

# Report on 2014 Roundie 500 and related matters

6 October 2014

## University of Canterbury response to Roundie 500 complaints

On Friday 19 September, the Engineering Society (ENSOC) ran its annual RoUNDIE 500 event and this event and subsequent social media and media coverage triggered a range of responses across the UC community and beyond.

This incident has promoted significant discussion within the UC community, not only about offence, but also a broader discussion about diversity and inclusiveness on the UC campus, and appropriate student behaviour. UC is considerably heartened by this discussion.

In releasing this report, and accepting its recommendations, I wish to be clear on several points:

The UC senior leadership, staff and students want the University to be an inclusive and welcoming environment for all who might wish to come here, whoever they are, wherever they come from, and however they identify themselves. I, along with the senior management of the University, own that and will drive that forward. Our staff and students own that too, and we are immensely encouraged to see that so many already support us in that regard.

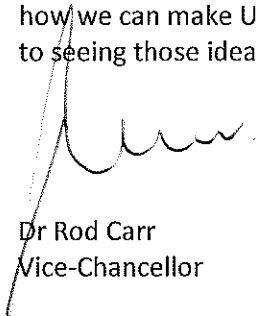
This issue is about people, and about respect for others, and the right to voice an opinion, whatever it might be, with respect for the views of others. UC is a place where a range of views are expressed, and should be able to be expressed in a way that everyone feels able to do so freely.

UC does not tolerate and will not welcome students who bully, harass, intimidate or otherwise cause others to feel excluded by such behaviour. Our established policies and disciplinary practices demonstrate that we take these issues seriously, and we will be making those clearer still so there is no element of doubt.

I want to also be very clear that I very much welcome the ongoing discussion this situation has brought to the fore. Some of the issues that have been highlighted are very relevant to our graduate profile, the sort of University we wish to be, and the type of graduates UC delivers to the world.

I have always believed that UC is a fantastic place to work, learn, live, thrive and have fun, and I still do. We want and need that to continue. UC has massive opportunities ahead of it, not just through the earthquake related redevelopment, but because of issues such as this, and the courage of the people who raise them, who are prepared to take a stand to make a positive difference, and equally, those who have responded so positively when this issue arose. I am determined that UC will be a better place because of it, and I am grateful to those who have participated so usefully and constructively over the last two weeks.

There will be learnings and changes made in response and I am encouraged to see that already, ideas on how we can make UC an even better and more inclusive place are starting to emerge. I'm looking forward to seeing those ideas bear fruit.



Dr Rod Carr  
Vice-Chancellor

## **Introduction**

A number of actions and complaints have been generated following the most recent ENSOC event the "Roundie 500" on 19 September and the subsequent publicity. The purpose of this report is to summarise the key facts, provide some assessment and commentary on the situation and issues arising and make a number of recommendations.

## **Roundie 500 Event**

On Friday 19 September at about 10am, about 43 vehicles and 300 students assembled at the Arts carpark at the University of Canterbury (UC). This has been the marshalling area for the Engineering Society's (ENSOC) rally event for some years. The marshalling occurs on University grounds out of public view. Photos were taken of the vehicles, which were then checked by Police, UC Security and a UC proctor. The focus was on road worthiness and compliance with the law. Drivers were breathalysed and Canterbury ID cards of student participants checked. Vehicles were modified and most, but not all, of materials which officials thought might give offense were taken off or taped over. In the opinion of officials, none of the cars or remaining materials breached the law, but some could be (and were) perceived as offensive by some members of the UC and wider community.

The vehicles departed at about 12.45pm with support vehicles including unmarked police cars. The event concluded at around 7.45pm at the UCSA carpark. There were no incidents reported and good feedback was received from Police as to the organisation of the event. There was also positive feedback from some members of the public after seeing the vehicles drive by.

## **Facebook**

On Sunday 21 September about 85 photos were published of the event on the ENSOC Facebook page. These photos were of the cars prior to their being modified and before potentially offensive materials were removed. Within two hours an ENSOC member in one of the photos had requested to have the photo taken down. At that time all photos were removed as a precaution.

On Monday 22 September, consistent with regular activity to feature student activities, the UC Communications team posted a selection of photos of the Roundie 500 event assembling in the carpark. These photos were taken down in response to complaints made about the event and because someone had posted a link from them to offensive language and photographic content. The following message was posted by UC:

*UC posted the Roundie 500 album on this Facebook page to highlight what should have been a fun student event. What has become clear is that people have taken offence to some of the cars and costumes, and someone posted a link to clearly offensive content. In light of the formal complaints received by the University in relation to this event, the album has been removed.*

## **Media**

The Press and [www.stuff.co.nz](http://www.stuff.co.nz) published on Tuesday 23 September an article about the offensive themed vehicles that purportedly participated in the 2014 Roundie 500, and this was followed by inquiries from Radio NZ and Newstalk ZB.

The matter was discussed at the Senior Management Team meeting that afternoon and the following statement was released to the Senior Management Team, and to media. The matter was also raised with UC Council on Wednesday 24 September.

*"The University of Canterbury strongly disapproves of the actions of a number of individuals involved in the recent ENSOC Roundie 500 event.*

*It is very clear that these students acted inappropriately and in a sexist and racist manner and provoked complaints to the University by other students.*

*The Roundie 500 event is an ENSOC event, not endorsed by the University Students' Association or the University.*

*Some of those involved exercised very poor judgment in relation to some of the themes and costumes. The University will investigate the complaints received as a priority.*

*The University expects a high standard of conduct of all its students and holds all students to account for their behaviour.*

*It is concerned that students have made ill-informed decisions about the circulation of photographs on social media that would reflect poorly on them now and in the future.*

*The University will continue to work with UCSA to educate students as to appropriate behaviour in relation to such events."*

At the time this statement was released University management was not aware that the photos posted of the cars involved in the Roundie 500 had been taken prior to the assessment procedure and removal of some of the potentially offensive materials, including at least one vehicle that did not participate this year.

Further information and explanatory material was subsequently provided to the media.

### **Information Gathering Process**

Having been requested to investigate by the Vice-Chancellor, on Wednesday 24 September the Deputy Vice-Chancellor (Academic), Dean and Acting PVC Engineering and Communications and Stakeholder Relations Manager met with representatives from ENSOC and FEMSOC to obtain further information about the event and the complaints received and to offer support to students needing it from the Student Support team.

A further meeting occurred on Thursday 25 September of the UCSA President and CEO and the relevant UC managers (the "Working Group") to collate more information about the events and to agree next steps. The priorities decided were:

- To provide support to any students requiring it;
- To support ENSOC, FEMSOC and UCSA in managing the situation;
- To undertake further information gathering in order to understand the facts and the situation more clearly;
- To manage acknowledgement and processing of complaints received;
- To consider action to promote a diverse and inclusive University community where freedom of speech and action within the law accompany obligations including respect for others and self control.

A decision by UCSA to proceed with their pre-scheduled educational workshops for incoming clubs and societies Chairs in the weekend of 27 and 28 September was supported. Further meetings of the combined UC-UCSA working group occurred on 29 September and 2 October. On 29 September the working group met with ENSOC and FEMSOC representatives together. A special meeting of the Central Equity and Diversity Committee was also convened on 1 October to ensure that a wider range of views was taken into consideration to discuss the situation.

The purpose of these meetings was to ensure that relevant information was shared and that a diverse range of opinion was canvassed across the UC Community. In the time available it has not been possible to

meet with all complainants or groups with a legitimate interest in this specific incident or the issues it has raised. The University is willing and committed to engage with a wider variety of students and staff during the coming weeks and months.

### **Complaints Received**

About 100 complaints have been received by the University about the Roundie 500 and related actions. FEMSOC's was the second complaint to be received, at midday on Tuesday 23<sup>rd</sup> September, following the media coverage that morning. FEMSOC members also contacted sponsors of the Roundie 500 to complain about the Roundie 500.

As at 12pm Monday 29 September, the following complaints had been received:

- One from an Alumna complaining about the Roundie 500 and sexist culture at the University.
- One from a member of the public complaining about excessive speed and insecure material attaching to vehicles.
- Two members of staff have identified themselves when complaining about the Roundie 500.
- 38 complaints about ENSOC from a student club, individual students and others complaining about the Roundie 500, including many complaints citing the UC Harassment Policy "unwelcome, unsolicited behaviour that seeks to denigrate humiliate or intimidate a person or group on the basis of their race, colour, ethnic or national origins, or culture or ethno-religious background" and "unsolicited, unwanted attention of a sexual nature".
- 61 complaints (of which about 35 used form letters or phraseology) about FEMSOC from students and others regarding their failure to appreciate the satirical nature of the Roundie 500, or to follow established complaints procedures, alleging mis-use of social media and bringing the reputation of the University into disrepute by going to the media.
- One complaint about FEMSOC from about 30 women disputing the right of the club to speak for all women and portraying them as "victims", when they had given permission for photos to be used as a personal joke among friends.
- One student-student complaint which is being dealt with by a proctor.

It is important to note that a number of the complainants utilised "form" letters and phraseology, some reflected groups of varying sizes therefore it would be misleading to rely on the numbers of complaints as a guide to the intensity or volume of support or dissent.

It is alleged by UCSA and some complainants that FEMSOC or people associated with FEMSOC re-posted the photos that had been taken down by ENSOC. Independent corroboration has not been obtained to date.

At least one of the photos posted and allegedly relating to the 2014 Roundie 500 was of a vehicle ("Ilam Pound") which had not been involved in the 2014 event.

The UCSA also received a number of complaints which are being attended to by UCSA in parallel.

After the initial media coverage and formal complaint to the University some of FEMSOC's executive members received threats via social media from anonymous people. These caused considerable distress.

UC communicated its expectations to all staff and students via email on Friday 26 September, including reference to the Harassment Policy and clearly outlining the support available to all students from Student Support.

## Policy Context

UC does not have direct oversight of UCSA-affiliated Clubs. However, there are three sets of regulations or policies which have some relevance to this situation:

### 1. Discipline Regulations

*The UC Discipline Regulations state:*

- a. *"Action may be taken against any student on the grounds of breach of discipline by that student. "Breach of discipline" includes the breach of a regulation of the University or of any instruction to students issued by or under the authority of the University Council or Academic Board, and also includes any conduct which could reasonably be held prejudicial to the functioning or interests of the University or the interests of its student ...*
- b. *The Students' Association may discipline any student, club or society for conduct which is, or tends to be, subversive of discipline, or which brings, or tends to bring, discredit on the University or its students; and, in particular, for the breach of any rule of the Association or of its affiliated clubs or societies, or for failure to comply with any direction given by the Association under the authority of its constitution. The Association may, after giving the student, club or society reasonable opportunity to make representations, impose any of the following penalties; a reprimand, a fine not exceeding \$150, a requirement that restitution be made in respect of property stolen, lost, or damaged, unpaid University community service not exceeding sixteen hours in duration, and suspension (temporary or permanent) from the Association or from any of its affiliated clubs or societies."*

Disciplinary matters dealt with by student associations can be referred to the Proctor by that Association (Discipline Regulations 5(e)) and there is a grievance procedure, which is managed by UC, which can be initiated by students against other students (or indeed the University).

### 2. UC Harassment Policy

*UC also has a Harassment Policy, which states, inter alia:*

*"The University regards harassment of any kind involving staff, students or visitors, whether on or off campus, as unacceptable.*

*The University reserves the right to take such actions as are necessary to prevent the occurrence or recurrence of harassment situations.*

***Harassment** - can be defined as unwelcome, unsolicited and unreciprocated behaviour by a person or group that may reasonably offend, humiliate or intimidate another, and interferes with a person's right to work or study in a non-threatening environment. Harassment includes, but is not limited to, the abuse of or the improper assumption of power and is aggravated by the abuse of authority by one person over another.*

*Harassment can be based on the personal characteristics or physical appearance of a person or group (age, disability, ethnic or national origins, race or colour, sex) or on their beliefs, opinions or affiliations.*

*Harassment can take different forms, including oral, written, physical or other non-verbal forms. The behaviours can be obvious or subtle, direct or indirect. Such behaviours are considered harassment when they are repeated or of such a significant nature that they have a detrimental effect on the recipient's ability to engage in normal activities on campus."*

Complaints relating to harassment and other student conduct can also be subject to a disciplinary process.

### 3. UC Facebook Policy

*The UC Facebook guidelines, reproduced at Appendix One, state:*

*“We ask our contributors to be respectful of other Fans and of the University of Canterbury when posting content onto this Page. In particular we ask that you do not post unauthorised commercial solicitations (SPAM), objectionable or inflammatory content; act in an unlawful, misleading, malicious or discriminatory manner and do not bully, intimidate or harass any other participants.*

*UC reserves the right to remove content provided by any Fan that is deemed inappropriate in the context of this Page, violates the Facebook Statement of Rights and Responsibilities, cannot be translated into English (by Google translate), provides incorrect information likely to confuse and mislead the intended audience, or violates any formal UC Policy.”*

### Findings from a Preliminary Complaints Assessment

On the basis of the information gathered to date, the complaints received and discussions held with ENSOC FEMSOC, UCSA, the UC Management Working Group, the Central Equity and Diversity Committee, the Vice-Chancellor and the Chancellor, the findings are:

- a. *A small number of the vehicles that arrived at the pre-screening were perceived as offensive and were accordingly modified under the guidance of UC staff, prior to the Roundie 500 starting.*
- b. *It is not recommended that UC undertakes specific disciplinary action against any individual student for the subsequent complaints relating to these events. This is in part because the photographs distributed did not represent the actual vehicles participating in the Roundie 500, or it is difficult to identify some of the students involved in comments against other students, and because some of the offence caused was created by re-distribution of photos on social media without authorisation.*

However, a number of learning points have been identified for the Clubs involved, UCSA and UC, relating to the following issues:

#### 1. **Racist and sexist attitudes and behaviour**

It is clear that the UC community is united in that we will not tolerate sexual, racial or religious denigration.

In addition, there is a concern expressed by a number of complainants that the unmodified vehicles represented attitudes and potentially an underlying culture in parts of the student body that are antithetical to diversity and the sense of belonging that UC wishes to create on campus for all students.

Against this background and understanding that broader issues have been identified than those relating to the Roundie 500, there is scope for UC to adopt a more proactive educational approach to these issues. In particular, UC should develop, in consultation with students and staff, a new approach to student rights and responsibilities which is easily understood and accessible and which

supports the creation of a community where all students feel that they can belong. In addition, it will be important to communicate more clearly how students can raise concerns about the University and/or UCSA and clubs and societies.

The already scheduled Diversity Week (March 2015) will provide an excellent opportunity to progress this initiative and to provide more widespread education on diversity issues. The Executives of ENSOC and FEMSOC will be invited to take a role alongside UCSA representatives and the UC Central Equity and Diversity Committee in planning for the event.

The College of Engineering will also work closely with ENSOC to ensure that professional judgement continues to be developed in all UC Engineering students and others involved in ENSOC activities. ENSOC will need to work closely with its sponsors and provide evidence that the images projected do not reflect the core values of the society or its students.

UC Campus Services will review its event management procedures to ensure that all aspects of event preparation are fully incorporated.

The UCSA has already begun to review its conditions for affiliation and re-affiliation of clubs and societies and will seek to include equity and diversity and provisions for conflict resolution as part of its considerations.

## **2. Use of Social Media and Media Engagement and freedom of communication**

As with many communities, this event also reveals that there are differences of opinion as to what is offensive and constitutes harassment compared with satirical treatment of themes in a "fun" event.

A small number of the vehicles that arrived at the pre-screening were perceived as offensive and were accordingly modified under the guidance of UC staff, prior to the Roundie 500 starting. Re-sharing photos of cars which were not subsequently allowed was also the source of complaint.

Debate about freedom to communicate satire on a university campus aside, there are lessons everybody involved can learn about the use of social media, notably Facebook and Twitter. It is fair to say that many of those involved were surprised and somewhat disconcerted by the speed with which photos of the vehicles prior to and after screening were circulated, posted, and re-posted and commentary was tweeted and re-tweeted.

The subsequent concern about sharing images highlights the need to plan for media relations carefully within UC clubs and societies to ensure that properly authorised spokespeople are designated and trained with media liaison activities; and images that represent the clubs that are shared on university or official club pages are subject to some moderation and editorial scrutiny by clubs. It is also important to note that sharing and re-sharing images without authorisation may expose students to harassment and complaints, on top of significant personal reputational damage.

UC Communications will work more closely with UCSA, clubs and societies to ensure that all students are more familiar with the use and potential abuse of social media including Privacy Act requirements and appropriate media relations strategies. The UCSA has identified the need for additional guidelines in situations of club to club conflict and in relation to social media use. These will be in place by the start of the 2015 academic year.

The UC Communications team has already provided some advice and training and will also review its own processes in relation to #UC Now and Facebook.



**3. Conflict Management in a diverse community**

The Roundie 500 and subsequent publicity has had an impact on the individuals involved and on the UC community. Emotions have run high and there are some isolated instances of bullying tactics being used against those voicing strong opinions. This is not acceptable. Complaints against individual students or staff engaged in harassment or bullying will be pursued under the UC Harassment Policy. Students are encouraged to approach Student Support or UC Security with any concerns.

A series of facilitated meetings between ENSOC and FEMSOC to work through residual issues will be important. An initial meeting took place on 29 September. A senior academic has been identified to work with each society to ensure that they are provided with appropriate support.

It is important to acknowledge that some individuals and groups have been hurt and upset by some of these events and reactions to them. UC wishes to be an inclusive and welcoming community for all students and staff. UC is a place where a range of views are expressed and should be able to be expressed, without bullying, harassment or intimidation, and where diverse and minority views are tolerated. We are also a learning community and some of these skills and experience in handling them are still maturing.

The educational initiatives identified above will provide an important context and practical impetus to creating a UC community with an even greater appreciation of equity and diversity. In addition, the Central Equity and Diversity Committee will seek additional annual representation from students to ensure that we continue to raise awareness and understanding of these matters across the student community.

## Recommendations

It is recommended that:

1. UC re-issue a clear statement of policy regarding racism and sexism in the context of creating a community that is diverse and fosters a sense of belonging for all students.
2. UC works with UCSA and clubs and societies on a media policy for managing club events to both maintain diversity and support social events that are fun, engaging and at times satirical.
3. UC develop a "Student Rights and Responsibilities" framework, in consultation with students and student groups.
4. UC, in conjunction with the Central Equity and Diversity Committee and UCSA, undertake educational initiatives, notably during Diversity Week (March 2015 and refreshers at various times through other events) and ongoing to ensure all students are aware of the impact of their actions on other members of the community.
5. The Central Equity and Diversity Committee expand student representation to reflect a greater diversity of student experiences.
6. Relevant colleges and departments (College of Engineering, Campus Services, and UC Communications) review their processes to identify further learnings and any appropriate changes.
7. UC support UCSA to review its approach to affiliation, induction and education of incoming student clubs and societies leaders.
8. ENSOC and FEMSOC undertake the actions they have agreed to, within agreed timeframes.
9. UC facilitate meetings between ENSOC and FEMSOC and other interested and affected student groups to resolve any outstanding issues and agree a way forward.
10. Complaints received about this incident are responded to promptly, citing the recommendations above.

Lynn McClelland  
Director Student Services & Communications  
6 October 2014

## List of UC Students and Staff engaged with, or who had an opportunity to review aspects or all of this report

<b>UCSA</b>	<b>President</b> <b>Vice-President</b> <b>CEO</b> <b>Media and Events Manager</b>
<b>Societies</b>	<b>ENSOC</b> <b>FEMSOC</b>
<b>UC Staff</b>	<b>Associate Registrar</b> <b>Central Equity and Diversity Committee</b> <b>Communications and Stakeholder Relations Manager</b> <b>Dean of Engineering</b> <b>Director, Student Services and Communications</b> <b>Grievance and Academic Processes Coordinator</b> <b>Manager, Campus Services</b> <b>Senior Lecturer, School of Language, Social and Political Sciences,</b> <b>Student Success Manager</b> <b>Proctors (x2)</b> <b>Vice-Chancellor</b>
<b>UC Council</b>	<b>Chancellor</b>

# University of Canterbury Official Facebook Page Contributor Guidelines

3 November 2011 at 09:25

**Welcome to The University of Canterbury Facebook Page.**

The University of Canterbury welcomes contributions to this official Facebook Page. Fan contributions to this Page are the opinion of the specific author and do not represent the University of Canterbury. The University of Canterbury abides by Facebook's Statement of Rights and Responsibilities and asks that Fans of this Facebook Page do the same.

We ask our contributors to be respectful of other Fans and of the University of Canterbury when posting content onto this Page. In particular we ask that you do not post unauthorised commercial solicitations (SPAM), objectionable or inflammatory content; act in an unlawful, misleading, malicious or discriminatory manner and do not bully, intimidate or harass any other participants.

UC reserves the right to remove content provided by any Fan that is deemed inappropriate in the context of this Page, violates the Facebook Statement of Rights and Responsibilities, cannot be translated into English (by Google translate), provides incorrect information likely to confuse and mislead the intended audience, or violates any formal UC Policy.

If you have concerns about the behaviour of another user of this Page please report your concern to [communications@canterbury.ac.nz](mailto:communications@canterbury.ac.nz) providing your name and contact telephone number. Any such report will be treated with respect and anonymity. The University of Canterbury thanks you in advance for taking part in our online community and for considering these guidelines when contributing to our Page.

## **PUBLIC TERMS OF USE:**

*While this is an open forum, it is also a family friendly one, so please keep your wall posts and comments clean. In addition to keeping it family friendly, we ask that you comply with the following guidelines.*

### **Keep It Clean**

We ask that everyone refrain from name-calling, use of profanity or obscenities in their comments. There is no need for it.

### **Be Respectful**

Everyone deserves to be treated with respect. We will not tolerate harassment or any form of threats to our Facebook 'members'. We all have different opinions for sure but we request that you find ways to respectfully disagree. If your behaviour is deemed scary or offensive to others, we will delete your posts and write you a warning as first offence. If a member carries on with the same behaviour, we reserve the right to ban or block you from our Facebook Page.

### **Help Us Build a Self-monitoring Community**

All of the University's Facebook Page members and visitors are given a reasonable freedom of speech. If you encounter any post or comment that breaches our community guidelines and terms of use, please report to [websupport@canterbury.ac.nz](mailto:websupport@canterbury.ac.nz)

### **Proof your posts or comments before hitting the 'ENTER' or 'POST' button**

It is important to recognise that when you write something and click on that 'ENTER' or 'POST' button, other people will read them.

It is also important to recognise that for most of our 'likers' (especially those who are new to the Page or who only participate occasionally or who prefer to read rather than respond), it takes a lot for them to actually come out of their shell and respond to a status update or to another person's comment.

Take some time and consider your words carefully and respond respectfully. By doing so, we won't scare other people away. When you write your comments in a thoughtful and respectful manner, it helps you to convey your point across better where people will actually consider them.

If you have any questions, please do not hesitate to contact us on [websupport@canterbury.ac.nz](mailto:websupport@canterbury.ac.nz)

**We reserve the right to ban members who violate these guidelines.**

Thank you for your cooperation.

**All Staff and All Student Email**  
**Friday 26 September**

Members of the UC community will be aware of the reaction from a range of students, staff and others, including media, to elements of the ENSOC Roundie 500 earlier this week. This is to update you on what the University is doing and likely next steps.

On Tuesday we released a media statement as follows:

*"The University of Canterbury strongly disapproves of the actions of a number of individuals involved in the recent ENSOC Roundie 500 event.*

*It is very clear that these students acted inappropriately and in a sexist and racist manner and provoked complaints to the University by other students.*

*The Roundie 500 event is an ENSOC event, not endorsed by the University Students' Association or the University.*

*Some of those involved exercised very poor judgment in relation to some of the themes and costumes. The University will investigate the complaints received as a priority.*

*The University expects a high standard of conduct of all its students and holds all students to account for their behaviour.*

*It is concerned that students have made ill-informed decisions about the circulation of photographs on social media that would reflect poorly on them now and in the future.*

*The University will continue to work with UCSA to educate students as to appropriate behaviour in relation to such events."*

Senior members of UC management have subsequently met with the UCSA, the leaders of ENSOC and FemSoc and the matter has been discussed at the UC Council meeting this week.

UC has now received about 10 complaints against ENSOC and about 50 against FemSoc, mostly from students. We are working through the complaints process and hope to be in a position to conclude this process shortly. It would be our intention to provide an overall response to our community addressing the main issues in response to complaints received.

From the complaints we have received, it is clear that the UC community is united in that they will not tolerate sexual, racial or religious denigration. There are also lessons everybody can learn about the use of social media. From our initial review, it is clear that errors of judgement have been made, however the University is a place where teaching and learning take place and this incident has created some opportunities for us all in that regard.

The University is concerned about the welfare of all students and recognises that emotions are running high on this issue. Please remember that in this type of situation it may be very easy to make statements to or about other students that could be construed as harassment or bullying and potentially subject to disciplinary action. The University's position is clearly stated in the Harassment Policy (this can be found online in the [UC Policy Library](#)). Any student who wishes to, may access support from the Student Support team on Level 2, Puaka-James Hight or via this link <http://www.canterbury.ac.nz/support/advice.shtml>.

We will provide a further update on progress early next week.