



Bringing the Online In Line with Human Rights



## Annual Report 2021

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[www.inach.net](http://www.inach.net)

## TABLE OF CONTENTS

<b>I. INTRODUCTION</b>	<b>3</b>
<b>II. IN MEMORY</b>	<b>3</b>
<b>III. EVENTS</b>	<b>4</b>
ANNUAL CONFERENCE	4
MEMBERS MEETING	4
<b>IV. CORPORATE OUTREACH</b>	<b>6</b>
<b>V. TRAINING</b>	<b>7</b>
<b>VI. MONITORING EXERCISE AND SHADOW MONITORING EXERCISE</b>	<b>8</b>
<b>VII. PUBLICATIONS</b>	<b>9</b>
THE STATE OF POLICY ON CYBER HATE IN THE EU REPORT	9
THE RISE OF CONSPIRACIES IN SPREADING ONLINE HATE	9
DIGITAL BOOKLET	10
<b>VIII. PROJECT ReACT</b>	<b>11</b>
<b>IX. NEW MEMBERS</b>	<b>12</b>
AFRICA SANS HAINE	12
#NETZCOURAGE	12
<b>X. OUR MEMBERS' MAIN ACTIVITIES IN 2021</b>	<b>13</b>
ACTIVEWATCH	13
CST	14
CZECH HELSINKI COMMITTEE	15
JUGENDSCHUTZ.NET	16
LICRA	17
OBSERVATORIOWEB	18
ROMEA	19
SOVA CENTER	20
CENTRE FOR SAFER INTERNET SLOVENIJA, SPLETNO OKO	20
<b>XI. FUTURE OF INACH</b>	<b>22</b>
<b>XII. CONCLUSION</b>	<b>23</b>

## International Network Against Cyber Hate – INACH

INACH was founded in 2002 to use intervention and other preventive strategies against cyber hate. The member organisations are united in a systematic fight against cyber hate, for example as complaints offices, monitoring offices or online help desks. In their respective countries, they provide important contacts for politicians, internet providers, educational institutions, and users.

Funding for INACH is provided by its members, the European Commission, the BPB and other donors. The International Network Against Cyber Hate (INACH) unites multiple organizations from the EU, Israel, Russia, South America, and the United States. While starting as a network of online complaints offices, INACH today pursues a multi-dimensional approach of educational and preventive strategies.

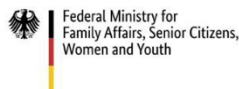
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## I. Introduction

In this annual report we will explain the activities conducted this year by INACH. First of all, we will describe the two main events we organized: the Member's Assembly and the Annual Conference. Then, we will give an update on our corporate outreach efforts, the online training and the Monitoring Exercise and the Shadow Monitoring Exercise conducted by INACH and its members and partners. Furthermore, we will give an overview of the publications made by us and our Network and the work done by Project Re-ACT. Finally, we will present our two new members and give an overview of the activities conducted by some of our members.

We hope that with this report, people interested in our work can gain a proper overview of, and a deeper, more substantial insight into the workings of INACH's Secretariat and the Network as a whole; and thus, bringing the network closer to the public, in turn helping us to bring the online in line with human rights.

## II. In Memory

2021 was a very difficult year for INACH because the team lost both its founders and directors, Ronald Eissens and Suzette Bronkhorst, within just a couple of months. They were the pillars of INACH, pioneers in the fight against online hate speech, dedicated activists, role models to many, and above all true friends. We are so proud of what Ronald and Suzette have accomplished. They made sure to leave behind a stable organization with a thriving network of like-minded organizations and projects.

The INACH team will get through this devastating loss and continue the work that they started almost twenty years ago. We will preserve their legacy and try to make the world a bit better than we found it by making the internet a better place. They will live on in our hearts and minds, and we will keep up the good fight in their honour.

### III. Events

#### Annual conference

The conference took place again virtually due to the ongoing Covid-19 pandemic. The event took place on the platform GoMeet, which brought a whole different experience compared to the usual Zoom event. It allowed the participants to walk around the lobby, the conference room, or play football on the field or step into a boat on the beach. For the speakers it was also a different experience because they could use three screens to put for example a presentation, a video and film themselves and a laser pointer.

The conference was divided over two days and 131 participants registered. On average, 70 to 80 people per day participated. The title of the conference was: 'Social media, helping or hindering democracy?'. It included two keynote presentations that shed light on the main theme of the conference: the tension between social media and democratization. Different presentations were given with perspectives from diverse regions around the world; the state of online hate speech on social media in Latin America and Africa, and the efforts in Zimbabwe by the government to stop virtual protests against them. Three different sessions were held at the same time that focused upon discussing the challenges, opportunities and the future of Artificial Intelligence in connection to social media and democratization. The very first Ronald & Suzette award was handed out by Mellouki Cadat to INACH's member Africa Sans Haine, because of the efforts made by the organization to stop online hate speech in Africa. For the full report on the Annual Conference, take a look here:

<https://www.inach.net/inach-annual-conference-2021/>

#### Members meeting

This year the members meetings also took place online once again and the event was divided over two days. The agenda consisted of an update from the INACH Secretariat on its activities, finances, and plans. The two new members (Africa Sans Haine and #NetzCourage) introduced themselves and members from the network had the opportunity to present news about their organization. The session concluded with an opportunity to brainstorm about INACH's future. The following day the members had the opportunity to get to know each other and each other's organizations even better with a Pub quiz. Then a presentation was given by CST on alternative social media platforms and the members brainstormed on topics for the Annual Conference. Day 2 ended with a presentation by Lovestorm about the online training platform that was

launched in 2018 by Lovestorm, DigiQ, Human Rights House Zagreb and the University of Florence. Overall, it was a very fruitful Members Assembly.

## IV. Corporate Outreach

This year INACH continued with its efforts to reach out, build new connections and relationships in order to be able to tackle online hate speech in the most effective ways. We maintained our relationship with the biggest social media companies, and we participated in their online meetings on how to improve their approaches to removing illegal hateful content from their platforms. Our work did not stop there though.

In our new application for the Framework Partnership Agreement, we cooperated with the organization Textgain. This organization focuses upon developing AI that can detect hate speech. In the next four years INACH will cooperate with Textgain in building a Cyber Hate Neutralisation Hub. With their help, we will address adverse effects of cyber hate and conspiracies by developing content that counters them and by producing an AI-based algorithm and system that maps the social media platforms and websites that are the biggest origin points of such content. If we can map these segments of the internet, we can build an early warning system that shines a light on emerging new trends in cyber hate and on developing new conspiracy theories or major changes in older ones. By highlighting these developments before they can truly be spread wide by extremists on more mainstream platforms, NGOs, authorities, and other stakeholders can develop ways to counter them before they reach the wider population. This will give stakeholders a chance to meet these new challenges with a head start and possibly prevent their most adverse effects on targeted vulnerable communities (e.g.: refugees, Asian community, LGBTQI+ community, Jewish community, Roma community, etc.), and on Union values. Moreover, the founder of Textgain, Gijs van Beek, also participated as a speaker in our annual conference to introduce Textgain and to express his concern about harmful content in languages other than English and the lack of cultural and language competency in the big tech companies. Additionally, he discussed the lack of the tech companies' willingness to invest in human content moderators to help the AI learn the cultural and language complexities which he believes to be a huge hindrance to developing adequate moderation tools to stop hateful and dangerous speech.

In 2021 we also continued to work with Samurai Labs. They helped out with facilitating the online training by providing the exercise on countering online hate in the final section. They used AI to find real instances of online hate speech and let participants respond to those directly on the 4Chan platform, to really put all their knowledge to the test. Patrycja Tempska of Samurai Labs also participated as a speaker in our Annual Conference. Patrycja works as head of the Intervention Team for Samurai Labs and has been involved in experiments with AI moderation. She introduced the audience to James Walker, an AI moderator on Reddit, who tried out different strategies of countering hate speech. James received a lot of compliments from other users for his patience and empathic behaviour

## V. Training

The online training was updated and relaunched. We added more videos, games, memes, as well as more explanatory videos and screenshots, and published the essays of previous participants for inspiration. Lastly, we expanded on the safety and security section. Throughout this year around 100 people signed up. Several social media campaigns were created during the summer and in October 2021 in order to promote the online training and to amplify the awareness raising. If you are interested to know more about it, have a look here: <https://counterspeech.inach.net/training/login>

Furthermore, due to the circumstances it was possible to have only one real life training. In November a seminar was given in Palermo, Italy, on Digital Media and Active Citizenship (DAMLAC) which was organized by InformaGiovani and supported by Erasmus+. The seminar was attended by approximately 25 people, who were university students and representatives of NGOs from all over Europe. One of the workshops during that week was given by INACH and was completely focused upon the topic of online hate speech. The session explained the definition of the phenomenon, international legislation, the difference between free speech and hate speech with some case studies, the dangers of hate speech and a few examples of what possible strategies against it are.



## VI. Monitoring Exercise and Shadow Monitoring Exercise

The sixth Monitoring Exercise took place in 2021 and was coordinated by INACH and LICRA. It gathered information from 19 NGO's, coming from many different European countries. The Monitoring Exercise began on the 1st of March 2021 and ended on the 9th of April 2021. During those six weeks the NGOs verified whether IT companies were respecting the Code of Conduct on Countering Illegal Hate Speech Online. The results of this Monitoring Exercise were not very positive; the feedback rate and removal rate has decreased in comparison to previous years. The most prevalent hate types were hate based upon sexual orientation, anti-refugee hate and anti-Gypsyism. There were national differences between the national offices of the same platform and also differences between the different IT companies. The report ended with three policy recommendations. Read the full report here:

<https://www.inach.net/a-new-monitoring-exercise-report-is-out/>

Following this ME, the shadow monitoring began on the 19th of April 2021 and ended on the 7th of May. The goal of this exercise was to monitor the IT companies and verify if they are respecting the Code of Conduct, aside from the official period of monitoring, conducted by the European Commission. Instagram and YouTube did considerably worse in removing illegal content from their platforms during the shadow monitoring. Facebook removed almost exactly the same amount during the two exercises, and – as a surprising outlier – Twitter removed approximately 10 per cent more reported illegal content than during the official ME. Globally, it can be seen that the companies did somewhat better in removing reported illegal hate speech from their platforms during the official ME. In Italy, Lithuania and Portugal, the platforms removed more reported illegal content during the official ME than the shadow one. In the Czech Republic, the removal rates were a little bit better during the shadow monitoring, whilst in Hungary, as a major outlier, the removal rate was more than 10 per cent higher during the shadow ME than the official one. Read the full report here:

<https://www.inach.net/shadow-me-report-2021/>

## VII. Publications

### The State of Policy on Cyber Hate in the EU Report

For the 2021 state of policy report, INACH asked its members to give input to determine the state of policy on cyber hate in the EU. Cyber hate has not disappeared from the news for one moment and since the Covid-19 pandemic, it has only intensified. In the report we took a closer look at several cases of laws in different countries regarding the prevention of cyber hate, like the NEA in Germany and Article 612 in Italy. We also described two cases where actual steps backwards were taken instead of forward in the fight against online hate speech, as for example in Poland and Estonia. The report also examined the role of social media, AI, and fake news in the spread of cyber hate. Social media platforms are making an effort to moderate the content, but more can be improved. To conclude, the report gives recommendations on how to improve the policies regarding the prevention of online hate speech. To read the full report, please follow this link:

<https://www.inach.net/the-state-of-policy-on-cyber-hate-in-the-eu-2/>

### The Rise of Conspiracies in Spreading Online Hate

The State of the Art report focused fully upon the role of conspiracy theories that increase online hate speech. It describes the reasons why people tend to believe in conspiracies and what the role of social media in it is; the algorithms, tracking of preferences and interests and the interaction on posts are all factors that spread conspiracy theories. The report dives into the questions surrounding conspiracy theories such as the Great Replacement, QAnon, Covid-19 and Eco-Fascism. It also takes a closer look at alternative social media platforms that have not signed the CoC, like Gab, 8Chan and Telegram and new types of content. Particular problems are the temporary content that makes it impossible to moderate and report, and the existence of deepfake content that spreads misinformation and conspiracy theories widely. The report concludes with recommendations on how to confront these issues. For the full report, click here:

<https://www.inach.net/the-rise-of-conspiracies-in-spreading-online-hate/>

## Digital Booklet

We created an easily digestible and short digital booklet that summarizes the two previously mentioned reports, to enhance awareness raising and facilitate dissemination. You can have a look here:

<https://www.inach.net/wp-content/uploads/Digital-Booklet.pdf>

## VIII. Project ReACT

2021 has been the last year of this two years project. Naturally, this project was also affected by the continuing Covid-19 circumstances. For example, from March 2020 the consortium was not able to meet in person and had its monthly meetings online. However, most other activities did take place, despite the impossibility of traveling.

This year, three newsletters were published to keep the public up to date on the activities within Project Re-ACT. The newsletters can be found here:

<https://react.inach.net/publications/>

The partners within the consortium also developed and printed a factsheet on antigypsyist and antisemitic conspiracy theories. the purpose of this factsheet is to present, explain and raise awareness on antisemitic and anti-gypsyist conspiracy theories, their common narratives, their rhetoric, their terrible impact, and tools for debunking them. The antisemitic and antigypsyist narratives, conspiracy theories and their manifestations are presented for educational purposes only. The focus of this report is to encourage civil society to fight online hate speech by providing them with relevant debunking material. The factsheet explains the origins of the conspiracy theories directed at Roma and Jews and these documents will be distributed by all four consortium partners to their contacts in the next couple of months.

The purpose of project Re-ACT was to set up a digital tool that centralizes all available resources regarding anti-gypsyism and antisemitism, called the Prevention Hub. This tool includes all kinds of material (educational, literature, academic studies, initiatives, institutions etc.) in different languages and has a map that shows all the organizations that work in this field in different countries. In the future this Hub could also be used for different types of hate. In October 2021 a webinar was organized during which the participants could test the Hub and provide us with feedback. Since November 2021, the Prevention Hub has been live and is promoted by all consortium partners. The Prevention Hub can be found here: [www.rememberandact.eu](http://www.rememberandact.eu)

## **IX. New members**

INACH is proud to welcome two new members this year. They presented themselves during our Members Assembly and Africa Sans Haine participated in our Annual Conference. But we would like to introduce them once again.

### **Africa Sans Haine**

Africa Sans Haine is the first online media specialized in the fight against hate speech in Africa. The organization documents and fights against ethnic hatred, racism, xenophobia, and discrimination, especially on social media. Much violence, wars and conflicts in Africa are due to ethnic hatred. As part of solution and reconciliation journalism, Africa Sans Haine promotes initiatives for peace and the peaceful coexistence of peoples. It is based in Mbuji-Mayi in the Democratic Republic of Congo, with correspondents in several African countries. Africa Sans Haine is also the first winner of the Ronald & Suzette award, given to them by Mellouki Cadat of the organization Magenta during our Annual Conference.

You can check out the website of Africa Sans Haine here: <https://africasanshaine.org/>

### **#NetzCourage**

#NetzCourage is a non-profit organization that takes a dedicated and active stand against hate speech, discrimination, and racism on the Internet. The association offers immediate help for those affected by defamation, threats and calls for violence, discrimination, cyber bullying and stalking as well as racism and sexism. The commitment to this cause is a response to the demands of well-known actors who also consider social engagement to be urgently necessary when dealing with hate and violence online.

Go check out their website here: <https://www.netzcourage.ch/>

## X. Our Members' Main Activities in 2021

In this section we would like to give an overview of the activities that some of our members executed this year.

### ActiveWatch

In 2021, most of the research activities took place within the OpCode project framework. Consistent efforts were invested in these activities as the COVID-19 pandemic increased both the volume and the intensity of hateful narratives in social media. Eventually, the OpCode consortium formed by Estonian Human Rights Center (EE), Never Again Association (PL), ActiveWatch (RO), DigiQ (SK) and Movimiento contra la Intolerancia (ES) managed to deliver the following results:

1. Two shadow monitoring exercises (November 2020 – January 2021 and June – August 2021) with more than 550 potential illegal content reported.
2. Two transnational case studies that documented endemic social phenomena (misogyny and xenophobia) and their intersection to hate speech. Both case studies provide relevant trends from Estonia, Poland, Romania, Slovakia, and Spain. You can find them here:  
[Sexism and hate speech](#)  
[Xenophobia and hate speech](#)
3. [My Hateful Valentine](#), an international conference on gender-based hate speech
4. Completion of [Modera](#), a hate detection tool (WordPress plugin) that helps publishers and content producers to increase the quality of interactions on their platforms.
5. Currently they are running a multi-stakeholders awareness campaign to redress hate speech and to promote more civil online engagements. More resources available on [www.mindthehate.com](http://www.mindthehate.com)

Additionally, significant actions took place within the WeCan project. They were involved in the creation of the [Human Rights Speech Toolkit](#), developed by the Council of Europe. Specifically, they focused on how to [analyse a case of hate-speech](#) based on the UN Rabat Plan of Action and developed a calculator that helps users determine the most appropriate (and proportionate) response to a certain hate-speech. Moreover, in designing the calculator the team agreed that such a resource needs to cater to different needs and levels of experience, which is why the calculator has 3 levels. They believe this helps younger or inexperienced activists navigate difficult concepts in a manner that is not overwhelming. After the Human Rights Speech Toolkit was finalised,

they organised a pilot training in Romania in March 2021 with young activists. They looked mainly for activists with little experience in the area of hate-speech, who were willing to learn more about the subject. By reaching out to inexperienced activists they were able to see and test the impact and training potential of the toolkit, which received very good feedback.

During the first months of the year, they were part of a research project conducted in Romania, Germany, and Italy. The aim of the research was to find out whether they can anticipate hate storms based on data and trends. They found some relevant criteria for the countries involved in the research and developed recommendations for activists in the field.

## CST

Community Security Trust (CST) is a charity that protects British Jews from antisemitism and related threats. CST is recognised by police and Government as a unique model of best practice, providing security advice and training for Jewish communal organisations, schools, and synagogues. In addition, CST secures over 650 Jewish communal buildings and approximately 1,000 communal events every year.

CST publishes six-monthly and annual reports charting antisemitic incidents in the UK. In the first half of 2021, CST recorded 1,308 antisemitic incidents, a 49% increase from the 875 incidents reported in the first six months of 2020. This record total, more than CST has recorded in the first half of any year, is due to the spike in anti-Jewish hate reported during and in the aftermath of the escalation in violence in Israel and Palestine. The extent of the antisemitism reported at this time prompted the production of an in-depth research briefing titled 'The Month of Hate: Antisemitism & extremism during the Israel-Gaza conflict', which explores the wave of antisemitism reported in the UK between May 8 and June 7 2021.

Other significant publications include reports jointly produced by CST and Antisemitism Policy Trust (APT). One focuses on Google's current tools for filtering offensive images, finding them to be inadequate and not fit for purpose. The other examines the ways in which antisemitism is spread, viewed, and endorsed on Instagram. In November, CST published the Antisemitic Discourse Report 2020. Antisemitism continued to play a role in the national discourse in the UK throughout 2020. The findings of the Equality and Human Rights Commission's investigation into antisemitism within the Labour Party and the response of both former leader Jeremy Corbyn and current leader Sir Keir Starmer proved one of the major talking points, leading to a spike in antisemitic rhetoric online.

In December 2021, CST's research led to one of Britain's most prolific antisemitic video streamers being convicted of inciting anti-Jewish hate online. Richard Hesketh, from

Greater Manchester, has been sentenced to four years in jail after pleading guilty to stirring up racial hatred by posting a series of viciously antisemitic homemade videos on the fringe social media site BitChute.

These are just a few of the publications that demonstrate the monitoring and investigative work that CST does throughout the year to keep the UK Jewish community safe. To find more about the current work of CST, visit our [website](#) or social media platforms.

## Czech Helsinki Committee

Throughout 2021, the Czech Helsinki Committee (CHC) has continued protecting human rights through social counselling, advocacy, education, monitoring, and reporting.

During 2021, CHC has increased its focus on combating online hate speech. Members from the CHC team participated in INACH's free online training to learn more about media literacy, cyberhate, and methods used to conduct counter speech. Furthermore, CHC's International Officer Lika Gogliashvili was actively involved in Fighting Online Antisemitism's (FOA) international online learning program REACH 2.0 (Remove and Eradicate antisemitism & Cyber Hate). Following the success of REACH 2 classes, Lika Gogliashvili participated in REACH 3.0 as one of the mentors. Throughout the program, she shared her knowledge with participants, answered their questions, and gave them feedback. Among members of this program were also CHC interns.

During the second part of the year CHC lawyers prepared the first version of the alternative report on the human rights situation in the Czech Republic, which will be submitted to the Committee on the Elimination of Discrimination Against Women (CEDAW) in 2022. They also actively monitored activities of the UN Committee on the Rights of the Child (CRC), which has been evaluating the recent progress of the Czech Republic. The aim to combat online hate speech was part of the recommendation of both committees.

In May 2021 CHC started to implement the new project "Support, justice, and compensation for Romani Women in the Czech Republic (WRA)." The project aims to increase public awareness about the issue of forced sterilization of Romani women, to assist victims who are asking for compensation and to portray their life and obstacles to obtain justice.

CHC also published "Free and Equal -33 years of efforts to protect human rights in the Czech Republic". The book, published in April 2021, documents CHC's activities from its inception to the present. One can also read important statements and interviews with some of the most inspiring personalities who were in past years CHC chairwomen - Libuše Šilhánová and Táňa Fischerová. There is also an introduction of the newly elected chairman Václav Vlk. A crucial part of the publication are chapters drafted by Lucie Rybová, Mikuláš Vymětal, and other experts concerning the current situation of protection of human rights of vulnerable groups CHC is long-term monitoring - women,



children, persons with disabilities, elderly, Roma minority, persons deprived of liberty, etc. The book is currently available only in Czech at the following website: <http://eman.evangnet.cz>

## jugendschutz.net

On 06 May 2021, jugendschutz.net organised the international conference "Connecting Networks against Hate Speech. Antisemitism, Conspiracy Theories and the Challenges of Fleeting Content". During the morning session, the networks INACH and No Hate Speech movement were introduced. In breakout rooms, the participating NGOs could discuss their work and find opportunities to cooperate on the topics of antisemitism and conspiracy theories. During the afternoon session, participants from NGOs and political representatives discussed the challenges of fleeting content with representatives of the social media platforms YouTube, Twitch, and Instagram.

Following the international conference, jugendschutz.net conducted its own research and published a report on fleeting hate propaganda. Self-deleting posts or videos and text chats running in real time: formats for fleeting content have their own particular lure. Live broadcasts of video games or talks given by influencers are especially popular among children and young people, taking on the character of an event. Content known to be available for only a short time conveys a feeling of urgency. Those who propagate hate take advantage of this effect by misusing these digital formats, for example to live-stream terrorist acts or to publish inflammatory and anti-democratic comments in live chats. Fleeting formats for content are instrumentalized on all the social media services that provide these functions. In order to protect children and adolescents, it is necessary that security settings and technical tools be activated systematically, and that strategies for moderating content be adapted to deal with this harmful phenomenon.

They published their report "Online-extremism and the Gaza-Israel conflict 2021" (in German only). As was already seen in the past, the latest Israeli – Palestinian conflict in May 2021 led to an increase in antisemitic content on social media. Both rights-wing extremists and Islamists exploited the attacks to spread antisemitic conspiracy theories. Depictions of grievously wounded or dead people were utilized to evoke anger and channel it into extremist propaganda. Extremists utilized well-known antisemitic narratives such as Jews trying to "control the world", Holocaust denial or trivialisation and Nazi comparisons. Islamists additionally reframed the conflict as "war against all Muslims".

They also published their report "Anti-Muslim Racism online" (in German only). Anti-Muslim racism is omnipresent on the internet – ranging from comments and memes that disparage Muslims to coordinated hate campaigns by right-wing extremists calling for violence or even murder of Muslims. Especially in connection with certain societal, national, or global events, online anti-Muslim racism reaches new levels.

Examples are the exploitation of Islamist terror attacks for anti-Muslim propaganda and the conspiracy narrative of “The Great Replacement”, claiming that Muslims were trying to “replace” the German population. Incitement of hatred against Muslims is one of the basic constants of misanthropic online propaganda, which has already motivated deadly far-right terrorist attacks world-wide.

Finally, they published another report “Anti-Muslim Racism and Islamist online propaganda” (in German only). Anti-Muslim racism is omnipresent on the internet – culminating in right-wing extremist online propaganda. Islamist actors exploit Islamophobic comments and acts to mobilize their followers online. This, in turn, is utilized by right-wing extremists to further their agenda: a fatal reciprocity. In their media strategy, Islamists connect with young people where they experience racist discrimination and feel powerless. Young users are approached in subtle ways: On the forefront are provided opportunities to voice their emotional stress and feel stronger together. This way, Islamists try to win-over young people to their ideologies.

## LICRA

LICRA (International League Against Racism and Antisemitism) is the oldest antiracist association in France, it was founded in 1927. The association’s objective is to fight racism, antisemitism and to promote the republican and universalists values, such as secularism. In France, LICRA has 54 sections and is also present at an international level, in Switzerland, Barcelona and New York. LICRA is composed of the international commission, the legal commission, the education commission, the cultural education, the sports and youth commission, history, memory and human rights commission and the international commission. LICRA is also intervening in schools, police, and gendarmerie academies to talk about racism, antisemitism, secularism and to raise awareness about the use of social media. LICRA has also been involved in the fight against online hate speech at a European and international level.

Coordinated by INACH, LICRA is involved in the Remember and Act! (Re-ACT) project, as project partner. With the Czech NGO ROMEA and the research agency SYNYO, they researched on how “old” antisemitic and antigypsyist conspiracies re-enact nowadays online. The project partners published several documents on antisemitic, antigypsyist conspiracy theories, their common narratives and promote tools to fight against them. They also developed and created an educational hub online, that raises awareness on online hate speech: <https://rememberandact.eu/>.

Together with INACH, LICRA has been coordinating the sixth monitoring exercise, in collaboration with the European Commission. Together, they gathered information from 19 NGO’s coming from different European countries, which has been monitoring IT

companies during a period of six weeks, to verify if they are respecting the Code of Conduct on Countering Illegal Hate Speech Online. LICRA and INACH also coordinated the shadow monitoring exercise, following the official one. The reports on those two exercises are available on INACH's website:

<https://www.inach.net/category/publications-cyber-hate/>.

LICRA is also involved in the Get the Trolls Out! project, coordinated by the British NGO Media Diversity Institute with the German NGO Amadeu Antonio Stiftung, the umbrella organization European Union of Jewish Students, the Hungarian NGO Center for Independent Journalism, the European Network on Religion and Belief, the Greek NGO Karpos, and the Polish NGO Never Again. The project's objective is to combat discrimination and intolerance based on religious grounds in Europe. The partners monitor traditional and social media to find out about online hate trends and to raise awareness about them. Their last report is about conspiracy ideologies and anti-Jewish hatred on Facebook and Twitter.

This year, with the announcement of the establishment of the Digital Services Act by the European Institutions, LICRA has been advocating an Appeal, together with #Jesuislà, INACH and 33 European NGOs for an improved DSA, you will find the English version of the appeal here:

<https://ceji.org/wp-content/uploads/2021/09/DSA-Appeal-from-European-NGOs-EN.pdf>.

## Observatorioweb

Observatorio Web is a project designed to fight online hate and promote the responsible use of technologies. The program was the first to focus on online hate in Latin America. Observatorio Web's innovative approach brings together all types of minority groups to fight against online discrimination and educate teachers and students about the responsible use of technologies. Observatorio Web works with different Internet companies, NGOs, and government. Observatorio Web is a project supported by the Latin American Jewish Congress and the Argentinean Jewish community (AMIA and DAIA).

An agreement was reached between the organization and Mercado Libre, the main online retail company of Latin America. The agreement achieved a policy update prohibiting antisemitic and hate speech content, such as books, Nazi paraphernalia, and other objects. Mercado Libre implemented an automated moderation process to control the new objects being sold on the platform. The Observatorio Web has now a preferential complaints channel.

There was also an agreement with Tik Tok, Observatorio Web entered the trusted flagger program of the platform. These gave them access to online training and they partnered with TikTok to combat hate speech. They also entered the Twitters Trusted Flagger Program.

They published their [Israel-Hamas's war scalation report](#), the Observatorio Web made this report of antisemitism on social media related to the conflict. They also published their [2020 Antisemitism report](#), about antisemitism in different online platforms such as Facebook, Twitter, YouTube, Google, and online newspapers.

They conducted an online program of antisemitism with participants of 8 countries and speakers from 6 countries, one of which was Katharina von Schnurbein Coordinator on combating antisemitism and fostering Jewish life.

Finally, they reached an agreement with the Buenos Aires City Government and other prominent NGOs to promote Human Rights and prevent hate speech online. In the context of the agreement, we gave a series of workshops promoted by the city government.

## ROMEIA

In 2021, the ROMEIA organization continued its main activities, support for the education of Romani people ([www.romskastipendia.cz](http://www.romskastipendia.cz)) and their media activities (<http://www.romea.cz/en/>), which includes regular monitoring of hate speech against Romani people on social media and in the public arena.

News server Romea.cz and the online television channel ROMEIA TV played an important information role with regard to the case of the death of Romani community member Stanislav Tomáš, who died not long after an intervention against him was performed by police officers using force. That intervention has been compared to the murder of George Floyd in the USA by Members of the European Parliament, as well as by human rights activists.

ROMEIA has continued to expand the number of eyewitnesses to 20<sup>th</sup>-century history from the Romani community whose interviews are showcased on the website Memory of the Roma - *Paměť Romů* ([www.pametromu.cz](http://www.pametromu.cz)), which presents the history of Romani people in former Czechoslovakia and the present-day Czech Republic from the post-war era to today from the perspective of Romani people themselves.

They have completed their project on the Virtual Reality at the Concentration Camp in Lety u Písku, a place that symbolizes the Holocaust of the Roma in Bohemia and the long fight for its recognition. This VR tour makes it possible for people to visualize the shocking conditions in which entire families with young children were detained just because of their ethnicity. In 2021 the first lectures of this project began in the schools, where the VR elements presented a comprehensive education program for pupils and students with trained instructors.

## Sova Center

SOVA carries out research on ultra-nationalism, hate crimes, hate speech in mass media, public actions and legal measures against them, misuse of anti-extremism legislation and various issues pertinent to religion in contemporary Russian society. They publish daily news updates as well as thematic and annual reports, and books sometimes. They try to approach the issue of cyber hate keeping a balance with protecting freedom of speech, as this balance is very problematic in Russia.

Sova Center found itself in a rather difficult situation this year. Firstly, since the very beginning of the year there is a new internet regulation in Russia ([https://www.sova-center.ru/en/misuse/reports-analyses/2021/04/d44077/#\\_Toc69586303](https://www.sova-center.ru/en/misuse/reports-analyses/2021/04/d44077/#_Toc69586303)) so strict and unrealistic, that it makes no sense to appeal to their authorities until such a regulation is in force. At the same time, their authorities become more and more repressive towards civil society (see <https://www.sova-center.ru/en/misuse/reports-analyses/2021/11/d45310/>), and that fact also excludes any real cooperation for now.

Secondly, Sova Center returned to the practice of quantitative hate speech monitoring (in cooperation with one LGBT activist group). It showed some qualitative changes. The analysis based on data from this spring showed relative decline of anti-migrant hate speech (full results are available in Russian only - <https://www.sova-center.ru/racism-xenophobia/publications/2021/07/d44509/>). The problem is that they have witnessed a semi-official anti-migrant campaign since this summer, and they are afraid it may affect public attitudes too.

## Centre for Safer Internet Slovenija, Spletno Oko

Spletno Oko is a Slovenian hotline that receives anonymous reports of hate speech and child sexual abuse material online. Its mission is to help reduce the amount of both these types of content in cooperation with the Slovenian Police, internet service providers and other governmental and non-governmental, national, and international organizations. In 2021 Spletno Oko received in total 6922 reports of hate speech, 199 of these reports were forwarded to the police.

It held its 11th Consultation meeting on eChild Abuse in September. The consultation was online, with simultaneous translation into English, so that interested stakeholders from other countries could attend. Around 400 representatives from the police, prosecutors, NGOs, education, social affairs centres, academia, and other interested stakeholders attended. The event was organised as a combination of lectures and a round table on the topic of a handbook for Social Work Centres as a tool in cases of

online violence and abuse of children and adolescents. The conference programme and the main highlights of the speakers were presented by the main Slovenian media.

On November 30, 2021, they held an online expert consultation meeting on hate speech; addressed as "Online hate speech and discriminatory speech in Slovenia in the last five years: trends and challenges". Around 20 attendees from the ranks of the police, prosecutor's office, equality body, the ombudsman and academia attended. Speakers were from the Centre for Human Rights at the Ombudsman, Head of the Hate Speech Working Group at the Supreme State Prosecutor's Office, from the Equality body's office and from Spletno Oko.

They also published their yearly report. Here is a brief summary of the key findings: they received 856 reports of websites allegedly showing child sexual abuse videos in 2020. 539 were forwarded to law enforcement authorities. Compared to 2019, there has been a significant increase in both the number of reports and the number of allegedly illegal cases. In the allegedly illegal recordings, the victims were mostly girls. The average age of the victims was 11-15 years old, and the majority of the videos showed more serious forms of abuse.

They received 2268 reports of hate speech in 2020, 67 of which were forwarded to law enforcement authorities. The number of reports received is significantly higher than in the previous year (in fact, it has tripled), while the number of reports forwarded is slightly lower than in 2019. Of the reports received, they identified almost half as offensive speech, while a third were recordings directed against specially protected social groups, but without the required elements of a crime under Article 297 of the Criminal Code. Almost two thirds of the hate speech identified in 2020 was published on news portals and almost one third on social networks. Seven per cent of hate speech was in forum posts.

The report also includes an informative overview of basic terms related to the issue at hand, as well as a brief overview of our many activities aimed at preventing and curbing this controversial content.

## XI. Future of INACH

We are proud to announce that INACH will enter a new Framework Partnership Agreement with the European Commission for the next 4 years! This means we can keep working on and expanding on our activities. We will base our plans for the next 4 years on 3 pillars: monitoring, cyber hate neutralisation and advocacy.

Regarding monitoring, we are going to be organising, coordinating, and carrying out all future MEs. We aim to become the EC's de facto watchdog for checking the adherence of companies to the CoC, which will become even more important if the Digital Services Act is enacted and ratified.

Secondly, due to misinformation and fake news spreading like wildfire on social media, and even faster than actual news, the truth is not absolute anymore. This is where our second pillar of cyber hate neutralisation comes into play. We mentioned it already above when discussing Textgain, so will not go too much more in depth about it here. In practice, we will map and monitor the use of automated bots who deliver disinformation and fake news to people who have not yet been exposed to it by connecting them unwittingly to super spreaders of disinformation. Further, they will develop technologies to automatically detect bot behaviour by observing interactions in the network that appear erratic and/or robotic. They will also perform contrastive linguistic analyses of the echo chambers to discover common themes and prepare for longitudinal trend analysis that can observe thematic changes over time.

Regarding our third pillar, we will put a great focus on advocacy with a goal of cooperating with SM companies. We will create opportunities for open discussion and understanding. We will plan round tables between their representatives and our members to encourage fruitful exchange. Our hope is that these round tables will amount to real change and will have more of an effect than the surveys we are asked to fill by those companies at times, or the events they organise themselves where they do not always focus on what we are genuinely interested in regarding cyber hate monitoring on their platforms. This will allow us to have more control over the discussion and to make sure our members' concerns and queries are heard and dealt with. We believe that showing these companies that we want such an open dialogue will make them more agreeable to this and we think that it would be a tremendous step in the right direction to neutralise cyber hate and all forms of intolerance.

## **XII. Conclusion**

The loss of both our directors and founders of INACH has impacted our work greatly. And on top of that, due to the continuing global pandemic, it was complicated to execute our activities. The virus, the lockdowns and restrictions that aimed to curb it, impacted our work immensely.

However, despite these difficult circumstances INACH was able to continue all its activities this year. Both the Members Assembly and Annual Conference took place again online; the Members Assembly via Zoom with the help of the ERGO Network, and the Annual Conference was held on the online platform GoMeet. Also, the training has continued virtually and the strategies to promote our work mainly took place on social media. We welcomed two new members, and as always are so proud of the work our members do.

Therefore, we look optimistically into the future and the first year of our new Framework Partnership Agreement, knowing that we are very much equipped to bring the online in line with human rights.