



INACH ANNUAL REPORT 2019

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Bringing the Online in line with
Human Rights

INACH

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I. Introduction

This year INACH decided to take a different approach when it comes to our Annual Report. Up until now we used this outlet to present our findings on the state of cyber hate mostly within the European Union and somewhat around the globe. The people who follow our work found that fairly useful, but the feedback we received also contained criticism. This criticism was mainly aimed at the aforementioned data-based approach to our Annual Reports. Some told us that they would be much more interested in what INACH did in the respective year, what we achieved and what our plans for the future are.

For 2019 and henceforth, INACH's Annual Reports will be more about the work we carried out in any given year, our achievements as a network and our plans for the future. This does mean that we will provide less empirical data on online hate speech. If people are interested in data our members collected during 2019, they can look at those data by reading our other reports (the reports we published or provided data for will, be discussed in this Report). In this year's Annual Report we will discuss the events we organised or participated in, the counter-speech guide lines we developed, the trainings we organised and gave based on these guide lines, the monitoring exercises we organised and participated in, our other publications for this year, our campaigns that we ran on social media, the project ideas we had and tried to find funding for and the achievements of our individual members. We hope that this way, people interested in our work can gain a proper overview of, and a deeper, more substantial insight into the workings of INACH Secretariat and the network as a whole, and thus it will bring the network closer to the public, so we can bring the online in line with human rights together.

II. Events

A. Annual Conference

In 2019, INACH organised its usual Annual Conference in cooperation with our Czech member, Romea. The conference took place on the 30th of October in Prague and it examined antigypsyism, a toxic and prevalent hate type that plagues the whole of Europe and in particular Eastern European countries.

The conference was led up by Ronald Eissens and Suzette Bronkhorst, remembering Valery Novoselsky, a Romani activist, who dedicated his life to ending discrimination against the Roma, and who sadly and unexpectedly passed away in 2016. Following the remembrance, the conference was opened by Philippe Schmidt, Chair of INACH, and by Zdeněk Ryšavý, Director of Romea.

These speeches were followed by the keynote speaker, Jarmen Gabriela Hrabáňová, director of the European Roma Grassroots Organisations network (ERGO), who gave a captivating speech about the situation of Romani people in Europe and the whopping levels of discrimination they face within the EU. Several other speakers followed, and the first half of the afternoon was spent by the attendees divided in workshops to discuss issues such as: The European Commission, antigypsyism and hate speech: policy impacts, and connections between offline and online antigypsyist violence.

The conference had more speakers afterwards and the outcomes of the workshops were also presented to the full audience. If one is interested in a more in-depth summary of INACH's Annual Conference on antigypsyism and online hate speech, the full report can be found [here](#).

B. Members Assembly

The Members Assembly also gathered in Prague, a day before the annual conference, on the 29th of October. This annual assembly serves two pivotal purposes: one, it provides a regular occasion where members of the network can meet in person, exchange knowledge, best practices, knowhow and network among themselves, and two, it is a platform where the Secretariat can report on the work that has been done during the given year and where the leadership of the network and its members can discuss the future of INACH and the direction the network should take in the coming years.

The members also discussed the criticisms they had towards the methodology of the official MEs organised by the European Commission. The findings of the independent monitoring exercise that INACH jointly organised and ran with the sCAN project (a project almost solely carried out by INACH members) are summarised in our [Monitoring Report](#) and in the [Addendum](#) to that report that describes the findings of the INACH members that participated in the ME, but that are not part of the sCAN project. The criticisms that our members had about the methodology of the official MEs are described in-depth in our [Policy Paper](#) that was published earlier this year.

C. Strategy Retreat

From May 18 to 24, 2019, INACH organised a strategy retreat in a house near the Périgord village of Villefranche-du-Périgord in the South-West of France with a group of 10 people representing several INACH members, board and secretariat. Its aim was to discuss the current state of things and more so how INACH is preparing for the future as well as coming up with a strategy to help INACH achieve its main goals. That week was intended to be strongly focused and intense but at the same time was to be relaxed, friendly and social. The results were very positive, and all participants were very pleased with the experience and outcomes. It was productive on many different fronts, bringing colleagues closer together, getting to know each other better, as well as coming up with valuable results that will be essential in building a stronger INACH, making sure that the growth of the network remains sustainable and successful. The future of INACH was therefore met with much hope and great enthusiasm.

III. Outreach and Policy Recommendations

A. Conference: Glocal Islamism

Upon invitation of the [German Federal Agency for Civic Education](#), bpb, INACH actively participated in bpb's 2019 [Glocal Islamism conference](#) from 15th to 17th of October in Potsdam,

Germany. The Secretariat was represented by Charlotte Devinat and Claudia Schaefer. The conference had a look at the historical origins of current conflicts, its roots, and the aims of active Islamist groups. It also analysed current trends enabling participants to assess the implications of Islamist movements for the global community. More so, the conference put the accent on prevention, as many experts gave valuable information and sources for developing new solutions to current problems.

INACH set up and ran its own information booth, where we not only handed out print brochures and reports, but also inaugurated our new INACH USB stick as a marketing tool, which contained information on the network plus special reports from network members on the topic of radical Islamism. In person, we were engaged in many discussions with participants, interested in our work, and were able to identify potential new members. Furthermore, the activities of INACH and its members have been presented by Claudia Schaefer, who gave her presentation “Bringing the Online In Line with Human Rights” in the “Prevention on the Internet” panel, which took place twice so that it could be attended by many interested participants.

B. Websummit

INACH even went to the [Websummit 2019](#) in Lisbon, that took place over three full days. Every year, this Summit brings together founders and CEOs of technology companies, fast-growing start-ups, policymakers and heads of state who redefine the global tech industry and take a look at what the future does and should look like. INACH’s secretariat was able to introduce INACH and its goals to a wide range of people from different sectors of the tech and internet industries, leading up to many interesting discussions and opportunities for future cooperation and partnerships.

Furthermore, the secretariat had the privilege to listen to remarkable and inspirational speakers, talking about a multitude of topics such as, for instance, amongst many other, content moderation with David Graff from Google, data rights with Michael O’Flaherty from EU Agency for Fundamental Rights, Regan Ralph from Fund for Global Human Rights and Arthur Hu from Lenovo, and about combating inequality and political polarisation with Kumi Naidoo from Amnesty International. Overall a great experience on all fronts.

C. Internet Governance

As announced in 2018, Facebook’s initiative for establishing a multi-stakeholder governance board started to take shape in early 2019. The main task of the new body appears to be deciding on highly disputed and potentially harmful online content. In the course of the process, some INACH members were invited to participate in consultations. The initiative was followed with interest, but also scepticism. Other experiences with similar bodies set up by large internet platforms had earned themselves a record of being “fig leaves”.

In the second half of 2019, INACH Secretariat was invited to participate in consultations with the [Council of Europe’s](#) (CoE) Democracy Department on the state of internet governance. The background was a study commissioned by the CoE that looks into how the process of assessment

and possible take down of online hate speech is operationalised in different countries in Europe and to survey and assess initiatives and actions on online hate speech of various players (CSOs, trusted flaggers, prosecutors, police, state institutions etc.), to find out what approaches and innovations are around and especially how their collaboration with social media companies looks like and works.

INACH has contributed to this in a manifold of ways:

- By collecting input from INACH members and assessing own experiences from the past, especially on monitoring and removal practices
- By providing already existing reports and written recommendations on the topic

In a special discussion that was organized during the Members' Assembly, views and opinions of the members were discussed and collected about experiences as monitoring bodies and trusted flaggers, on the (newly established) governance boards and on possible roles in internet governance.

Furthermore, two questionnaires for the study were distributed throughout the network to help gathering more detailed and specific input.

One consultation with the researcher took place via conference call. The second session at the [Internet Governance Forum](#) in November in Berlin could be attended in person. The report is scheduled for finalization around the end of 2019 and may be adopted by the [European Commission against Racism and Intolerance](#) (ECRI) in January 2020. Results of the study may also feed into recommendations for the [European Commission](#)'s new digital act, which will set new standards that shall enter European legislation.

IV. Social Media Campaigns

A. #Wedeservebetter

INACH worked on a social media Europe-wide NGO-led campaign during, which ran from the beginning of May until the European Parliamentary election's days (between 24th and 26th of May). The objective of the campaign was to enhance digital empathy, tolerance and respect in debates and public discourse. The campaign aimed at raising awareness about the normalization of hate speech in public and political discourse, which is preventing critical debates and block us from engaging with people many see as 'others'. This campaign aimed to show that European citizens deserve better quality debates, better arguments without spreading hate and/or relying on false news, misinformation or conspiracy theories. In other words: INACH inspired more awareness and positive speech as regardless of our different political colours, we know we deserve better than this.

The response was great, many members and other organizations shared the tweets and participated in this campaign, and two of our members were very active in this as well as INACH, namely CST and CEJI. We also made three different rounds with different set of images. Regarding numbers, all rounds together, for Facebook the total number of reach was 927,772,

total number of impressions was 2,052,474 and new likes: 3,597. For Twitter, the total number of reach was 510,519, total number of impressions was 1,199,662 and new followers was 4,516.

B. Welcome to INACH

Another big campaign that we did this year was the “Welcome to INACH” video. In line with the outcomes of the strategy retreat, working on our openness, and tightening our bonds within the network, we decided to make a video where all our members would participate. The main goal was to showcase our greatest strength: our network. Every member sent the secretariat a clip of them saying hello in their language of choice, and saying “we are INACH”, as well, in their language of choice. This finally put faces on the network, making it more human, fun and approachable.

The results and the response were wonderful. Not only from the members themselves who were all very enthusiastic about the video, but as well for our audience on social media namely the increase of followers on Facebook and Twitter. On Facebook, the reach of our post was 450,048 and for engagement it was 972. We have also gained 55 new followers and growing. As for Twitter, the reach was 2.4K video views, and the engagement 5,445. We also gained 1.305 new followers.

V. Trainings

A. Youth training

In 2018, within the confines of the Framework Partnership Agreement signed with the European Commission, INACH started developing its very first counter-speech training. One of these trainings is geared more towards the legal side of the fight against online hate speech and its targeted at law enforcement officials. The other one was developed to educate young people (preferably between 18 and 25 of age) on multiple issues related to media consumption and hate speech and introduce them to multiple methods that can act as pivotal tools in countering hate speech online.

In 2019, INACH held its very first counter-speech training to young people in 2019. The event was organised in the offices of INACH in Amsterdam and it took place on the 18th of November. Almost a dozen young people participated in the all-day-long event. The participants were almost all youth workers from Rotterdam, working for Stichting JOZ, a foundation that aims to better the lives of at-risk youth in Rotterdam. The participants were from the online section of the foundation, meaning their job was to monitor the online behaviour of at-risk youth and try to change said behaviour if it put those youngsters at even more risk. Thus, these participants were a prime target for our counter-speech module.

The training lasted for eight hours, during which we introduced the participants to INACH and then immersed them in media literacy. Later we discussed with them what hate speech was, what the difference between illegal hate speech and free speech was and why it was paramount to fight

hate speech at every chance we got. Finally, we introduced them to a plethora of methods that they could use in their work or private life to counter hate speech online.

The training also included two interactive activities, one of them aimed at showing the participants how easy it can be to slip into hate speech and how seductive trolling can be. The second one was aimed at letting the trainees use what they had learnt during the day by giving them hate speech examples and letting them counter it with the help of the methods we had just introduced them to.

The training was very successful, the participants feedback shows that they enjoyed the training and the activities and most of their responses were positive to the content that was introduced to them and the educational methods that we used to convey this content to them.

B. Police training

INACH also had its first counter-speech module for the Dutch Police this year. The module's goal was to effectively target, counter and combat emerging trends within cyber hate and was tailored to fit the Dutch police's specific needs: what is missing for them to be able to combat the phenomenon better and how can we help them be more efficient? In other words, it focused on, firstly, allowing the Dutch police to possess a better understanding of the cyber hate phenomenon and, secondly, find counter speech solutions together. Those solutions could serve as quick and simple tools the participants could use when dealing with the issue. More so, communication and exchange were strongly encouraged to hopefully come up with additional counter speech solutions together. The end goal being that the knowledge and tools we provide can hopefully enable the police to tackle the problem at its roots, before online discussions explode on our streets.

The first training took place at the Netherlands Helsinki Committee in the Hague, for 10 participants from the Albanian Police. The presentation was part of their study visit, which is an activity of the COC/NHC/Dutch Police MATRA project: Countering discrimination and protecting LGBT rights in Albania. Amongst them were the Director of the Facility of Criminal Investigation, the Specialist of Diversity of Albanian State Police, and per municipality (of Tirana, Kukes, Vlora and Lezha) there were two relevant police representatives present. Besides, representatives from the organisations NHC, COC, Maruf Foundation - International platform for queer Muslims and LVTD were also present. That presentation went well, and participants were very curious and excited about where it would all go, and asked to be kept up to date, to possibly use something such as this in their own country.

The second training took place in the Hague at the Police's headquarters. Around 10 participants were present, most from the police academy and one from the Prosecutor's office. This round was much more official, as concerning the Dutch police directly, and was also met with a lot of enthusiasm. After the presentation, a discussion of almost two hours took place, looking at what could be realistically implemented on the police's side, and what we should strive for. The participants did note a few issues with what INACH was proposing in terms of counter speech tools, namely that they might be lacking in time and money to make this a reality. They also put the accent on first and foremost training the police on cyber hate itself more before even looking at counter speech tools, the accent being on education and awareness raising before even taking

action. Therefore, talks of campaigns or of INACH giving such a training for the police academy came to light, and have been in the works ever since. The first training for such students should take place beginning of 2020.

C. Members training

The INACH Secretariat does everything in its power to nurture as close a relationship as possible with the members of the network. INACH is nothing without all its members that work tirelessly to fight hate and discrimination on the internet. Thus, when we welcome new members, we try to introduce them to the workings of the network, our methodologies, the definitions we use during our work and the tools we can offer to ease their workload and streamline their monitoring and removal efforts when it comes to cyber hate.

Therefore, we aim to provide trainings for new INACH members, so we can enhance synergy within INACH and help newcomers to settle in with more ease. The Subjective Values Foundation is one of our newest members from Hungary. They joined INACH in 2018 and participated in our Members Meeting and Annual Conference last year. However, their colleague who participated in those events sadly left the Foundation, so they needed a reintroduction to INACH. The representatives of the Foundation participated in our Members' Assembly and Annual Conference in Prague, and in the beginning of December, Tamás Berecz, the Head of Research and Analysis for the Secretariat, held a training for four colleagues of the Foundation in Budapest.

During the training the participants were introduced to INACH's online complaints handling system and cyber hate database. Furthermore, we discussed the monitoring exercises with them and encouraged them to participate in these events from 2020. We also discussed INACH's plans for the future and the financial situation of Subjective Values as well as the project they were running at the moment.

The training was very fruitful. The participants found the topics interesting and they were very open in joining the ranks of NGOs participating in both the independent and the official monitoring exercises next year. The Secretariat hopes that they will have the capacity in 2020 to do so.

D. sCAN project

The sCAN Project is a two-year long project almost solely consisting of INACH members. Several trainings were organised by this project during 2019. These trainings aimed at teaching the participants advanced methods in monitoring hate speech, recording cyber hate and developing effective counter-narratives. Altogether three such trainings were organised, one in February in Paris, one in June in Palermo and one in Vienna in October. Tamás Berecz participated in all three events on behalf of the Secretariat as a trainer. The goal of his presentation was to highlight the importance and usefulness of INACH's online system to handle complaints about instances of cyber hate and to teach the participants how to use the basic functions of the system. Each training had around 20 participants and the reaction to INACH's approach and tool were overwhelmingly positive.

VI. Monitoring Exercise

During the summer of 2019, between the 6th of May and the 21st of June, INACH, together with the sCAN Project organised and coordinated a Monitoring Exercise (ME) to check the adherence of social media companies to the EU [Code of Conduct](#) on countering illegal hate speech online that they had signed with the European Commission. This ME was the first of its kind for the network, because it was independent from the EC and it was not announced to the companies beforehand. With this independent ME, INACH and its members hoped to highlight issues with the methodology of the EC-run exercises and see whether there would be discrepancies between our findings of this unannounced ME and the findings of the official MEs that INACH had been participating in since late 2016.

Indeed, this ME unearthed some differences and also some serious issues when it comes to the removal of illegal hate speech from platforms such as Facebook, Twitter, YouTube or Instagram. These findings can be read in our [Monitoring Report](#) that was jointly written by the Secretariat and the sCAN Project. Furthermore, an [Addendum](#) was written to this report that includes findings from INACH members who participated in the ME but that are not sCAN project partners. This Addendum highlights major issues with hate speech removal, especially in Poland and Greece. INACH has also provided coordination efforts and help to all of its members that were participating in the fifth official ME organised by the EC. Also, based on our experiences during our own ME, we decided to run another independent unannounced ME in the early spring of 2020. As INACH is deeply committed to the fight against cyber hate, our cooperation with the Commission and to keeping social media in check, the network will also keep participating in future official MEs as requested by the EC.

However, as a side note, it is important to add that INACH continuously works together with social media companies as well, and our relationship goes further than only the monitoring exercise. We attend meetings and have with them, and also attend their trainings, and are part of the twitter global safety and security council. This as part of our corporate outreach as cooperation with those companies is essential to make a change, so this is crucial.

VII. Publications

INACH Secretariat had four main publications this year:

1. Our [Monitoring Report](#) that summarises our findings during the independent ME we ran during the summer.
2. [The Addendum](#) written to this Monitoring Report, published in December.
3. Our [Policy Paper](#) that took a look at the developments in policies related to illegal hate speech since 2017, and summarised our policy recommendations on tackling cyber hate.
4. Our Annual Report

Furthermore, INACH published a [digital booklet](#) that introduces the public to the Network's definition of hate speech and helping them to identify cyber hate themselves. Lastly, a [press release](#) on the silent Monitoring Exercise has been issued.

VIII. New projects and proposals

A. AIDA

In following up on the topic of [INACH's annual conference 2018](#) on the correlation of hate speech, recruitment and terrorism, the development of a project proposal has been coordinated by INACH in answering to the call for proposals for the EC's Civil Society Empowerment Programme in DG Home and Migration. In collaboration with seven partner organization, the project AIDA (Alternative and Innovative Deradicalization Actions) was designed to start INACH's active engagement in the fight against online radicalization. Based on transnational and comparable research of online radicalization phenomena, a solid campaign strategy and concept was to be developed and implemented on social media, capable of disrupting undisputed propaganda and glorifying narratives of extremist content online. Although the proposal reached enough points to pass the threshold, it has not been awarded a grant.

B. Re-ACT

A second transnational project, called Remember and ACT! has been developed and submitted by INACH's new Projects Department in collaboration with two Network members and a research company and was granted funding under the EC's Justice programme, responding to the call's focus on antisemitism and racism in general.

As analysis of hate data collected by INACH members in Europe has shown, there are strong and documented links between current online hate phenomena and hate-slurs, prejudices and practices that have been propagated in the Third Reich. To transform these worrisome findings into effective warnings, especially since remembrance and knowledge on the Holocaust and its horrors are fading, the project Remember and ACT! will put a special focus on researching how "old" concepts of antisemitism and antigypsyism are being re-enacted by concerted hate campaigns and where they originated from.

Starting from there, the project partners of Re-ACT will develop, collect and provide educational materials and tools for the prevention of racism, xenophobia, homophobia and other forms of intolerance. These self-generated sets of information and collection of educational materials will lay the foundation for the envisaged establishment of an online prevention hub. With the help of the members of the International Network Against Cyber Hate, and building upon its expertise and jointly used methodologies in the collection and analysis of hate phenomena, the consortium will produce up to date findings on antigypsyism and antisemitism online. Those findings will be transformed into information kits and materials to facilitate an understanding of how such concepts are still being (and have been) used to incite hatred against Jews, Roma and other marginalized groups. The project will start in February 2020.

IX. Members updates

INACH is a global network of NGOs whose aim is to combat discrimination online and counter cyber hate with all possible methods. Right now, we have 27 members from 22 countries, and growing. Most of our members are based within the EU, but we have members in Argentina, in Russia, in Israel and in the US too. These 27 members are working tirelessly in concert to bring the online in line with human rights. Thus, there are several activities and actions that are carried out by us as a network, coordinated by our Secretariat. There are also several projects that are run by consortia made up solely or almost completely of INACH members. And then there are projects that our members run independently of INACH.

To showcase the huge variety of actions taken and projects run by us and our members, in this chapter we will take a look at the main achievements of some of them in the year 2019.

A. Anti-Defamation League

The [ADL](#), one of our two members on the other side of the pond, produced two substantial reports based on surveys they carried out. One of them focused specifically on hate and harassment on online gaming platforms and the other one focused on online hate and harassment in general. What they found was extremely interesting. In their summary of their report on hate in online gaming they state that:

“The survey found that 88 percent of adults who play online multiplayer games in the US reported positive social experiences while playing games online. The most common experiences were making friends (51%) and helping other players (50%). The games in which players most reported positive social experiences were World of Warcraft (59%), Minecraft (55%), NBA 2k (51%), Overwatch (49%), Counter-Strike: Global Offensive (48%), and Fortnite (47%).

In spite of these findings, the survey also found that harassment is quite frequent. This should give the industry pause. Seventy-four percent of adults who play online multiplayer games in the US experience some form of harassment while playing games online. Sixty-five percent of players experience some form of severe harassment, including physical threats, stalking, and sustained harassment. Alarming, nearly a third of online multiplayer gamers (29%) have been doxed. The games in which the greatest proportion of players experience harassment are Defense of the Ancients 2 (DOTA 2) (79% of players of the game), Counter-Strike: Global Offensive (75%), Overwatch (75%), PlayerUnknown Battlegrounds (75%) and League of Legends (75%).

Fifty-three percent of online multiplayer gamers who experience harassment believe they were targeted because of their race/ethnicity, religion, ability, gender or sexual orientation. Thirty-eight percent of women and 35 percent of LGBTQ+ players reported harassment on the basis of their gender and sexual orientation, respectively. Approximately a quarter to a third of players who are black or African American (31%), Hispanic/Latinx (24%) and Asian-American (23%) experienced harassment because of their race or ethnicity in an online multiplayer game. Online multiplayer

gamers were also targeted because of their religion: 19 percent of Jews and Muslims also reported being harassed.”¹

In their other survey they found that:

“Approximately one-third of online harassment appears to be a result of the target’s protected characteristic, such as race or ethnicity, religion, gender identity, sexual orientation or disability. LGBTQ+ individuals, Muslims, Hispanics and African-Americans face especially high rates of identity-based discrimination.

Online harassment impacts the target in a variety of ways. The most common response is to stop, reduce or change online behavior, which 38% of those who have been harassed have done.

This can include steps like posting less often, avoiding certain sites, changing privacy setting, deleting apps, or increasing filtering of content or users. Many go further, with 18% of harassment targets contacting the technology platform to ask for help or report harassing content.

Fifteen percent take steps to reduce risks to their physical safety, such as moving locations, changing their commute, taking a self-defense class, avoiding being alone, or avoiding certain locations.

Finally, 6% have contacted the police to ask for help or report the online hate or harassment.

People are concerned about the impact that online hate has on society.”²

These findings show how cyber hate is having a substantial chilling effect on the online behaviour of members of minority communities, essentially damaging their ability to exercise their right to free speech. A major problem that must not be ignored and needs to be addressed.

B. Community Security Trust

Regarding our member from the UK, [CST](#), their main achievements in countering cyber hate against the Jewish community are the following: They published a [joint CST / Facebook guide](#) to antisemitism on the platform, which includes ways to combat antisemitism, how to report it and how to report to CST. This has been successfully received so far by members of the public, including parents, who find it useful in terms of practical steps to report antisemitism on social media.

They also launched a campaign [#AUnitedKingdom](#), which reached over 1 million people in the United Kingdom. This is part of a wider effort by CATCH, the Community Alliance to Combat Hate. CST released a [report](#) too, authored by Seth Stephens-Davidowitz, that delves into antisemitism in Google searches.

Finally, our UK members released a [report](#), titled Engines of Hate, which looked into the Twitter networks and echo chambers which were behind the Labour Party’s antisemitism.

¹ <https://www.adl.org/free-to-play>

² <https://www.adl.org/onlineharassment>

C. Gegen Vergessen – Für Demokratie e.V

This year, our German member [GVFD](#) was busy with a new project, “BeInterNett”. Its aim being to strengthen young adults between the ages of 18 and 30 in their commitment against hate speech. GVFD started the project as a participatory process with about 50 young adults from all over Germany. Together, they built a cross-cultural team with a variety of skills and expertise. The cooperation partners being RAMSA (council of Muslim students and academics) and jugendschutz.net. The main goals of the project are to establish counter-narratives against islamophobia as well as religious extremist hate and propaganda by groups such as ISIS. The project is funded by the Federal Agency for Civic Education (Bundeszentrale für politische Bildung). Over the next few years, the project team (GVFD, RAMSA and volunteer students) will develop educational programs for young adults in non-formal education. The main goal is to sensitize them to (disturbed) dynamics of online communication and to support them in putting democratic principles into practice online. At the same time, the team can acquire more expertise in confidently standing up to hate speech through further trainings, if they wish to do so. Finally, the volunteer team may make use of safe spaces and counselling in cases of discrimination and hate speech.

Moreover, GVFD has been working on their online counselling against right-wing extremism tool. The project is funded by the federal program *Demokratie Leben!* (“Live Democracy!”) of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth. It seeks to inform and advise people who encounter right-wing extremism in their private or professional environment. Online counselling is particularly suitable for those who are looking for help but wish to remain anonymous. Offering quick and competent support since its inception 10 years ago, the service has reached people who otherwise would not have sought advice in a more conventional way, due to geographical distance, shame or fear. In 2019, the number of cases was consistently high. Particularly after the anti-Semitic attack against the synagogue in Halle, many people wrote to them looking for information and support in dealing with right-wing friends and family members.

D. Greek Helsinki Monitor

Our Greek member, [Greek Helsinki Monitor](#), mainly focused on [launching criminal cases against extremists](#) and other spreaders of cyber hate. Their biggest success is getting nine such cases to trial during 2019. These cases are the following:

- Against an extreme right newspaper for a front-page article with the title *“Transvestite Parliament – Beat all ‘sissies’ – this abortion of a law [on civil unions] was voted by 148 ‘perverts.’”*
- A former Foreign Minister who said in a television interview that *“The only good Turk is a dead Turk. I believe it because I haven’t found a good Turk. They lack elementary knowledge. The Turk does not have a sense of the law.”*
- At the time a member of the Political Committee of New Democracy who wrote in a post that *“being gay, bi, and trans is a perversion and unnatural.”*

- The leader of a marginal left party who wrote a conspiracy theory article stating inter alia that “[arriving] illegal immigrants are suspects for terrorist acts” calling for a “general rebellion.”
- An extreme right blog which published a hoax alleging that “Video shock: Pakistani fanatics declare jihad in Greece – small children are initiated in the use of weapons” – the video is from a school play in the celebration of a Pakistani national day.
- At the time, the Deputy Minister of Education who said in a speech before Parliament inter alia that “with patience and perseverance Jews secured the ownership of the Holocaust so as to claim their vindication.”
- An extreme right columnist and an extreme right blog who published in front pages an article with the title “Parliament a Jewish Synagogue!!!” when a commemorative plaque for inter-war Greek Jewish MPs victims of the Holocaust was inaugurated in Parliament.
- A notorious author and self-professed Nazi for the manifesto of a new movement he founded where he asked for “the deportation of all Muslim minority members who identify as Turks.”
- A front-page article in Golden Dawn’s youth publication with extreme anti-immigrant references and a call for violent action against them.

The GHM was also recognised for their work by the government's top lawyer. On 25 October 2019, the Greek Government Agent for the ECtHR and President of the Legal Council of State, Ioannis-Constantinos Halkias, publicly praised our member: “Greek state agencies and services involved must cooperate closer with the Council of Europe monitoring bodies or with independent bodies dealing with human rights, such as the National Commission for Human Rights or the Greek Helsinki Monitor since many times their views are closer to the case law of the ECtHR.”

E. Human Rights House Zagreb

Our Croatian member, [Human Rights House Zagreb](#), had three major activities in 2019 related to fighting online hate speech. They organised a [conference](#) on [good practices](#) in combating hate crimes and hate speech that was held on the 21st of October in Zagreb. This event was a part of their joint project: Against Hate with other Croatian NGOs and the Finnish Ministry of Justice. They also organised a [round table discussion](#) on how to regulate hate speech on social media. Just like the conference, this was also held in Zagreb on the 13th of November. Finally, they redesigned their reporting tool "[enough with the hatred](#)" (dosta je mržnje) and produced a [cartoon](#) to widespread and promote this tool.

F. jugendschutz.net

Our other German partner, [jugendschutz.net](#), have published a few different things this year; they published research papers on [Islamist propaganda on Telegram](#), [gender stereotypes in right-wing](#)

[extremist propaganda on Social Media](#) and on [antisemitism online](#) (coming from both Islamist extremists and right-wing extremists). They are currently following up on the antisemitism research and will publish an updated report. Finally, they will also publish their annual report on right-wing extremism in January, which we will share on INACH's social media accounts.

Moreover, in September, jugendschutz.net organised a symposium on Counter Speech where they invited researchers and pedagogical practitioners to network. They intend to publish a documentation of the symposium early next year.

I. LICRA

LICRA is the leading partner of the [sCAN Project](#). That project is one of the biggest undertakings and joint efforts of INACH members to research hate and produce methods countering it. Out of the 10 participant NGOs in the project, 9 are members of the network (LICRA, jugendschutz.net, CEJI, CESIE, Romea, ZARA, Human Rights House Zagreb, Spletno Oko, and the Latvian Centre for Human Rights). The project started in 2018 and it will be running until the first quarter of 2020. The Project aims at gathering expertise, tools, methodology and knowledge on cyber hate and developing transnational comprehensive practices for identifying, analysing, reporting and counteracting online hate speech. It draws on the results of successful European projects already realised, for example the “Research, Report, Remove project: Countering Cyber-Hate phenomena” and “Facing Facts”, and strives to continue, emphasize and strengthen the initiatives developed by civil society for counteracting hate speech. Another key aspect of sCAN is the strengthening of monitoring actions (e.g. the monitoring exercises) set up by the European Commission. The project partners also jointly gather knowledge and findings to better identify, explain and understand trends within cyber hate at a transnational level. Furthermore, this project aims to develop cross-European capacity by providing e-learning courses for cyber-activists, moderators and tutors through the Facing Facts Online platform.

sCAN produced an immense amount of knowledge and knowledge transfer in 2019. They wrote an [analytical paper about antigypsyism on the internet](#), [A Hate Ontology for better understanding of key definitions](#), [a Mapping Study: “Countering online hate speech with automated monitoring tools](#)”, they explored the landscape of hate speech on social media in [their Beyond the “Big Three”: Alternative platforms for online hate speech](#), and finally they produced an [Annual Report](#) and a [Monitoring Report](#) that was authored jointly with INACH Secretariat.

They also organised multiple trainings, introducing advanced monitoring and countering methods and they produced multiple programs on countering and moderating hate speech online using the online platform of CEJI's Facing Facts Online. Most of their trainings and publications are available in multiple languages besides English, mostly French and German.

G. LOVE-Storm

[LOVE-Storm](#), another member from Germany, have an [online platform](#) which trains and supports activists against hate speech. In 2019, just like in the previous years, the LOVE-Storm community

used counter-speech (civil courage) to 1.) empower the targets of hate, 2.) mobilise bystanders and 3) stop the haters.

In June 2019 the [LOVE-Storm Online Training-Room](#), was awarded the Comenius Edu Media Award (Siegel). Since its launch in September 2019, over 1000 users downloaded the LOVE-Storm app. Furthermore, this year, altogether about 700 LOVE-Stormer plus 250 multipliers (teachers & other educators) were trained. LOVE-Storm also organised about a hundred counter-speech actions, most notably during the national action days for a net without hate against politicians, following the murder of Walter Lübcke (a local politician in Hesse, who was assassinated by a neo-Nazi extremist in 2019), and for a net without antisemitism after the terrorist attack in Halle³ (www.Netzohneass.de).

H. Romea

As part of its ongoing effort to contribute to resisting hate speech and hate crime, [ROMEA](#) has developed an [online video campaign and related website, "Hate Killer 3000"](#). Its audiovisual branch, [ROMEA TV](#), is the first online Romani television channel in the Czech Republic. The media section has produced a feature-length documentary film, "LETY", about the struggle to remove an industrial pig farm from the site of a former WWII-era concentration camp where Romani people were imprisoned before being forcibly deported to the death camp at Auschwitz. In addition, ROMEA is completing a virtual reality program in collaboration with the Czech Institute of Information Science, Robotics and Cybernetics at the Czech Institute of Technology in Prague, based on historical research into what was then called the "Gypsy Camp", which was in operation during 1942 and 1943, also drawing from eyewitness testimonies about the camp from those years. Another ROMEA media project is *Romano vodi* (Romani Soul) magazine, which has been published since 2003. An extensive oral history project called Memory of the Roma (Paměť Romů [-www.pametromu.cz](http://www.pametromu.cz)) also involves both educational and media activities, as does ROMEA's project focusing on increasing the number of Romani people working as journalists. There is unprecedented interest in ROMEA's scholarship program for Romani secondary school and college students (www.romskastipendia.cz) and among members of the Romani community donating to that effort.

J. Spletno oko

Our member from Slovenia, [Spletno oko](#), have organized a hate speech conference on June 18, 2019, called "Hate Speech - Local Responses to a Global Threat", which took place at the Faculty of Social Sciences in Ljubljana, Slovenia. The lecturers described procedures and existing dilemmas in moderating and prosecuting hate speech online. During that conference, Samo Novak, an adviser at the Advocate of the Principle of Equality, an independent state body, pointed out that a number of international agreements bound Slovenia to adopt legislation which would ban hate speech and efficiently sanction it. More so, according to Spletno oko, in general, social

³ https://en.wikipedia.org/wiki/2019_Halle_synagogue_shooting

networks have gotten better at responding to hate speech complaints, but, there is, however, still a lot of room for improvement in handling those cases.

In September 2019, Spletno oko published its annual report, presenting statistics for child sexual abuse material and online hate speech content in 2018 as well as the long-term trends. In 2018, internet users reported 591 cases of allegedly illegal hate speech, slightly more than in 2017. The hotline recognised potentially illegal content in 35 of these cases and sent them to police for further investigation. A majority of cases (28%) included hate speech on a national or ethnic basis, but when summing up cases of hate speech against refugees (14%) and against followers of Islamic religion (23%), which are highly intertwined, this actually represented the highest proportion of allegedly illegal cases.

K. ZARA

On the 16th of January, [ZARA](#) launched an innovative Twitter campaign against online hate. As part of their project - #calmdowninternet - which was co-authored by Tunnel23, they used artificial intelligence to respond to hateful tweets in real-time. Their tweets included a written message attached to one of six specially produced ASMR (Autonomous Sensory Meridian Response) videos. ASMR videos have become viral on YouTube and are believed to have a calming effect. The videos intended to symbolize to haters that before posting hateful content, they should take a deep breath and instead reconsider their actions. In June, the German Prize for Business Communication (DPWK) awarded their project with the special prize "Artificial Intelligence in Communication".

On the 21st of March, they presented their Racism Report 2018. In 2018, victims and witnesses reported 1920 racist incidents to ZARA. Three out of five racist incidents reported took place on the internet. The high number of reports is partly because ZARA has become more visible in recent years, but also because more and more people in Austria are taking greater responsibility when it comes to racism. Indeed, eight out of ten racist incidents, reported to ZARA in 2018, were reported by witnesses.

On the 19th of September, they presented their 2-Year #AgainstOnlineHate report. The report analysed all of the 3,193 incidents of online hate reported to their counselling unit since its inception in September 2017. The data indicated that in the second year, there was a 30 per cent increase in the number of reported cases of online hate. It also showed that from all the cases reported to their counselling unit, racism was the most common source of hate. The report also included three videos, which showed individuals affected by online hate, the work of their counsellors as well as testimonies from individuals in the public eye.

Lastly, on the 26th of October, they celebrated the 20th anniversary of ZARA together with 850 guests. It was a large celebration where they were able to say "thank you" to the many supporters, friends and civil activist helping them in their work. The celebration was made even more special with the support of spoken word artists, musicians and comedians who performed live on stage. Through ticket, beverage and food sales, as well as donations, they were able to raise funds for their free counselling unit for victims and witnesses of racism.

X. Conclusion

INACH is closing a hard but fruitful year. INACH managed to become an even more robust network. We enhanced cooperation with our members, who carried out or launched multiple, major projects, we defined short-, and long-term strategic goals for the network together with our membership, we built a new Projects Department to enhance synergy even further and with the help of this new department we managed to write two project proposals, out of which one is becoming a project that will run for two years from next February.

Our focus on promoting our online complaints handling system and database has also started to pay off. More and more of our members are starting to use it to record their monitoring activities, furthermore, our promotion of this tool at the trainings organised by our members within the sCAN Project, introduced the system to outside activists and opened up avenues for cooperation with parties outside of the network.

The changes in strategy agreed upon in 2019 by the membership to try and slowly move INACH away from an organisation that mainly focuses on the removal of cyber hate towards a network of NGOs focusing on prevention and education, while also aiming at building a closer relationship with the public have already started to show their effects. Hate speech removal will still be a paramount method for INACH, but our counter-speech trainings for young people and law enforcement officers and our trainings based on them are already aiming to educate the public and officials on the destructive nature of hate speech and provide them with methods to prevent it, counter it, or at least not fall victim to it.

In 2020, INACH will continue its work for a more inclusive online public space by raising awareness, coordinating and participating in two monitoring exercises with the European Commission and the sCAN Project partners, giving altogether half a dozen trainings to young people and law enforcement agencies, launching the Re-ACT project and trying to become much better known within the public. We hope that these activities will help us to become even more united, effective and successful in bringing the online in line with human rights.