

Mann Consulting

<u>Team Member Name</u>	<u>Year</u>	<u>Major</u>
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Topic: The Modern-Day Sweatshop: Meta's Moderation Labor Practices

Audience: Facebook (Meta) Board of Directors

Sustainable Development Goal

SDG #8: "Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all"

Executive Summary

In the summer of 2019, a group of Facebook content moderators from Kenya threatened to strike due to poor compensation under an unhealthy workplace. On another note, Isabella, an Irish Facebook moderator, spoke to the parliamentary committee about how Facebook's suppressive non-disclosure policy further stretched her mental distress. These cases contributed to Facebook's alleged reputation of the toxic working environment and ill support for moderators' finance and wellbeing. Moderators, deemed "expandable" and told "either resign or get back to work", are "glued to computer monitors, where they must watch videos of murders, rapes, suicides, and child sexual abuse." They are expected to spend around eight hours a day logged into Facebook's content moderation program. According to *The Verge*, 10,000 moderators were believed to suffer PTSD and received payouts as settlement. Upper-level executives' refusal to address employees' demands culminates in an intense hirer-worker relationship. Meanwhile, Facebook's sorting algorithms are far from advanced enough to significantly ease their work, not to mention replacing moderators. With serious consequences followed, Facebook, now widely known as Meta, needs to apply new ethical practices to reduce its worker's dissatisfaction and restore trust in the eyes of the public.

Sustainable Development Goal #8 promotes equitable and humane working environments characterized by fair wages, decent mental health, and workplace equity. Our solution reflects each of these characteristics. A living, transparent wage will reduce the employee turnover rate. A robust, affordable wellness program will improve employees' experience and render a more productive workplace. Equity in wages, benefits, and expectations will quell ongoing employee protests, and establish Meta as a leader in fair moderation employment. The implementation of our solution is necessary to protect Meta's public reputation and improve content moderation, a crucial tool for Meta's platforms. It is an opportunity for Meta to simultaneously optimize its moderation operations, espouse the tenets of SDG #8, and position itself as a leader of ethical labor in the technology space.