to Sue. On the Effective Date, the Releasing Plaintiff Parties (a) shall be deemed to have and, by operation of law and of the Final Judgment, shall have fully, finally, and forever compromised, released, relinquished, settled, and discharged all Released Plaintiff Claims against each of the Released Defendant Parties; (b) shall have covenanted not to sue any of the Released Defendant Parties with respect to any of the Released Plaintiff Claims; and (c) shall be permanently barred and enjoined from instituting, commencing, or prosecuting any of the Released Plaintiff Claims against any of the Released Defendant Parties. The foregoing releases, covenants, and injunctions (collectively, the "Plaintiffs' Release") incorporate the waivers and other terms in Sections 6.2, 6.10, and 6.11.

6.2. Definition of Released Plaintiff Claims. As used herein, the term "Released Plaintiff Claims" means any and all Claims that the Releasing Plaintiff Parties or any one of them ever had, now has, or hereafter can, shall, or may have, claim, or assert in any capacity against the Released Defendant Parties or any of them with respect to the Covered Conduct.

6.3. Class Release and Covenant Not to Sue. On the Effective Date, the Releasing Class Member Parties, and each of them, (a) shall be deemed to have and, by operation of law and of the Final Judgment, shall have fully, finally, and forever compromised, released, relinquished, settled, and discharged all Released Class Claims against each of the Released Defendant Parties; (b) shall have covenanted not to sue any of the Released Defendant Parties with respect to any of the Released Class Claims; (c) shall be permanently barred and enjoined from instituting, commencing, or prosecuting any of the Released Class Claims against any of the Released Defendant Parties; (d) shall be deemed to have agreed to individual arbitration, using the procedures set forth in the Arbitration Provision, of any and all Arbitrable Claims against the

Released Defendant Parties; and (e) shall be permanently barred and enjoined from instituting, commencing, or prosecuting any Arbitrable Claims against the Released Defendant Parties except in an individual capacity in arbitration to be conducted in accordance with the Arbitration Provision. The foregoing releases, covenants, and injunctions (collectively, the “Class Release”) incorporate the waivers and other terms in Sections 6.4, 6.10, and 6.11.

6.4. Definition of Released Class Claims. As used herein, the term “Released Class Claims” means any and all Claims that the Releasing Class Member Parties or any one of them ever had, now has, or hereafter can, shall, or may have, claim, or assert in any capacity against the Released Defendant Parties or any of them with respect to the Covered Conduct (a) for Other Damages Claims, if and to the extent such claims are brought (i) as a representative or member of any class of claimants in a class action, whether under Rule 23 of the Federal Rules of Civil Procedure or under state laws analogous to Rule 23 of the Federal Rules of Civil Procedure or (ii) through any other form of Aggregate Action; or (b) for injunctive relief, medical monitoring costs, and medical treatment costs.

6.5. Definition of Arbitrable Claims. As used herein, “Arbitrable Claims” means any and all Claims for damages not released under this Agreement, whether under the Class Release or the Other Damages Release, that the Releasing Class Member Parties or any one of them ever had, now has, or hereafter can, shall, or may have, claim, or assert in any capacity against the Released Defendant Parties or any of them with respect to the Covered Conduct.

6.6. Arbitration Provision. To the extent the Releasing Class Member Parties or any one of them have any Arbitrable Claims remaining against the Released Defendant Parties, those claims shall be brought only in accordance with the following procedures (the “Arbitration Provision”).

Any such Arbitrable Claims shall be brought in an individual capacity only, not on a class or Aggregate basis, and shall be arbitrated. The Federal Arbitration Act shall govern the interpretation and enforcement of this Arbitration Provision. All issues shall be for an arbitrator to decide, except that only a court may decide issues relating to the prohibition against class or Aggregate Actions. If any Releasing Class Member Party intends to seek arbitration of a dispute, that party must provide the Released Defendant Party or Parties named in the arbitration with notice in writing. This notice of dispute to the Released Defendant Party or Parties named in the arbitration must be sent to the following address: Facebook Legal Department, Attn: Employment Law, Facebook, Inc., 1601 Willow Rd., Menlo Park, CA 94025. The arbitration shall be governed by the JAMS Streamlined Arbitration Rules & Procedures (“JAMS Rules”) as modified by this Arbitration Provision, provided that the parties to any such arbitration will stipulate that a party may file a dispositive motion in the arbitration. The arbitration shall be administered by JAMS. If JAMS is unavailable, the parties shall agree to another arbitration provider. The arbitrator in a particular individual arbitration shall not be bound by rulings in other arbitrations in which the Releasing Class Member Party at issue is not a party. To the fullest extent permitted by applicable law, any evidentiary submissions made in arbitration shall be maintained as confidential in the absence of good cause for disclosure, and the arbitrator’s award shall be maintained as confidential; provided that the parties will have the option to opt out of these confidentiality provisions. The Defendant Released Party or Parties named in the arbitration shall pay for any filing, administrative, and arbitrator fees, unless the claim for Other Damages is determined by the arbitrator to be frivolous (as measured by the standards set forth in Federal Rule of Civil Procedure

11(b)), in which case the Releasing Class Member Party shall be responsible for the Class Member's own filing, administrative, and arbitrator fees.

6.7. Other Damages Release and Covenant Not To Sue. Without limiting the foregoing in Sections 6.1 and 6.3, on the date that any Releasing Class Member Party accepts a payment other than for medical monitoring costs or medical treatment costs (an "Other Damages Payment"), thereby becoming a Fully Releasing Class Member Party, that individual (a) shall be deemed to have and, by operation of law and of the Final Judgment, shall have fully, finally, and forever compromised, released, relinquished, settled, and discharged all Released Other Damages Claims against each of the Released Defendant Parties; (b) shall have covenanted not to sue any of the Released Defendant Parties with respect to any of the Released Other Damages Claims; and (c) shall be permanently barred and enjoined from instituting, commencing, or prosecuting any of the Released Other Damages Claims against any of the Released Defendant Parties. The foregoing releases, covenants, and injunctions (collectively, the "Other Damages Release") incorporate the waivers and other terms in Sections 6.8, 6.10, and 6.11. A Releasing Class Member Party accepts an Other Damages Payment by cashing a check containing the Other Damages Payment or by retaining the electronic transfer of an Other Damages Payment.

6.8. Definition of Released Other Damages Claims. As used herein, the term "Released Other Damages Claims" and the term "Other Damages Claims" mean any and all Claims that the Releasing Class Member Parties or any one of them ever had, now has, or hereafter can, shall, or may have, claim, or assert in any capacity against the Released Defendant Parties or any of them with respect to the Covered Conduct.

6.9. Reservation of Rights. Nothing in this Section shall be construed to preclude a Class Member from exercising her rights under Section 5.1.3.

6.10. Section 1542 Waiver. With respect to any and all Released Claims, the Parties stipulate and agree that, upon the Effective Date, the Releasing Plaintiff Parties shall expressly and each of the Releasing Class Member Parties shall be deemed to have and, by the operation of the Final Judgment, shall have to the fullest extent allowed by law waived the provisions, rights, and benefits of Section 1542 of the California Civil Code, which provides as follows:

A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY.

6.11. Other Unknown Claims. Upon the Effective Date, the Releasing Plaintiff Parties and Releasing Class Member Parties, and each of them, also shall be deemed to have and shall have waived any and all provisions, rights, and benefits conferred by any law of any state or territory of the United States, by principle of common law, or by the law of any jurisdiction outside of the United States that is similar, comparable, or equivalent to Section 1542 of the California Civil Code.

6.12. Mistake of Fact. Plaintiffs and Class Counsel acknowledge that they may discover facts in addition to or different from those they now know or believe to be true with respect to the Covered Conduct but that it is their intention to finally and forever settle and release the Released Claims.

6.13. Finality of Release. This Agreement shall provide the sole and exclusive remedy for any and all Released Claims against the Released Defendant Parties, and the obligations incurred

pursuant to this Agreement shall be a full and final disposition of the Action and of any and all Released Claims as against all Released Defendant Parties. No Released Defendant Party shall be subject to any liability or expense of any kind to any Releasing Party with respect to any Released Claim.

## 7. CLASS NOTICE

7.1. Notice Plan. Notice shall be disseminated in a manner approved by the Court. Class Counsel shall propose to the Court a Notice Plan for approval in the Preliminary Approval Order.

7.2. Contact Information Required for Notice. Neither Facebook nor the U.S. Facebook Vendors are required to take any action with respect to Notice other than to provide to the Settlement Administrator lists of Settlement Class members and their available contact information, including (to the extent available) each Settlement Class member's full name, email address, last known mailing address, and dates of employment with the U.S. Facebook Vendor(s) as Content Moderators for Facebook. Class Counsel will submit with their Motion for Preliminary Approval a [Proposed] Order Regarding *Belair* Notice to Proposed Settlement Class Members, which, with the Court's approval, shall govern Counsel's access to the contact information of the members of the Settlement Class who do not exercise their right to opt out of the disclosure of their contact information to Counsel.

7.3. Defendant's Input. Prior to submission of the Notice Plan to the Court for approval, Plaintiffs will provide Defendant with the opportunity to comment on the Notice Plan and the content of the short- and long-form Notice and the Claim Form. Defendant will also have the opportunity to comment on the content of any settlement website.























































