

**Inhope Internet Hotline Providers  
Second Report**

**April 2004**



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THOMAS RICKERT  
INHOPE PRESIDENT

## PREFACE FROM THE PRESIDENT

The Internet has provided its users around the world with unknown opportunities to exchange information globally in almost real time. However, this rapidly growing network also makes it possible to trade and make available content which is illegal or harmful.

INHOPE is one of the few existing approaches to fight the downside issues of the Internet by bringing together and co-ordinating the work of hotlines, which take reports about allegedly illegal material users may come across when using the Internet.

Having attended all meetings of the INHOPE Association since November 1999 and being the President of INHOPE since May 2002, I was in the privileged situation to observe the constant growth of the organisation. While some ten people were sitting around a table in the early days, we now need conference rooms taking forty representatives from nineteen organisations worldwide including Europe, The United States of America, Australia and Asia.

INHOPE has managed to become a professional organisation with two permanent staff which has forged trust with stakeholders both on the national and international level.

We are encouraged by the fact that more organisations have applied for membership with INHOPE, which makes the network more effective than it already is. The INHOPE network has processed approximately 250.000 reports in 2003 and the number of incoming reports is permanently increasing. Major successes by Law Enforcement Authorities started with information originating from the INHOPE network.

I am proud to present the second INHOPE report to you which depicts our activities and achievements to make the Internet a little bit more what it should be - an excellent place for young and old people around the world to learn, work and play.

A handwritten signature in black ink, appearing to read 'Rickert', written on a light-colored background.

Thomas Rickert,  
President  
April 2004

CORMAC CALLANAN  
SECRETARY GENERAL



## PREFACE FROM THE SECRETARY GENERAL

Although I have only been in the role of Secretary General since February 2003, I am very happy to be part of the INHOPE story for a much longer time than that having served on the Executive from 1999 until May 2002. I am very grateful for the confidence and support I have received from the Executive members who dedicate a significant amount of their time and energy to ensure the success of INHOPE. In addition, the members of INHOPE and the staff who work at the frontline in fighting illegal content and use on the Internet deserve strong recognition and support.

I have been fortunate to be selected as the first Secretary General of INHOPE and to be able to develop and shape the role and responsibilities in close cooperation with the executive. I am very grateful for the day-to-day support from Ian Brown who constantly works quietly and efficiently to ensure the smooth operation of INHOPE.

The role of the Secretary General was established to provide professional leadership to INHOPE but such wording in some way suggests that such professionalism was not there before. This could not be further from the truth. There was before, and there is now, enormous commitment, professionalism and dedication from the voluntary executive members but as INHOPE grew in size and in the scope of its activities there was rapidly growing pressure on the executive to commit more and more of their personal time to running INHOPE and away from their other duties and responsibilities in their own organisations.

My first year has been exciting, stimulating and challenging. INHOPE coordinated the INHOPE-2 project with the European Commission including regular reporting and cost-claims and wrote, developed and negotiated the INHOPE-3 project with the European Commission for continued support from the EC through to 2006. INHOPE held a very successful inaugural conference in Berlin in November 2003 which was fully self-financing through the support of many external organisations. INHOPE grew in size to the current nineteen members and is working with several additional hotlines who have applied or in the process of applying for membership.

I look forward to regular major successes in our main objective – to fight illegal use and content on the Internet so we can all enjoy using the Internet in the way it was intended to be enjoyed.

A handwritten signature in dark ink that reads "Cormac Callanan". The signature is written in a cursive, flowing style.

Cormac Callanan  
Secretary General  
April 2004



**BACKGROUND**

## FOUNDING OF INHOPE

The INHOPE Forum was initially created in 1998 and 8 hotlines came together to create the INHOPE Association. The hotlines agreed the statutes of the association and it was formally established as a Dutch company on 23rd November 1999. These hotlines came from France, Germany, Ireland, The Netherlands and the United Kingdom. Although the original focus of the INHOPE forum hotlines was Child Pornography, the early members already covered some of the wider issues of illegal and harmful content, which fitted well with the objectives of the Safer Internet Action Plan.

The eight hotlines negotiated a funding contract with the EC Safer Internet Action Plan 1999-2002 to fund the central INHOPE organization to the modest amount of €150,000 per annum for two years. In addition, individual hotlines were 50% funded by the EU for these early formative years. A second contract was signed in September 2002 increasing the funding to the central organization to approximately €225,000 per annum for 18 months. This small increase has enabled the organization to hire a permanent Secretary General to enable the organization to support the membership growth.

The organization meets regularly to share and exchange knowledge and best practices in the operation of Internet Hotlines.

Today INHOPE has membership from seventeen countries covering nineteen hotlines. These countries include Australia, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, the Netherlands, South Korea, Spain, Sweden, United Kingdom and United States. Apart from Australia, South Korea and United States all the remaining hotlines receive funding under the EC Safer Internet Action Plan programme. Other hotlines are in the process of negotiating membership

## WHAT DO HOTLINES DO?

Hotlines provide a mechanism for receiving complaints from the public about alleged illegal content and/or use of the Internet and have effective transparent procedures for dealing with complaints. They have the support of their national government, Internet industry, law enforcement, and Internet users in the countries of operation.

In addition, members of INHOPE cooperate with other members in exchanging information about illegal content, share their expertise, and make a commitment to maintain confidentiality and respect the procedures of other members.



Once a report is received by a hotline, it is logged into the hotline database system and, if the report has not been submitted anonymously, a confirmation of receipt is sent to the reporter. Hotline staff members, who are specially trained in assessing Internet Content, examine whether or not the reported material is likely to be illegal under their local legislation.

If the material is not illegal, the report is not processed any further. However, the hotline may still forward the report to



a partner hotline following the INHOPE Best Practice Paper on the Exchange of Reports. If the reported material is likely to be illegal under the local legislation of the hotline, the hotline staff carry out an examination to define the origin of the material. This examination is time consuming and requires technical expertise.

If, for example, a website is reachable under a domain name ending with the country code top level domain ".de", which stands for Germany, that does not mean that the web server is actually operated in Germany. It only means that the domain name has been registered with the German domain name registry.

A domain name can be used to refer a user to any web server around the world as the domain name system only provides for the resolution of a domain name into an IP address, which is used to establish a connection with a web server. Therefore the IP address has to be traced to find out where the web server is located.

In cases where the reported material is hosted on a locally based server, the hotline involves law enforcement and / or the Internet Service Provider in accordance with its procedures.

The decision to initiate a criminal investigation is a matter for Law Enforcement. The Internet Service Provider is responsible for timely removal of the specified potentially illegal content from their servers to ensure that other Internet users cannot access the material. Once such notifications are carried out, the hotline can close the case.

If the material is located on a server in a foreign country, matters become more difficult. In most cases the hotline does not have direct co-operation with foreign stakeholders. However, hotline activity must not stop at national borders when a global medium like the Internet is concerned.

At this stage, international co-operation is required. More importantly, in such a sensitive area, best possible measures have to be taken to ensure that co-operation is carried out in a trustworthy and secure environment. That is the reason why the INHOPE Association was established.

## **REGULATORY ENVIRONMENT**

In the specific area of Child Pornography although there is widespread international agreement that such material is abhorrent in modern society there are sometimes substantial, and sometimes subtle, variations in the regulatory environment. In 2003 UNICEF currently estimates that 80% of paedophile-related investigations involve more than one country, and 90% involve the Internet. The broad geographical coverage by INHOPE hotlines is a very successful response to this global problem.

INHOPE respects the different legal and cultural values which different countries observe. Material, which might be considered illegal in Ireland, may not be illegal in the United States. Material, which the United Kingdom considers illegal, may not be illegal in The Netherlands.

INHOPE also juggles with many different cultural priorities. Illegal activities that are considered of major importance in one country are not given the same level of severity in another country. For example, National Socialist Offences on the Internet are of major importance in countries such as France, Germany and Austria yet Internet Chat Rooms and Grooming are major concerns in the United Kingdom and Canada.

While the definition of child pornography is perhaps the most closely resembled legislation across the globe, INHOPE strives to ensure a consistent response in a world of small but significant variations. National legislation normally makes it illegal for anyone to knowingly distribute, produce,

print, publish, import, export, sell or show any child pornography. However, differences start to emerge immediately after this statement. The definition of a child varies across Europe and the World. In Europe the age of a "child" ranges from 14 to 18 years of age. In some countries knowingly possessing Child Pornography is also a criminal offence. Sometimes the definition of Child Pornography includes computer generated or altered images. Sometimes it includes cartoon characters.

Most definitions require the image (text, etc) to show a child engaged in explicit sexual activity. This use of the words "explicit sexual activity" has created some difficult problems in relation to pictures of children being abused but with no sexual activity involved.

Regardless of the range of specific legal and jurisdictional definitions, each individual member of INHOPE operates a hotline within a single legal jurisdiction that means that any interpretations of law are subject to objective evaluation of reported material. The problems arise when material is reported to one hotline that is located in a separate jurisdiction from the reported material. If material is not illegal in the country where the hotline receives the report, the report is not processed any further. If the material is likely to be illegal in the country where the hotline receives the report, the report is forwarded to the hotline in the country where the material is located. The hotline in that country then determines if the material is likely to be illegal under the local law. If it is not illegal no further processing on the report is performed.

It is perhaps obvious to those with a legal background but the clear definitions included in national legislation are extremely difficult to apply in daily practice. All hotlines started receiving a wide range of reports for processing immediately after launch. These reports ranged from the expected reports of child pornography to encompass such

issues as adult pornography, unsolicited adult emails, virus attacks, financial fraud and enquiries about filtering software solutions. There have been many requests for advice about best practices in dealing with non-illegal, yet harmful material on the Internet for the younger Internet surfers. The differences between what is illegal and what is harmful is at the forefront of every assessment performed by the hotline.

## ARTICLES OF ASSOCIATION

The INHOPE association was formally established on 23rd November 1999 and the Articles of Association were registered in Amsterdam. The Articles of Association are available in full on the INHOPE website ([www.INHOPE.org](http://www.INHOPE.org)) and cover a wide range of areas. Article 3 specifically lists the objectives of INHOPE:-

- 3.1. The objectives of the Association are to facilitate and promote the work of Internet hotlines in responding to illegal use and content on the Internet.
- 3.2. The Association may negotiate and secure rights in the name of its members but has no authority to undertake obligations or liabilities in their name, unless so instructed by an explicit authorisation from the members concerned.
- 3.3. Generating profits for the purpose of distributing the same among the members shall not be permitted.

## RULES AND REGULATIONS

The Articles of Association provide high-level guidance for the activities of the association and the Rules and Regulations focus on the more practical aspects of operations and management. They are available on the INHOPE website – [www.inhope.org](http://www.inhope.org). The Rules and Regulations cover the areas of Membership, General Assembly, General Assembly Voting, Executive Elections, INHOPE Executive Committee, Secretariat and Financial.



## TYPES OF HOTLINES

The key strength of INHOPE since it was founded is the diversity of the membership hotlines.

The oldest hotline of the INHOPE group is Meldpunt in The Netherlands which was started in August 1995 (incorporated May 1997) and Internet Watch Foundation in the United Kingdom that was established in September 1996. In May 1996 Electronic Commerce Forum ICTF-Hotline in Germany was established, in summer of 1997 the German federal states launched Jugendschutz.net and in 1997 FSM was announced. AFA Point de Contact in France and the Austrian Stopline was created in November 1998. The last to be created in the initial group was the Irish Hotline [www.hotline.ie](http://www.hotline.ie)



established in November 1999, on the same birth-date of the INHOPE association! In March 1998 the US Cybertipline was established and in January 2000 the Australian Broadcasting Authority complaints mechanism was established.

A quick review of these organisations easily highlights the variety of approaches in different countries to the problems of the Illegal and Harmful Use of the Internet. Some countries have taken strong government initiatives to establish regula-

tory mandated organisations with strong and close connections to government and law enforcement. Other countries have encouraged a self-regulatory approach by industry or industry associations and therefore these hotlines have strong connections to industry and government. The more recent members of the INHOPE association come from the child welfare sector and these hotlines have proficiency and expertise in the promotion of safety on the Internet to children.

One of the impressive facts and strengths about the INHOPE association is that it does bring together a wide range of know-how and primary interests but with one basic goal – to eliminate illegal material and activity on the Internet.

## SUCCESS STORIES

### Rädda Barnen – Sweden - Operation Hamlet

During 2002 a member of the public made a report to the Swedish Hotline. When the report was processed, the hotline staff recognised a logo on a t-shirt worn by the perpetrator and identified the likely country as Denmark. The report was forwarded to the Danish Hotline and Danish Police for further investigation.

As a result of a swift investigation, the paedophile was arrested and victim rescued and taken into care. A joint investigation by the US Customs Service and the Danish National Police targeted the ring of paedophiles, which this perpetrator was a member, who molested their own children and distributed the images on the Internet.

As a result of this operation, upto March 2003, there have been 16 US Search Warrants issued, 19 US Arrests, 12 International Arrests, and over 100+ children rescued.

### Protegeles - Spain

As a result of trend analysis by the INHOPE network during 2002, INHOPE identified a trend whereby a large volume of

Child Pornography was distributed from servers located in Spain.

This trend was discussed and debated at the INHOPE meeting in Cambridge in September 2002. After the INHOPE meeting the Protegeles hotline staff held several meetings with the Director of Security of the relevant Internet Service Provider. The Internet Service Provider was grateful for the feedback from INHOPE and held several internal meetings to discuss what steps could be taken to combat this problem.

Of course, only a small percentage of the websites hosted by the Internet Service Provider were used for illegal activities. Later, the Director of Security contacted Protegeles to inform Protegeles of the decisions taken within the Company in order to combat the problems Protegeles had presented them. New procedures required users to transfer a symbolic amount of money to the Internet Service Provider in order to acquire a personal web site. Following the suggestions of the Spanish hotline any user who wished to create a personal page must provide a valid email address in order to receive the password that allows him/her to create the page.

An internal "hotline" was created, directly linked to Protegeles and Protegeles now processes all reports and sends them to the Police when appropriate.

INHOPE believed that the hotlines that have been sending reports to Protegeles about material located on the Internet Service Provider servers would experience a decrease in these reports immediately. This is exactly what happened. During January 2003 the number of reports received dropped to less than 10% of previous numbers!

### **Protegeles - Spain**

In July 2003 the Spanish National Police arrested an alleged paedophile in Tarragona (Cataluña). The suspect was an 18 year male who was putting the material on the Internet from

his home computer. The Police stated that the arrest was a result of reports that PROTEGELES sent the Brigada de Investigación Tecnológica on the MSN community "zorras2".

On July 3rd 2003 the Policía Cibernética de la Policía Federal Preventiva in México arrested a 25 year old alleged paedophile that offered girls for sexual services as well as catalogues of child pornographic images (VHS and DVD) in MSN communities in México. In the messages he posted in these communities, girls, between the ages of 6 and 16, were offered. In addition, he maintained a house where these encounters could be held.



Protegeles began collaborating directly with the Mexican Police in 2002. On April 2003 the Spanish hotline reported the activities of the suspect to the Mexican Police and they immediately started the investigation that led to his arrest early on June. The Police found CD ROMS with child pornographic content in his home and they are currently investigating his mobile phone for calls and phone numbers of possible clients.



### **Meldpunt - The Netherlands**

In the week of the 1st December 2003, two child porn rings in the Netherlands were discovered by the Dutch police. The police started to investigate one of the rings in May 2003 after reports from Meldpunt. Sixteen houses were searched, two men arrested and the police seized 28 personal computers, 70 hard disks and hundreds of CD's, DVD's and videos.

All suspects used the peer-to-peer program Kazaa. The criminal investigation department identified 26 suspects in the Netherlands and the USA. The American suspects were handed over to US Customs Service.

### **Protegeles - Spain**

On 23rd September 2003, the Brigada de Investigación Tecnológica of the Policia Nacional (BIT) in Madrid arrested a 41 year old male for the distribution of child pornography pictures through the Internet.

The investigation began in November 2002 thanks to a report sent by PROTEGELES to the BIT.

### **ECO-FSM –Protegeles - Germany-Spain - Operation Marcy**

Following from a tip received from ECO's ICTF hotline in July 2002, on Friday 26th September 2003 the German Police in the eastern state of Saxony-Anhalt and prosecutors in the city of Halle cracked one of the largest global child pornography networks involving some 26,500 Internet users in 166 countries! The suspects were traced using computer files seized last year from a man in the city of Magdeburg. These contained a huge e-mail distribution list that suspected paedophiles used to swap pornographic images of children, some as young as four months of age. In Germany alone Operation Marcy involved some 1,500 police officers, hundreds of raids were conducted and police seized 745 computers, at least 35,500 CDs, 8,300 diskettes and 5,800 videos.

The investigations which took more than one year started with a report by the INHOPE hotline member from Germany - ECO's Internet Content Task Force hotline - to the BKA in Germany in May 2002. ECO sent this report to the German BKA after evaluating the report - received from the INHOPE member hotline from Spain (Protegeles) via the other INHOPE German hotline (FSM).

### **Internet Watch Foundation – United Kingdom**

Because the Internet Watch Foundation identify and pass information about so many websites, around 3,400 in 2003, that are hosting child abuse images around the world to the UK National Criminal Intelligence Service (NCIS), law enforcement officers regularly receive rich information from the Internet Watch Foundation to investigate. Such is the nature of the information, some of it will be stored for intelligence purposes only, but some will lead to police operations.

Case 1:A report was received by the Internet Watch Foundation that a UK website contained indecent images of prepubescent females. Northamptonshire police acted on the information and an arrest was made.

Case 2:A report was received by the Internet Watch Foundation which referred to illegal exchanges of images through ICQ resulted in five arrests for distributing indecent images of children.

Case 3:A report was received by the Internet Watch Foundation which referred to a Chat suspect claiming he held sex parties for 7-10 year old females. Police arrested the suspect and prosecuted him for possessing and distributing indecent images of children.

Case 4: A report received by the Internet Watch

Foundation led to the arrest of a suspect who was using covert CCTV to film children in changing rooms.

Case 5: A report received by the Internet Watch Foundation about an FTP user distributing child abuse images.

The offender was arrested, convicted and sentenced to 4 years imprisonment.

Case 6: Devon & Cornwall Police concluded an investigation originating from the Internet Watch Foundation that

led to an offender being sentenced to fifteen months imprisonment for 10 counts of making and distributing indecent images of children.

"The advice, guidance and practical assistance provided by the IWF have proved invaluable in combating child abuse online. It has provided an ideal platform for UK law enforcement to develop more intelligent responses to this threat, and enabled us to make the Internet a safer place for children." Jim Gamble, Assistant Chief Constable, National Crime Squad





## OPERATIONS

## ROLE OF THE EXECUTIVE

The executive is responsible for the strategic management of the association. The executive comprises the President, vice-President, Treasurer and an Executive member without portfolio. The Executive members meet as often as they decide both in face-to-face meetings and using teleconference calls.

The Executive agrees targets and objectives and develops the strategy for the association. At each member's meeting the President reports on the activities of the Executive and receives guidance from the members about the strategy and direction of the association.

During the second contract with the EC, INHOPE was able to hire a Secretary General and many of the day-to-day duties of the voluntary Executive were taken on by the full time staff. This has substantially reduced the pressure on the executive and improved the response time of the organisation. The Executive and secretariat are now responsible for managing the EU contract, developing new hotline initiatives and representing the association and its work at international events.

## ELECTIONS

The association holds an Annual General Meeting in May each year. Since the association was founded in November 1999 there have been five Annual General Meetings held.

At each Annual General Meeting each officer of the association resigns and can offer themselves for re-election. This report covers the periods of the 4th and 5th Annual General Meetings.

After the 4th Annual General Meeting in May 2002 the following were elected to the Executive:

From May 2002

President – **Thomas Rickert**

Vice-President – **Sabine Frank**

Treasurer - **Sven Karge**

Exec Member without portfolio – **Marine Janiaud**

Exec Member without portfolio – **Marianne Pihl**

After the 5th Annual General Meeting in May 2003 the following were elected to the Executive:

From May 2003

President – **Thomas Rickert**

Vice-President – **Sabine Frank**

Treasurer – **Marianne Pihl**

Exec Member without portfolio – **Ana-Luisa Rotta**



THOMAS RICKERT  
INHOPE PRESIDENT

## REPORT FROM THE PRESIDENT

I was elected President of INHOPE in May 2002 and my second term will end in May 2004. Having been in this position for almost two years the face of INHOPE has significantly changed. The organisation is becoming increasingly professional and the number of members is growing constantly.

It was my duty to chair INHOPE members meetings and represent the organisation at conferences worldwide. It was also my role to lead the management of the organisation and co-ordinate the work of the Executive Committee and INHOPE staff.



Regular conference-calls and face-to-face meetings were held in order to provide for an efficient management and strategic development of the organisation.

Until February 2003, the members of the Executive Committee, which are not paid by INHOPE for their work, have carried out all day to day work with the assistance of Ian Brown managing the main UK office. In February 2003, INHOPE was fortunate to be able to employ a full-time

Secretary General to decrease the workload of the Executive Committee. After a lengthy recruitment process, former President of INHOPE Cormac Callanan was hired. His expertise and endless efforts are of great value to this rapidly growing organisation.

I owe a lot of gratitude to the past (Marine Janiaud and Sven Karge) and present members of the Executive Committee (Sabine Frank, Marianne Phil and Ana Luiza Rotta) and our excellent staff (Cormac Callanan and Ian Brown) for devoting the most precious goods available to INHOPE - their time.

In February 2004 the second contract with the European Commission ended, during which financial support was provided to INHOPE under the Safer Internet Action Plan. A proposal for a third contract with the EC has been drafted, which was a very time consuming and exhausting exercise. This new contract is currently being negotiated following a favourable evaluation of the INHOPE proposal by independent experts. I would like to thank the EC for having supported INHOPE so much. This has helped the organisation to develop much faster than we could ever have achieved without their support. During the first two contracts AOL provided a financial guarantee for INHOPE to the EC for the contract amounts. In the new contract we have received a financial guarantee from Microsoft. INHOPE is grateful to AOL and Microsoft for their commitment to ensuring the Internet becomes a safer place for all.

A major milestone of INHOPE's work was the international stakeholder's conference titled "The Internet in 2004 - Safe or just Safer" in Berlin on 20th November 2003. More than 130 representatives from more than 20 countries attended the event and shared their expertise to help make the Internet a safer place. Internationally recognized speakers encouraged INHOPE to continue its good work and law enforcement representatives stated that Internet Hotlines do play an important role in fighting illegal material and use of the Internet.



Another big project was the development of a brochure concisely introducing the reader to INHOPE, which is now available in four languages. The INHOPE website will soon be re-launched with a new design and structure, which will make it more attractive to regularly visit the site.

INHOPE has not only become a stable and professionally run organisation with 19 members from four continents which has managed to forge trust with Governments, Law Enforcement Agencies, Child Welfare Organisations, the Internet Industry and user groups but also the efforts of its members have led to remarkable successes.

In 2003 INHOPE's members have processed more than 250,000 reports and the international exchange of reports has led to a huge volume of illegal material being removed from the Internet and supported convictions of perpetrators. Operation Marcy, where 38 child porn rings have been cracked and more than 26,500 suspects in 166 countries were involved started with a report which was forwarded through the INHOPE network.

Mr. Nigel Williams attended his last INHOPE meeting in Luxembourg in September 2004 as CEO of Childnet as he has now taken up the position as Northern Ireland Commissioner for Children and Young People ([www.niccy.org](http://www.niccy.org)). Nigel was presented with a small token of appreciation for the huge support he has given INHOPE through the years. We wish him every success!





SABINE FRANK  
INHOPE VICE PRESIDENT

## REPORT FROM THE VICE-PRESIDENT

Sabine Frank from FSM was elected Vice President in May 2002 during the INHOPE members meeting in Berlin. She was re-elected in the following year during the AGM in Reykjavik.

The Vice-President is responsible for all membership issues, including the evaluation process of new members. As Vice-President during 2002-2003 the Finnish hotline Pelastakaa Lapset/Save the Children was accepted for provisional membership of INHOPE. They were voted as full members in September 2003. The Italian hotline StopIT was voted provisional membership of INHOPE in January 2003. Sabine and Marine Janiaud (who was an executive member



without portfolio at this time) and former vice president, conducted a hotline visit to StopIT in Rome, before the StopIT application was heard in January 2003.

During this visit Sabine and Marine had the chance to meet with all relevant stakeholders of StopIT and to attend a public event the hotline had organized. StopIT were granted full membership INHOPE in February of 2004. ICEC from South Korea were granted associate membership in 2003 and they

are the first non European hotline becoming a member of INHOPE since Sabine was elected Vice President.

The most recent hotline which was voted provisional membership is Safeline from Greece. They became member in February 2004 after the Secretary General and the Vice-President conducted a hotline visit to Safeline in Athens where they met a wide range of stakeholders from the industry, government, police and child welfare sectors.

To cope with the demands of the evaluation process and to make the process transparent and accountable the Vice-President developed a set of papers dealing with the process of gaining new members, the evaluation of potential new members and the steps which have to be taken towards membership.

- The first document is entitled "New Hotline Working Paper" and it describes the process of
  - establishing contact with...
  - developing a relationship with ...
  - supporting the development of ...
  - instigating first contact meetings with ...
  - evaluating membership applications of ...  
.. new hotline initiatives throughout the world.
- The second document entitled "Information Paper on Hotlines Attending an INHOPE meeting" and it is given to organisations which attend an INHOPE meeting for the first time. It gives an overview about the procedures and rules of a members meeting.
- The third paper - "New Hotlines Strategy" is meant as a general overview and is the conclusion of the work of the papers mentioned before.

MARIANNE PIHL  
INHOPE TREASURER



## REPORT FROM THE TREASURER

The role of the treasurer is to supervise the financial management and participate in strategy work related to the general development of the association and sponsorship issues. The financial position is discussed at all executive- and members' meetings, and the financial presentations are available on the member's area of the INHOPE website to ensure transparency.

During 2003, the financial situation of INHOPE has been stable. The cash flow situation has been carefully monitored and managed and was strongly influenced by the INHOPE inaugural conference on 20 November 2003. However, the financial condition of the association is sound and these influences have not affected the day to day work of INHOPE.

The staff increase and the arrival of a Managing Director/Secretary General in 2003 has substantially lightened the work of the Treasurer. The Secretariat now is responsible for all day to day financial business including the administration of the contract with the European Commission, the cash flow management, and the communication with auditors and bank.

At the annual AGM in May 2003 Sven Karge stepped down after two years at the post as treasurer. He was followed by Marianne Pihl. During the AGM, the Annual accounts for 2002, prepared by INHOPE's auditors HBH, were accepted by unanimous vote. These are available in the appendix of this report or on the INHOPE website.

During autumn 2003, INHOPE began the process of applying for a new biannual contract with the European Commission. The budget for this third contract was prepared during October 2003 with a proposed funding amount of approximately 640,000 euros. The Executive board is presently negotiating this proposal to a signed contract. An important

new aspect of the new contract is that INHOPE applies as an individual organisation whereas earlier contracts have included a consortium of 8 hotlines. This change brings about a substantial ease in the contract administration.

Currently INHOPE receives funding from the European Commission's Safer Internet Action Plan and from membership fees. In order to provide for financial stability, the Executive board made efforts in 2003 to develop a sponsorship strategy. For this purpose INHOPE drew on assistance from a professional fundraiser during spring 2003. This fundraiser organized a successful workshop in May 2003 and provided important initial input to the INHOPE conference held in Berlin on 20th November 2003.

In relation to this first international INHOPE conference, the staff and the executive board gained valuable experiences in the area of fundraising. As a result of this expertise and success the full expenses of the conference were covered by external sponsors.

BALANCE SHEET	2003		2002	
<b>ASSETS</b>				
<b>Fixed ASSETS</b>				
Tangible fixed assets		16,819		6,194
<b>Current Assets</b>				
Debtors	12,000			
Receivable from EC	98,936		28,327	
Receivables	21,830	132,766	1,191	29,518
<b>Bank</b>		87,943		163,265
		<b>237,528</b>		<b>198,977</b>
<b>LIABILITIES</b>				
<b>Capital</b>				
Appropriated funds INHOPE	116,249		47,065	
Addition appropriated funds INHOPE	40,816		69,184	
		157,065		116,249
<b>Current Liabilities</b>				
Creditors	12,526		12,677	
Membership fees	38,302		1,333	
Deferred Income from EC	0		48,120	
Other payables and deferred expenses	29,635		20,598	
		80,463		82,728
		<b>237,528</b>		<b>198,977</b>
<b>STATEMENT OF INCOME AND EXPENDITURE</b>	<b>2003</b>		<b>2002</b>	
<b>INCOME</b>				
European Community	216,725		182,715	
Member Organisations	88,455		74,222	
Income Conference	80,706		-	
Other Income	2,644		3,094	
		<b>388,530</b>		<b>260,031</b>
<b>EXPENDITURE</b>				
Personnel Costs	112,173		41,860	
Travel / Meeting Costs	64,818		93,123	
Design and Print Costs	14,069		7,364	
Office Expenses	20,125		6,693	
Subcontractor Costs	29,508		19,700	
Equipment Depreciation	5,558		3,848	
Allocation to provision for bad debts	-6,000		6,000	
Conference Costs	86,724		-	
Other Costs	20,739		12,259	
		<b>347,714</b>		<b>190,847</b>
<b>Net Results</b>		<b>40,816</b>		<b>69,184</b>

ANA-LUISA ROTTA  
IHOPE EXECUTIVE MEMBER WITHOUT PORTFOLIO



## **REPORT FROM THE EXECUTIVE MEMBER WITHOUT PORTFOLIO**

Ana Luiza Rotta was elected to the Executive Committee as Member without Portfolio during the AGM in May 2003.

The first task was the elaboration of a Strategic Paper on Alliances with International Organizations that do not operate hotlines but operate in the same sphere of interest as INHOPE. This paper presents a structured approach to relationship/partnership building. The main goal with these alliances is to increase individual effectiveness through sharing of knowledge and to increase the visibility and effectiveness of INHOPE. The document also includes several extremely useful Annexes such as a basic Memorandum of Understanding (MOU) where the benefits of collaboration with INHOPE for these organizations is outlined in general terms and a letter introducing INHOPE to the possible partner and suggesting a possible collaboration. The paper also provides for an action plan with specific targeted organizations. This paper was approved by the General Assembly in September 2003.

Throughout the first year as member of the Executive, Ana Luiza was also able to aid in the preparation of the INHOPE-3 Project Proposal to the Safer Internet Action Plan Call-for-Proposals for the HOTCOORD program. This proposal received an excellent evaluation and is now under negotiations for a contract signature.

Ana Luiza was also able to participate and aid in the entire process of organization and preparation of the INHOPE Conference that took place on 20th November 2003 in Berlin. In addition, she is responsible for liaising with Working Group chairs in order to supervise the work and strategies of these Working Groups.

Ana Luiza is also involved in the tasks related to the supervision and management of performance indicator compliance and communication.



CORMAC CALLANAN  
INHOPE SECRETARY GENERAL

## ROLE OF THE INHOPE STAFF

### REPORT FROM THE SECRETARY GENERAL

As the organisation became more successful and grew in size over the early years it was clear that a full time professional staff would be required to support the work of the overloaded voluntary executive members. I was appointed as Secretary General, selected after an extensive open recruitment process, and took up my role on 1st February 2003.

The responsibilities of the Secretary General include ensuring the smooth and efficient organisation and operation of INHOPE in cooperation with the Executive, organisation of



meetings of Members, Executive and Working-Groups, liaising with the European Union and INHOPE members on administrative issues and contract documentation, liaising with potential new hotline operators, budget responsibilities and the preparation of speeches, presentations, reports and press releases.

Since February 2003 I have supported the executive in the evaluation of new membership applications, coordinated

three members meetings (Iceland, May 2003, Luxembourg; September 2003, Helsinki; February 2004) and with the help of the administrator developed, planned and implemented the inaugural INHOPE conference in November 2003. I have participated in the hotline visit to Safeline in Athens, Greece.

I have also implemented a new accounting system and eBanking services which have provided more regular and accurate information about INHOPE's financial position. I have also managed to automate a number of key processes using the website to manage the wide variety of information needed by INHOPE.

In December 2003 I was invited by ICMEC, Interpol and Microsoft to join the team of trainers delivering Law Enforcement training course in Interpol in Lyon focussing on the role of Industry and Self-Regulation and the relationship with Law Enforcement.

The ICMEC training conference titled Conference on Computer-Facilitated Crimes Against Children was hosted by and conducted at the headquarters of Interpol. The conference brought together worldwide law enforcement representatives for four days of extensive training on investigating online child predators, collecting evidence and computer forensic information, and seeking private industry assistance in child exploitation investigations.

IAN BROWN  
ADMINISTRATOR



## REPORT FROM THE ADMINISTRATOR

The INHOPE Administrator is responsible for all administrative matters pertaining to the organization. The Administrator also maintains the financial records of the association.

The Administrator makes all necessary administrative arrangements for INHOPE members and executive meeting. He arranges for all hotel bookings, ensuring that members are kept informed of progress. He prepares draft agendas for the meeting and ensures that conference facilities are available and appropriate for every meeting.

The Administrator ensured that the documentation (financial, reports and exceptional items) for all cost claims under the INHOPE-1 and INHOPE-2 contracts, both in respect of INHOPE and the 8 hotlines participating in the consortium were properly prepared and forwarded to the European Union. The administrator has been working closely with the Secretary General to ensure that INHOPE finances are properly documented and that cash flow spreadsheets are up-to-date and available to enable careful management of INHOPE finances. Spreadsheets have also been prepared in relation to all meeting costs and outstanding invoices.

The Administrator is also required to ensure that INHOPE's office in the UK is properly equipped and resourced to support INHOPE. He is required to research issues in relation to the running of the organization. The Administrator also has daily telephone conferences with the Secretary General to discuss progress and any other necessary issues.





break out panel confirmed that hotline activity in the framework of the INHOPE network was supported by law enforcement agencies and that the good co-operation between hotlines and police had already led to some successes.

In the area of outreach, (i.e. widening the geographical coverage to countries outside the European Union) the panellists particularly hoped that INHOPE would play an important role in setting up and supporting hotlines. This is important since international co-operation of law enforcement agencies with those countries is sometimes difficult.

In the third breakout panel covering the area of awareness and education, several important studies were presented to the audience. They showed that common internet safety tips fail to prove efficient in most cases.

They also showed that parents and children have different perspectives on Internet related risks, usage and behaviour. There is a need to reflect on the activities of children and young people which make them vulnerable on the Internet, analyze the strategies of perpetrators and reconsider existing prevention models on that basis. However, effective revention must include all relevant stakeholders.

A video CD of the conference is available from the INHOPE secretariat. Send an email with the subject of "INHOPE Conference Video-CD" to [secretariat@inhope.org](mailto:secretariat@inhope.org) if you would like a copy.

The small committee comprising the executive, the staff, Fred Eisner, Jim Reynolds, Dr. Norbert Tauken and Stephen Carrick-Davies from Childnet ensured the participation a high quality group of speakers covering the hot topics. We are grateful to the German Ministry for Family and Youth, AOL, Microsoft, T-Online International, TeleCity and Clara.Net for sponsoring the event.

INHOPE would also like to thank all the speakers who gave their time and expertise to make the event a huge success.

### Technical Support

In March 2003, INHOPE signed a contract for a range of technical services to manage and operate the INHOPE web and electronic mail server. The services running on this system are based on open source software and have provided good uptime and a high quality of service. Apart from scheduled maintenance and a single hardware failure incident, service uptime has been in excess of 99.9%.

The original INHOPE server was transferred to a hosting provider in Ireland in mid-February 2003. This system



underwent significant modifications at the time to ensure reliability and ease of management. The tasks undertaken included operating system upgrades, mail system replacement, installation of mailing list manager, installation of X.509 digital security certificates to ensure secure email and WWW communications, installation of WWW statistics package, management and configuration of DNS services for the [inhope.org](http://inhope.org) domain, a security review, system-wide password changes, a local firewall, a time synchronisation sub-service and a security penetration test. The system was



determined fit for operation and was put into productive service on 3rd March 2003.

The INHOPE server is backed up daily. The server is backed up monthly using a digitally encrypted remote backup system. Copies of these monthly backups are further encrypted, burned to CDROM and stored in a secure location off-site. Access passwords to these backups are held by the INHOPE Secretary General.

#### **Software Installed**

- Secure Web Server
- Secure Email Services
- Web Mail
- Search Engine
- Groupware Management System
- SQL Database
- [www.<cc>.inhope.org](http://www.<cc>.inhope.org): if a browser is pointed to [www.<iso3166.countrycode>.inhope.org](http://www.<iso3166.countrycode>.inhope.org), the server will automatically redirect the web user to the specified country's Internet hotline web page.

The INHOPE web-site has undergone a some structural changes during the year, most notably to change how the INHOPE members connect to the site (950 web pages modified, 2.4 changes per page). A structural analysis of the web-site, giving information on stale/bad links has also been performed.

The server now accommodates 17 mailing lists with a total of 189 memberships, and processed approximately 4500 mailing list messages during the year. 8 mailing lists have been added during the previous year.

All software on this server is carefully maintained, and best efforts are made to ensure that the software is kept as up-to-date as possible, but without compromising system reliability. This has necessitated between 15 and 20 software package upgrades during the last year.

All other technical requests, such as day-to-day systems administration, password changes and management, other miscellaneous technical support issues affecting INHOPE members and investigation of new technology which may benefit the INHOPE executive or membership is also performed.

On 17th September 2003 the original server provided by INHOPE suffered sudden catastrophic failure. As the failure was hardware based, critical services were moved to a secondary system within 12 hours. Full services were restored after 3 working days using a temporary server. A new Internet server was subsequently purchased by INHOPE and installation of this system was completed on 15th October 2003.

The security on the INHOPE server system is proactively managed. This has involved 24 operating system security updates (8 critical), 4 web server security problems, and one mail reader security issue.

All of the critical security problems were fixed within aggressive contract specifications after public notification. Security scanning services are regularly performed on the INHOPE Internet server and none of these scans have indicated any issue which may be cause for concern.

**WEB STATISTICS**

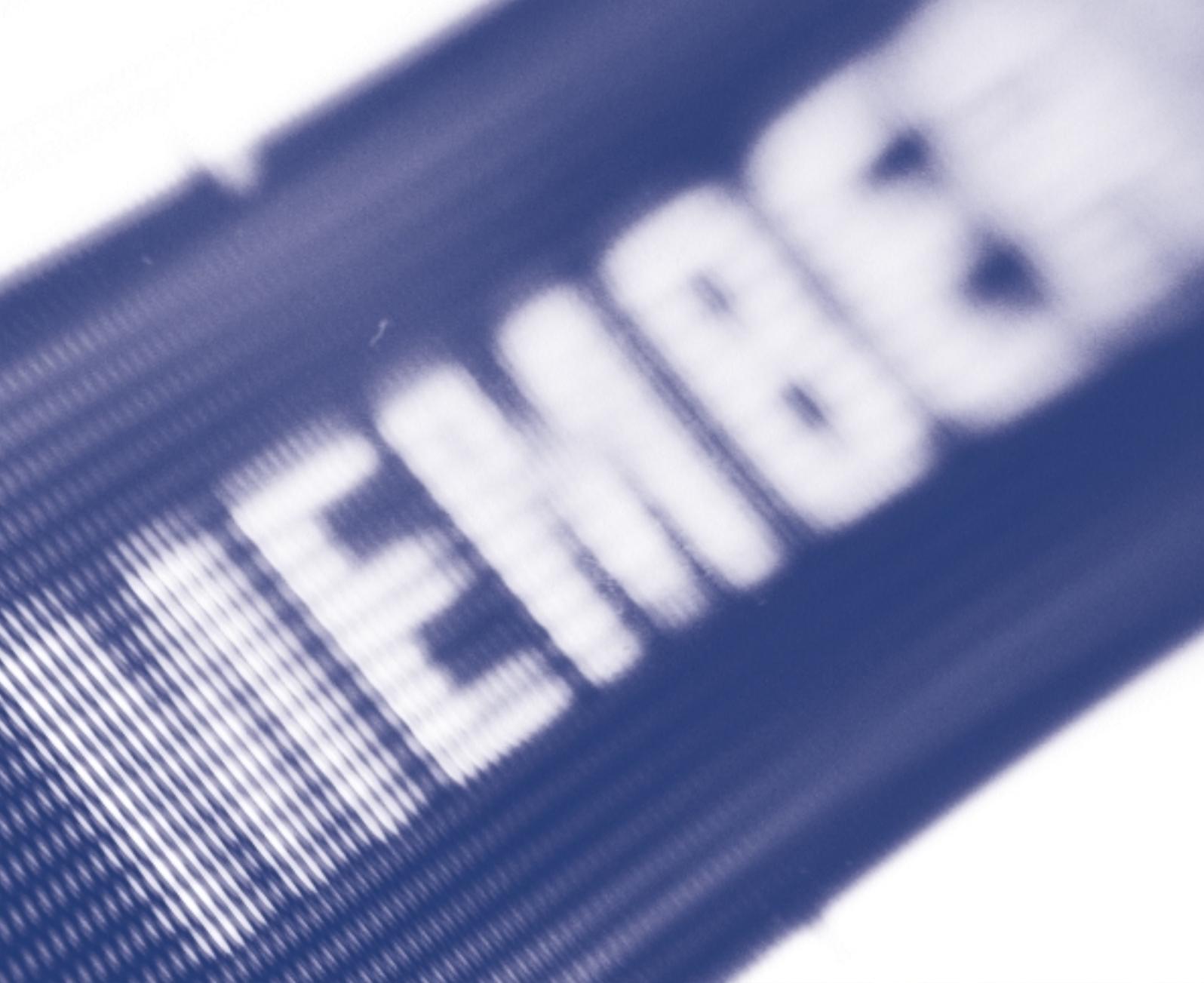
During the 12 month period of the contract, the INHOPE web statistics management system indicated the following level of use:

Month	Visitors	Unique visits	Unique page hits	Web server hits	Data downloaded
Mar 2003	5,775	7,424	18,504	194,484	536.49 Mb
Apr 2003	5,721	7,474	15,927	180,976	489.25 Mb
May 2003	6,424	8,418	21,462	222,442	607.62 Mb
Jun 2003	5,550	7,258	17,835	194,641	541.58 Mb
Jul 2003	5,229	6,744	16,974	171,030	521.31 Mb
Aug 2003	5,306	7,207	16,270	188,744	469.55 Mb
Sep 2003	6,148	8,315	22,183	257,133	772.31 Mb
Oct 2003	8,112	10,896	29,194	324,825	1060 Mb
Nov 2003	7,210	9,893	25,486	269,753	992.33 Mb
Dec 2003	6,457	8,899	22,593	232,604	847.48 Mb
Jan 2004	10,536	13,957	35,135	365,066	1120 Mb
Feb 2004	6,611	9,128	23,606	239,602	745.85 Mb
Total	79,079	105,613	265,169	2,841,300	8703.77 Mb

The general trend in systems usage is significantly upwards.

As INHOPE has grown it has been recognized that a common database would be of major benefit to the individual hotlines. Some initial research was performed to identify the range of the issues and to develop a questionnaire reviewing current practice. Preliminary presentations on these issues were given to the members during the meeting in Reykjavik in May 2003 and in Luxembourg in September 2003. As a result of this initial research a clearer work program has been developed which will be implemented.

Among many others INHOPE is grateful for the professionalism and support of Childnet International, Network Ability, Ms. Mary Vanderstelt, Mr. Jim Reynolds, Mr. Fred Eisner and Dr. Norbert Taubken.



TYPES OF MEMBERSHIP

# MEMBERSHIP

INHOPE currently has three types of membership categories. These are Provisional, Full and Associate. INHOPE comprises of Private Members (organisations that are independent of government) and Public Members (organisations that are part of or funded by government).

As a result of Statute changes implemented on 2nd December 2003 any hotline that complies with the membership conditions must become full members of the association. Full members can attend all meetings and have the right to vote. Full membership is given after one year of provisional membership at a plenary session of a members meeting where a vote of admittance takes place. Organisations which can apply for full membership are not permitted to become associate members.

INHOPE requires Provisional Membership for one year before applying to become a Private or Public member. Provisional membership is agreed, after plenary vote at a member's meeting and after recommendation by the INHOPE executive. The prospective member must complete the Membership Application form which gives details about their organisation and its areas of activities. It also commits the new organisation to abide by the Rules and Regulations and Statutes of the INHOPE association. The application form also requests details of the range of relationships which the new organisation has established with their national government, national Internet industry, national law enforcement and national child welfare sectors.

Associate membership of the Association may be given to corporate bodies or private individuals if, at the sole discretion of the General Assembly, the Association has a strong interest in their admission. Associates may be bodies or organisations whose work is of relevance to the Association, and/or experts in issues which are of concern to members.

## REVIEW OF MEMBERS

In February 2004 INHOPE has 16 full members, 1 provisional member and 2 associates. There are 4 Public Members and 15 Private Members.

## BENEFITS OF MEMBERSHIP

There are many significant reasons to become a member of INHOPE.

### Exchange of Reports

The most important and essential purpose of INHOPE is to exchange reports and expertise. This means that reports which are received by one hotline, about material hosted in a country covered by another hotline, is immediately notified to that country hotline for quick and efficient processing.

### Exchange of Expertise

The second most important reason to participate in INHOPE is to learn from, and provide training to, the wide range of INHOPE dedicated experts. INHOPE provides training at every meeting on issues ranging from technical and psychological to legal and managerial. There is a wide range of experts in INHOPE and it is possible to develop one-to-one contacts on specific issues which arise in the daily operations of a hotline organisation. It is good to know that there are others who experienced the same problems and learn about the solutions which were successful, or indeed, might have failed.

### Working Groups

In May 2002 the General Assembly agreed to establish a number of working groups which would enable:-

- Parallel development on different key issues facing INHOPE
- Stronger focus on specific key issues
- More empowerment and participation by members in developing INHOPE strategy
- Enable the executive to focus on more strategic issues



Five working groups were initially established which covered:

- Content Working Group
- Code of Practice Working Group
- Statistics Working Group
- Awareness/Visibility Working Group
- Membership Fees Working Group

Since then one new group has been established and the membership fee working group has been renamed:

- Personal Mobile Devices Working Group
- Funding Working Group

### **Bursary Programme**

For new hotlines or hotlines who have hired new staff, INHOPE operates a Bursary Programme which allows staff from one hotline to visit a more experienced hotline and work with their staff and management for a short period of time. The program was inaugurated in 2001 and has been a huge success. It brings content evaluation staff in direct contact with such staff from other hotlines and enables a richer learning experience in a different legal and cultural environment.

### **Vanguard Programme**

As part of the INHOPE-3 contract to be signed with the European Commission INHOPE will strive to identify key champions in target countries and organizations based on the "New Hotlines Strategy" paper and the "Strategic Paper on Alliances" paper developed by the Executive. When required, INHOPE will then fund these champions to participate in INHOPE meetings and relevant events to learn about the process of establishing a new hotline initiative and to learn from external experts which work with INHOPE.

### **Mentor Programme**

Where the Bursary Programme finishes, the Mentor Programme takes over. The Mentor Programme was created to provide one-to-one assistance from a more experienced INHOPE member to a new hotline initiative. An experienced

INHOPE member agrees to provide direct support on an on-call basis to new hotline initiative. This support can cover any issues which arise for the new initiative and helps quick-start the new initiative to become a more integrated member of the INHOPE network.

### **Members Meetings**

INHOPE holds meetings of the members approximately three times per year. The purpose of the meeting is to review the work of the association and the work of the individual hotlines, to encourage the sharing of knowledge and experience among the hotlines and to provide essential training on key issues facing hotlines and the association by external experts. The meetings are usually hosted by one of the member hotlines which will also provide more detailed information about the operation of the hotline in their country. The meetings usually last for three days and the agenda is very detailed and complete.

At each meeting some time is allocated to the work of the association with a regular report from the executive to the members and the remainder of the meeting is made up of presentations and discussions. Since May 2002 there have been 5 full meetings of the members of the association in Cambridge, Dublin, Reykjavik, Luxembourg and Helsinki.

At each members meeting a round table exchange of major updates is undertaken. Each member gives a short briefing of major developments in their country in relation to the hotline activities. This briefing can include such issues as major problems incurred by the hotline, trends identified by the hotline, technological, legal, regulatory or law enforcement developments observed by the hotline.

### Members Pack

Although the first version of the INHOPE members pack was distributed to the members during the Copenhagen member's meeting in September 2001, the members pack is now available in electronic form and is available on the website or on cdrom. Each member hotline was given a copy of the first members pack which includes many background documents regarded by INHOPE of primary relevance to hotline operations. This document is updated by the INHOPE administrator. The members pack includes material on the following subjects:-

- Introduction to INHOPE
- How INHOPE works
- Who is involved
- Current Activities
- Best practice guidance
- Funding of Hotlines & INHOPE
- The INHOPE Web site
- Other background information

### Training Seminars

INHOPE Training meetings were held in Cambridge in September 2002 and Reykjavik May 2003. The seminars including the following subject areas:

- Projects of the INHOPE sub-contractors
- Integrating New Hotlines
- Benefits of self regulation
- Hotline effectiveness
- Self Assessment of Hotlines
- Hotline codes of practice
- Development of a common database
- Racist material on the Internet
- Sponsorship workshop

At these seminars there were attendees from INHOPE, www.hotline.ie (Ireland), Internet Watch Foundation (UK), AFA (France), Meldpunt (Netherlands), University of Trento (Italy) Child Focus (Belgium), Red Barnet (Denmark), International Paedophilia Consultant (UK), ECO (Germany),

NCMEC (USA), Jugendschutz.net (Germany), Nic.at (Austria) ABA (Australia), FSM (Germany), Protegeles (Spain), Barnaheill (Iceland), Save the Children (Italy), Redda Barnen (Sweden), Oxford University (UK), ICEC (Korea), INACH (The Netherlands) and Childnet (UK).

### Best Practice Papers

One of the key objectives of INHOPE is to develop best practice among its members. Although most individual members have achieved high levels of quality and commitment in their daily national operations, INHOPE would like to ensure that all members achieve common levels of best practice. To further this aim, INHOPE has identified several key documents which will describe best practice guidelines in the operation of an INHOPE member hotline. The guidelines are agreed by the



members and are collated from the experience and expertise of all the hotlines. INHOPE has developed best practice papers and guideline documents on the following issues

- Staff Welfare
- Exchange of Reports,
- Raising awareness and improving hotline visibility.
- Statistics
- Membership application procedures
- Peer to Peer networks
- Sponsorship



The following best practice papers and guideline documents will be developed in the future:-

- Statistics (Further development)
- Staff Welfare (Further development)
- Code of Conduct
- Encryption / Masking
- Dealing with 3G Mobile Technology

## **WORKING GROUPS**

Starting in Madrid in Jan 2002, the members agreed to form semi-permanent working groups as a method to enhance the functioning of the association outside regular meetings. The purpose of a working group is to perform research into specific areas of interest to the broader membership and to

As example, there is one working group dealing with content which will develop policy proposals in relation to different types of online illegal content or activity such as chat rooms, peer-to-peer, etc. Some working groups have a short-term goal and once completed the working group will wind up. Some working groups have a longer-term key objective and will continue to work over a longer period of time. Most of the working groups have medium-term key milestones to achieve and report regularly to the membership at every membership meeting.



comprehensive and detailed recommendations for vote by the wider membership. A working group can cover any topic which the members feel relevant. The chairperson and rapporteur of a working group are selected by the members of each working group and the members are volunteers from the whole membership of INHOPE.

## WEBSITE

The INHOPE logo and corporate identity was developed early and the website design and development was started in early 2000. The website supports multiple languages, provides secure password access to a closed members area and provides a short public profile of the work of INHOPE, the scope of the problem of illegal activity on the Internet and jump points to the member hotlines. A Request-for-Proposals was designed and distributed widely and successful organisation (Catalysto, Dublin) designed the website which was publicly launched in June 2001.

It was very difficult to collate the range of information from each of INHOPE members about the various legal systems in each country and to develop a website which would provide relevant but concise information. Feedback on the website has been excellent.

Using the support of the members, work continued on translating the website into multiple languages. Although it was originally intended to translate the site into 10 languages the membership agreed that it should only be maintained in English, French, German and Spanish. INHOPE is grateful to the hard work of the team from Stopline in Nic.AT for performing most of the day-to-day maintenance of the website.

The website design is now almost 4 years old and a new design will be launched soon which will be easier to navigate and fresher on the eye.



New website design



## WORKING GROUPS

## INTRODUCTION

The concept of working groups to utilize the skills of the membership in developing best practice and policy papers was first discussed during the members meeting in Copenhagen in September 2001. Starting in Madrid in January 2002, the members agreed to form semi-permanent working groups as a method to enhance the functioning of the association outside regular meetings.

The purpose of a working group is to perform research into specific areas of interest to the broader membership and to develop comprehensive and detailed recommendations for vote by the wider membership. A working group can cover any topic which the members feel relevant. The chairperson and rapporteur of a working group are selected by the members of each working group and the members are volunteers from the whole membership of INHOPE.

Initially four groups were established:-

- Statistics (Stats-WG)
- Awareness and Visibility (Visibility-WG)
- Code of Practice (CoP-WG)
- Content (Content-WG)

By 2003 this had grown to include:-

- New Hotline Committee (NHC)
- Funding (Funding-WG)
- Personal Mobile Devices (PMD-WG)

For example, the working group dealing with content develops policy proposals and guideline training documents in relation to different types of online illegal content or activity such as chat rooms, peer-to-peer, encryption, IP address hijacking, etc. Some working groups have a short-term goals and once completed the working group will wind up. Some working groups have a longer-term key objective and will continue to work over a longer period of time. Most of the working groups have medium-term key milestones to achieve and report regularly to the

membership at every membership meeting. The working groups have a dedicated email list and meet regularly both through telephone conferences and face to face meetings. The chair of every working group regularly meet the INHOPE executive to discuss the progress of their work and to enable the executive to give feed back to the members on the strategic direction of the organization. Each working group chair present their progress and activities at each members meeting where they update the membership with the progress of their group and allow the membership to give feedback and present their own ideas on the progress of the work.

The working groups have now produced a number of documents ranging from Best Practice Policies to Guidelines proposals which have been adopted by vote of the General Assembly and are now part of INHOPE policy.

INHOPE believes that this system of management and organizational development has been very successful and has enabled the organization to develop and grow using the skills and enthusiasm of its membership. In addition to fast track parallel development of documents directly relevant to hotline activities, this process enables the executive and permanent staff to focus on the day-to-day management and the strategic direction of the organisation as a whole.



## STATISTICS WORKING GROUP

**Chair:** Paul Durrant, [www.hotline.ie](http://www.hotline.ie)

**Rapporteur:** Ian Brown, INHOPE

**Members:** Hrönn Thormósdóttir (Barnaheill),  
Jennifer Siebert (Jugendschutz.net),  
Ana-Luisa Rotta (Protegeles),  
Sabine Frank (FSM),  
Roberta Cecchetti (StopIT),  
Estelle De Marco (AFA).

### Objective

The objective of the statistics working group is to develop a methodology for measuring the workload of the individual



hotlines and of identifying trends relating to illegal content and use on the Internet.

The task of formulating a common template for the collection and subsequent statistical analysis of reports processed by INHOPE member Hotlines was the first step in the process.

### Background

The requirement arose due to the present inadequacy of the

collated INHOPE-wide report statistics. This is due to differences in pre-existing databases and the categorisations used by various Hotlines. These are very difficult to combine in a consistent INHOPE analysis of reporting trends. The increase in member Hotlines has exaggerated the difficulties.

The Stats-WG attempts to find a common set of report data, that can be clearly understood, produced and adhered to by all members and will produce a template to collect this on a regular basis.

### Approach and work undertaken

During the February 2003 meeting in Dublin, the Stats-WG agreed to analyse the deficiencies of the existing statistics and identify the ideal statistics required. This was achieved in the intervening months and via input to the working group sessions in Iceland. The next task was to establish the proportion of the "ideal" solution that countries could provide from existing databases. To address the lack of knowledge in relation to current capabilities the Stats-WG devised a questionnaire to be asked of every Hotline.

The questionnaire survey was developed and distributed to all the members of INHOPE. Collected responses were input to a spreadsheet and commonalities identified. The results of this stage were presented at Luxembourg in order to receive agreement in principle for continuation of work.

The Stats-WG analysed the results and developed a common set of data that could be readily supplied by the vast majority of Hotlines. It developed the principle categories of data required and sub-divisions that should be collected.

The greatest hurdle overcome was the range of different definitions used in each country in relation to the basic unit of counting! Whereas some Hotlines undertake proactive searching, others legally can only react to reports from the public. This has produced great disparities between Hotlines

in apparent "workload" and success in finding illegal material. During the meeting in February 2004 in Finland, the Stats-WG resolved this by creating 3 report types to reflect this type of workload. An outline data structure and categorisation was produced and an outline working template was produced. This was presented to the General Assembly and the direction of development was accepted by the General Assembly.

**Next Stage**

Stats-WG members are now developing definitions of "data groups" and "categories" for March 2004. It is intended to circulate the final proposal to all members for comment for final modification and to have a vote for its adoption during the May 2004 AGM Meeting in Rome.





## FUNDING WORKING GROUP

**Chair:** Liesbeth Groeneveld, (Meldpunt kinderporno)

**Members:** Sven Karge (ECO),  
Linda Venselaar (Meldpunt kinderporno),  
Suvi Kuikki (Radda Barnen)

### Background

The Funding-WG was established during the INHOPE meeting in February 2004 in Helsinki. The Funding-WG was established because of demands of hotlines how to deal with diminishing financial support and to review issues surrounding Sponsorship opportunities and INHOPE Membership Fees. During the first meeting of the working group in February 2004 a draft mission statement and initial goals were agreed.

### Mission Statement

The Funding working group will set out best practices for a sponsor policy for INHOPE and its members. The main objective is to produce a package of best practices which entails guidelines to start or improve a sponsor policy of the hotlines involving the following topics:

- Ethical part of sponsoring i.e. can you accept sponsorship from any company?
- Marketing: how to present yourself on the market
- Practical: examples of sponsor letters, e-mails or phone calls.
- Which companies can you address?  
How to perform research?
- How to convince potential sponsors to sponsor your organization; practical guidelines
- Motives to sponsor your hotline; what can you offer/or give in return?

### Key Steps

- Circulate Project Definition draft to working group members
- Produce a survey to identify the experience of individual hotlines with sponsoring

- Identify and gather the pre-existing information from Inhope and it's members that will help build the deliverable by circulating the survey

### Survey

The Funding-WG allocated the list of INHOPE member hotlines to different members of the WG. Each WG member will contact 4 or 5 hotlines garnering answers to the WG survey. The deadline for handing in results of this survey is March 2004. The Funding-WG chair will then combine the results and make a report. The findings and the next steps will be discussed during a conference call which will be held in March 2004.

In the Funding-WG initial survey the following questions have been included:-

- Do you encounter any ethical problems in addressing or accepting sponsors?
- Is the hotline receiving sponsorship?
- If yes, how much or what is the hotline receiving?
- Do you have a (written) sponsorship policy?
- How much time do you intimately spend on sponsorship issues?
- Is there a person in your hotline responsible for sponsorship?
- How did you address sponsors? Via mail/letter/phone?
- Whom did you approach?
- What does the hotline give in return?
- What difficulties by raising sponsorship did the hotline encounter?

## **PERSONAL MOBILE DEVICES WORKING GROUP**

Chair: Andree Wright (ABA)

Rapporteur: Dieter Carstenen (StopIT)

The INHOPE working group on personal mobile devices was formed following the seminar during the Luxembourg meeting in September 2003 on the subject of the challenges posed by mobile phone 3G technology and what hotlines can do about content and contact issues.

Personal mobile devices are seen to pose an increased range of risks for younger users. In addition to exposure to illegal or inappropriate content, these devices create additional opportunities for children to have contact with people they do not know in an environment less immediately amenable to parental supervision.

Additional concerns arise because the technology includes an ability to accurately track the geographic location of handsets in real time; and the portability and 'always on' capability of mobile telephones provides more opportunities for contact.

A background paper was circulated to the INHOPE members by ABA in November 2003 in order to ascertain those INHOPE members interesting in participating in the PMD-WG. Members include the United Kingdom, Italy, Austria, Korea and Australia, with Australia as Chair and Italy as Deputy Chair.

The key deliverable will be an operational guide for hotlines dealing with illegal material from the mobile Internet environment and will include the facilitation of reports on potentially illegal online content by mobile users and models for developing notice and take down services.

It is also the intention of the group during 2004 to produce information papers for INHOPE members on legal and regulatory frameworks, content and services, technology and awareness initiatives.





## CONTENT WORKING GROUP

**Chair:** Richard Fraser (ABA)

**Rapporteur:**

**Members:** Marianne Pihl (Red Barnet),  
Jennifer Siebert (jugendschutz.net),  
Ana Luiza Rotta (Protegeles),  
Mats Albinson (Radda Barnen),  
Estelle De Marco (AFA),  
Jussi Hankanen (Radda Barnen)

The Content-WG was established in February 2002 and has undertaken many projects since that date:

### Peer-to-Peer Content

Best practice paper/guidelines for peer-to-peer content – an explanation of technical and operational issues relating to handling of reports about content on peer-to-peer



networks, including instruction on how to collect details required by law enforcement agencies to undertake further investigation. This paper was presented at the meeting of INHOPE member hotlines in Berlin in May 2002, and a revised version of the document was formally adopted by the General Assembly in Dublin in January 2003.

### Cyber Racism

A draft guide on 'cyber-racism' was presented at the INHOPE members meeting in Reykjavik in May 2003. This guide is yet to be finalised.

### Online Communities

A draft guide on the use of web-based 'communities' in distribution of child pornography was presented in Dublin in January 2003. This guide is yet to be finalised.

### File Encryption and Compression Technologies

Best practice paper/guidelines on file encryption and compression technologies - a draft guide on popular encryption, file splitting and compression software products was presented at the INHOPE members meeting in Helsinki in February 2004. It is tentatively proposed that a revised version be considered by INHOPE members in Rome in May 2004.

### IP Address Hijacking

It is tentatively proposed that the group present on IP address hijacking in Rome in May 2004 (while this is not strictly a 'content' issue the Australian hotline has some recent experience of this phenomenon and there does not appear to be another working group that would logically take on this subject). A technical guide for hotlines will be drafted, along with suggested guidelines for verifying content host location where reports are exchanged between hotlines.

## CODE OF PRACTICE

**Chair:** Cormac Callanan (INHOPE)

**Rapporteur:** Nigel Williams (Childnet)

**Members:** Thomas Rickert, (ECO),  
Per-Erik Astrom (Radda Barna),  
Kristin Jonasdottir (Barnaheill),  
Ruben Rodriguez (NCMEC),  
Tom Van Renterghem (Child Focus),  
Sabine Frank (FSM)

### Objectives:

The main objective of the CoP-WG was to develop a code of practice for INHOPE which could be adopted by the General Assembly in May 2004 in Rome after a review the current status of INHOPE best practice in relation to hotlines and the hotline network.

### Phase 1

The first review of the core INHOPE documents was presented by Cormac Callanan and Nigel Williams as members who participated in the early development of the INHOPE Statutes and INHOPE Rules and Regulations. This presentation described the motivation behind the structure which was adopted when the Association was established. A number of key issues were discussed including: the structure of membership, the importance of Section 5 on qualification for membership, the restrictions on Associates, the role and responsibilities of the General Assembly, the method of operation of the association administration, the role of the executive committee and how decisions of the association are made.

### Phase 2

The second phase was to identify best practice in other similar organisations in relation to similar Codes of Practice. The purpose of these reviews was to identify the strengths and weaknesses in those documents, with the intention that this

would assist the CoP-WG to form a view on what an INHOPE Code of Practise would look like. A list of questions for the CoP-WG 'reviewer' to consider during the review process was agreed. This review completed in April 2003.

### Phase 3

The CoP-WG agreed that it was important to investigate the distinctiveness and separate identity which will apply to the INHOPE Code of Practice/Conduct. A clearer role for the Code of Practice was developed during the Dublin meeting in January 2003. It was agreed that the Code of Practice was being developed for different groups:-

- Those SUBJECT to it are all members who are full members of INHOPE
- Provisional members should be preparing to comply with the code before becoming full members



- Those with an INTEREST in its contents are all external stakeholders, including Governments, EU Institutions, UN agencies, Law enforcement & the judiciary, Users, Child welfare/rights groups, Internet industry, Press and media, etc.

### Purpose of the Code

- The Code of Practice will benefit all members of INHOPE



and will represent a clear statement of expectations about how INHOPE member Hotlines should operate individually and in relation to each other

- The Code of Practice will establish and maintain common minimum standards for the good operation of an Internet hotline and the role and responsibilities of members of INHOPE
- The Code of Practice will publicly establish and Protect the integrity of INHOPE and build confidence among external stakeholders
- Whereas, the INHOPE Statutes and Rules & Regulations are more about how INHOPE as a corporate body operates, the Code specifies minimum and preferred practice and concisely reflects the principles and standards which INHOPE members aspire to.
- The INHOPE Best Practice Papers cover specific areas of Hotline activity in-detail and in-depth. The third phase completed when the General Assembly agreed the broad list of headings which would be included in the Code of Practice.

#### Phase 4

During the 4th phase the CoP-WG developed the text belonging to the agreed headings (except for the Complaints and Sanctions sections) and this was generally agreed by the members during the INHOPE meeting in Helsinki in February 2004.

#### Phase 5

During the 5th phase the CoP-WG developed the headings and text belonging to the the Complaints and Sanctions sections and this was distributed to the members 4 weeks before the Rome AGM meeting in May 2004 for a general Assembly discussion and vote.



## VISIBILITY WORKING GROUP

Chair: Frank Glen (IWF) and  
Dieter Cartensen (StopIT)

Rapporteur:

The Working group on visibility had as its aim to understand the complexities involved in communicating the work undertaken by the INHOPE members. The continuous increase in media visibility, related to law enforcement activities and other public events, highlighted the need for all members to be able to respond uniformly to any enquiry from media or stakeholders. An additional issue that the Visibility-WG covered was the increased need for alternative funding opportunities, and the lack of visibility of a Hotline/INHOPE would make it more difficult to produce convincing funding applications or raise funds through other means.

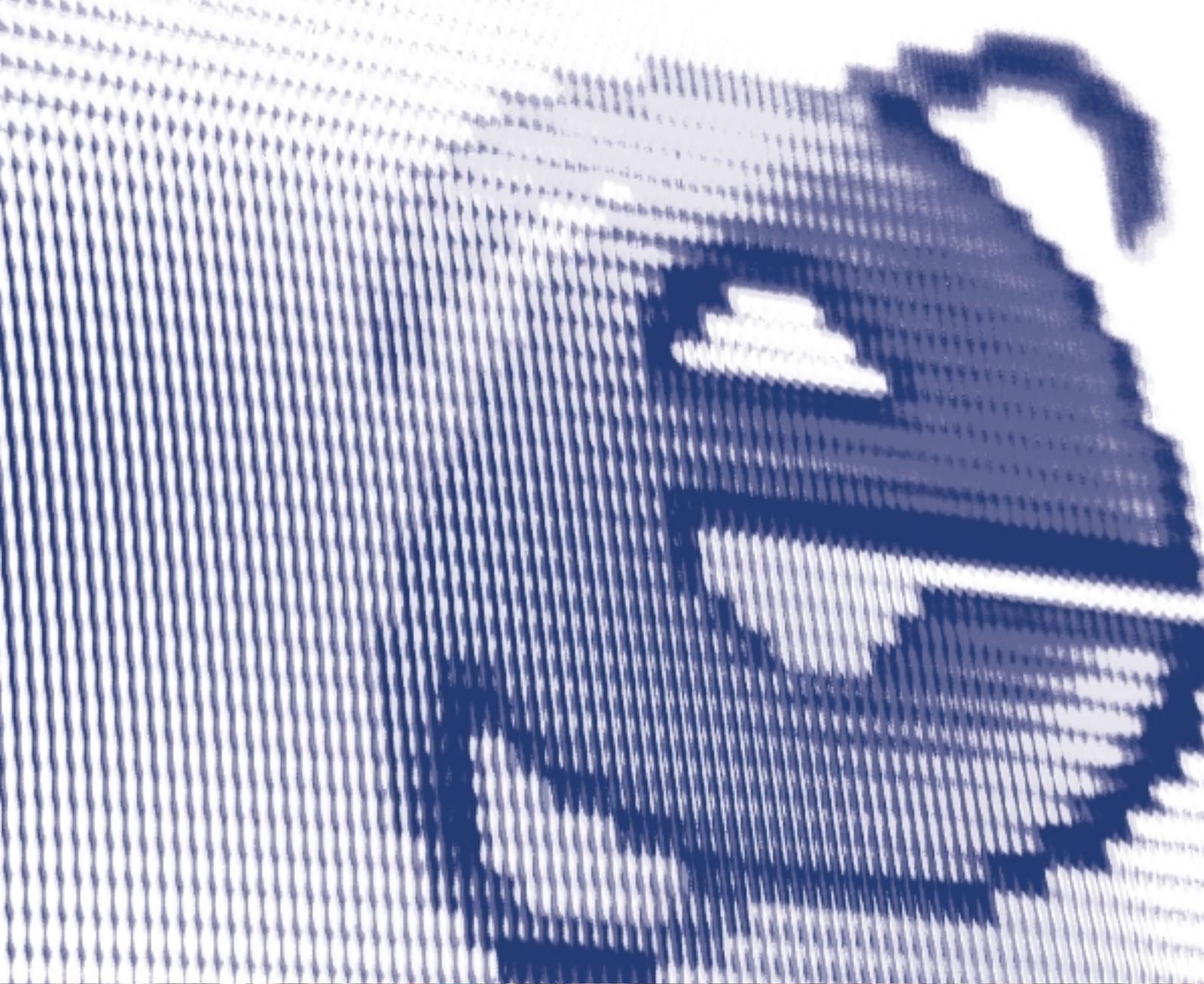
The following tasks were decided to bring the requested deliverables from the Visibility-WG to the members:-

1. Create a background paper for INHOPE that any hotline can use when speaking about INHOPE.
2. Idem for individual hotlines
3. Raising visibility; collate information from all members about what helped raise visibility in their countries e.g. mouse mats etc. And what did not work. – Examination of current and best practices.
4. Develop recommendation to members about using the INHOPE brand on their websites, emails signatures and business cards etc.
5. Review the standard INHOPE presentation and make recommendations for improvement.
6. Collate a short standard presentation from each hotline tying into the background paper mentioned at 3 giving the 5 key points, and make them available to all members. This would allow individual members to speak confidently about partner hotlines.

The final deliverables produced by the Visibility-WG are:-

1. A final paper was drafted regarding the INHOPE organisation and its scope and activities. This paper is available to all members and is a public document (useable for translation into different languages)
2. All Hotlines have produced its 1-slide presentation which has been made available through the Members area on the INHOPE web site. These slides permit any member to give a brief overview of the other member's activities and scope, should this be requested.
3. A comprehensive study on the possibilities for INHOPE was produced and presented to the members. Key points from the document are;
  - Organisation Focus
  - Promotion and Awareness
  - Measuring Success
  - Supporting Materials
  - INHOPE Website
  - Relationships
4. The Visibility-WG presented to the members two slogans to select from and the members decided for the following slogan to be used in all INHOPE communications as a fixed header/footer; "INHOPE, Networking Hotlines combating illegal material on-line"
5. The INHOPE presentation was reviewed and updated where deemed necessary

The Visibility-WG ceased its work and the deliverables are currently being used as input documents for other working groups, such as Funding-WG.



# NEW HOTLINES

## STRATEGY

The problem of illegal content and activity on the Internet is a global one. No one country can expect to successfully fight against such issues alone. International collaboration and cooperation is an intrinsic element to the response of hotlines to this issue.

INHOPE experience indicates that a large proportion of the illegal child pornography is hosted in countries which have more relaxed and open regulatory environments or where self-regulation has yet to gain the confidence of the major stakeholders.

INHOPE supports and encourages the development of hotline initiatives in countries which no such initiative currently exists. This supports the key objective of INHOPE member hotlines to directly exchange reports with hotlines where illegal material is hosted.

INHOPE can do this in many ways.

**Firstly**, INHOPE can encourage the major national stakeholders to come together to discuss the role and responsibilities of a possible hotline and the support and oversight requirements such a hotline would require from each of the stakeholders. INHOPE can act as honest broker or intermediary to bring these stakeholders together at a national level and can fund basic meeting facilities. INHOPE can also offer advice and presentations at that event to describe the INHOPE network and the different models which are adopted by INHOPE member hotlines.

**Secondly**, INHOPE can nurture a fledging hotline initiative by providing part- or full-funding of attendance by proposed hotline management to an INHOPE members meeting. This can enable all parties to meet with and discuss the special requirements of a hotline with the INHOPE executive and with all INHOPE members.

**Thirdly**, INHOPE can offer support and advice in the development of funding proposals to the European Community if the hotline is based within the European Economic Area.

Finally, once the hotline is established, applies for and is accepted for membership, INHOPE provides the high-quality wide range of support services available to all members. This includes expert advice on report processing, mentor programme, bursary programme, best practice papers and one-on-one networking.

## NEW MEMBERS

Since July 2002 there have been four additions to the INHOPE network and several other countries have attended INHOPE members meetings.

### Finland

Pelastakaa Lapset, Rädda Barnen, Save the Children, Finland was approved for provisional membership of INHOPE in September 2002 and were granted full membership of INHOPE in September 2003.

### Italy

Stopt from Italy was approved for provisional membership of INHOPE in January 2003, and was approved for full membership of INHOPE in February 2004.

### Greece

Safeline from Greece was approved for provisional membership of INHOPE in February 2004.

### South Korea

ICEC from South Korea was approved for associate membership of INHOPE in May 2003.



## CANDIDATE HOTLINES

INHOPE has been monitoring the stage of evolution of several "candidate" hotlines – hotlines initiatives which are at a very early stage of development. INHOPE has provided remote support and advice to many of these initiatives and has visited many of the stakeholders in these countries to encourage the establishment of a stable, supported and funded hotline organisation. In the experience gained by INHOPE since November 1999, the identification, encouragement and support of a new hotline initiative can span a period of over 18 months before such a hotline becomes firmly established.



### Brazil

INHOPE has established contact with hotline initiatives in Brazil and is now developing these contacts further.

### Canada

In May 2002, the provincial government announced the creation of a "children online protection committee", one priority of which was the introduction of a "cyber tip line" people can call when they come across web sites and chat rooms which seek to exploit and harass children. A hotline was later established in Manitoba, Canada. Representatives from attended the Madrid meeting in January 2002. The hotline

was established after extensive research conducted by the Canadian government which INHOPE was pleased to support.

### EU Candidate Countries and others

Contact has been made with organisations in Hungary, Lithuania, Poland, and Slovenia.

### Bosnia-Herzegovina and Serbia

In May 2003 the Secretary General attended a technical experts seminar in Bosnia/Serbia on invitation of the UN Development Programme where many of the EC candidate countries were represented. Some of these countries expressed a strong desire to establish a hotline and to learn from the experiences of INHOPE.

### Hungary

The executive has been in intensive discussions with a hotline initiative in Budapest. It is possible that funding will be approved by the EC SIAP programme for a hotline to be established there. INHOPE is eager to see the development of hotline initiatives in the eastern European region.

### Luxembourg

INHOPE would like to see the creation of a hotline in Luxembourg. In cooperation with its industry and European Commission contacts, INHOPE is developing a wider awareness of the major stakeholders in Luxembourg and the level of support and commitment for a hotline initiative.

### Poland

Contact has been established with a hotline initiative in Warsaw in Poland which is likely to be funded to establish a Hotline under the EC SIAP program.

### Portugal

INHOPE would like to see the creation of a hotline in Portugal and has started to develop a wider awareness of

the major stakeholders in Portugal and the level of support and commitment for a hotline initiative. This is the start of a process which will take significant time to complete.

### **Taiwan**

There is a hotline in Taiwan since 1994 and representatives have attended the INHOPE conference in November 2003 and the members meeting in Helsinki in January 2004. On both occasions they also met with the executive committee. The organisation has applied for membership and gave a presentation to members during the members meeting in Finland in February 2004. The application is due to be heard in May 2004.

### **USA**

Another hotline initiatives from the USA attended the INHOPE meeting in Luxembourg in September 2003. The hotline came to this meeting to learn how it can improve its operations, establish relationships with other hotlines, and to educate INHOPE on its activities in the USA and how it is uniquely positioned to help combat child pornography.

## **CONCLUSION**

There are many embryonic initiatives in the early stages of development around the world. Several countries in the African and Central European region have approached INHOPE to provide information and expertise about hotlines and the INHOPE network. INHOPE is clearly mandated to encourage such initiatives but is resource constrained in the amount of tangible support which can be provided on a regular basis. However, within reasonable limits, INHOPE staff, the executive and the members will continue to encourage any such initiatives. bers will continue to encourage any such initiatives.



## EXTERNAL RELATIONS

After the issues of hotline coordination and new hotline development INHOPE has focussed its energies on raising the awareness of INHOPE internationally. This work has resulted in many requests for INHOPE to participate and present at international events around the globe. INHOPE has presented at seminars in Australia, Brasil, Hong Kong, Korea, Singapore, Tokyo and throughout Europe.

INHOPE is normally represented at such events by the President or Secretary General but on many occasions other members of the INHOPE executive have also participated.

### **STRATEGIC ALLIANCES WITH INTERNATIONAL ORGANIZATIONS.**

A great deal of work is being undertaken within INHOPE in order to increase its visibility, promote Internet safety and awareness activities, especially through INHOPE's Working Group on Awareness & Visibility (WG4).

That Working Group identified several audience groups with which might be interesting for INHOPE to develop some kind of relationship/partnership with. However, WG 4 has also identified that there is presently within INHOPE no structured approach to relationship/partnership building.

Partnership building would include actions such as developing and using key messages and providing personalized benefits for each of the different audiences.

Some of the Key Audience Groups identified by WG4 were the following:

- International Police Forces; Interpol/Europol
- Child Protection Organizations (including international NGOs and International Organizations that work with the remit to protect the rights of children)
- Internet Service Providers

To these it is important to add a fourth one:

- International Organizations (with other remit than the protection of the rights of the child)

INHOPE has developed a strategy document which presents a list of organizations INHOPE might approach in order to raise the visibility of, and promote the work of, the hotlines. These organizations do not run hotlines. The entire list of organizations to contact is extensive. However, four organizations that INHOPE might contact have been prioritised

In addition, this document provides a basic Memorandum of Understanding (MoU) where the benefits of collaboration with INHOPE for these organizations will be outlined. A letter introducing INHOPE to the possible partner and suggesting a possible collaboration is also included.

The objective is to present these organizations with the work being carried out by the INHOPE network, to help them understand how INHOPE can assist them in their activities, and establish a collaborative relationship with INHOPE. If it is relevant and appropriate, they can be offered Observer Status in INHOPE meetings. This will increase awareness of INHOPE as well as the credibility and respectability of the whole network.

### **PUBLIC RELATIONS**

INHOPE has few resources to service the wide range of queries which the organisation receives in relation to the operation of hotlines, new hotline initiatives and child paedophile activity on the Internet. Instead INHOPE has tried to achieve maximum impact by using broadcast media where possible. INHOPE relies on its participation at international events to increase the awareness of INHOPE and the member hotlines.

INHOPE has given media interviews whenever possible and has often participated in national media debates during



country visits. In addition, INHOPE relies on the third programme of the Safer Internet Action plan – Awareness Programmes – to promote the work of hotlines and the strengths of the hotline network.

## **INTERNATIONAL ORGANISATIONS**

### **EuroISPA**

The European Association of Internet Service Providers (EuroISPA) and the Association of Internet Hotline Providers (INHOPE) announced on 20th November 2003 that they had signed a Memorandum of Understanding (MoU) between their two organisations. Following years of informal support by EuroISPA on a European level and practical involvement at a national level by its members, EuroISPA and INHOPE were pleased to make their relationship more formal. Mr. Michael Rotert, EuroISPA President, believes that support for Internet Hotlines is an issue for every stakeholder in the Information Society and that as responsible members of the Internet community, EuroISPA was delighted to be able to make this formal statement of support.

The MoU commits INHOPE and EuroISPA to concentrate on such issues of mutual interest as illegal and harmful use of Internet services, criminal use of the Internet, privacy, unsolicited email, protection of minors and freedom of speech.

INHOPE believes that working together, with strong support from key stakeholders such as EuroISPA representing the broad spectrum of Internet Industry, and with others in Child Welfare, Law Enforcement and Government, is reflected by the important number of successes achieved by INHOPE. The INHOPE global network of hotlines is the only international association of hotlines fighting the war against online child pornography and abuse. Developing strategies to combat illegal harmful content on the Internet is a complex global problem. This is most effective when everyone works together and shares knowledge and expertise. EuroISPA's

support for hotlines to combat illegal online activity has been recognised by international bodies including UNESCO, the Council of Europe, the European Parliament and the European Commission. The MoU marks a further significant step in the cooperation with industry. EuroISPA has made a formal commitment to share information and support on a wide range of issues aimed at support for safe use of the Internet and protection of vulnerable members of the online community.

### **Council of Europe**

The Council of Europe spent several years developing the Cybercrime Convention which covers a wide range of international online criminal activity. Among the issues covered by the convention, adopted now by over 35 nations worldwide, is that of Child Pornography on the Internet. INHOPE was proud to be able to participate in the preparatory conference for the Yokohama conference on Commercial Sexual Exploitation of Children (CSEC) held in Budapest. The INHOPE president was also able to attend the signing ceremony for the Convention in Budapest in November 2000 which will now come into force in July 2004.

The Council of Europe **COMMITTEE OF EXPERTS ON THE CRIMINALISATION OF ACTS OF A RACIST OR XENOPHOBIC NATURE COMMITTED THROUGH COMPUTER NETWORKS** is currently drafting a protocol to the Convention dealing with issues relating to racism. This protocol will also affect the work of hotlines handling reports about such material. INHOPE has also participated in the European Forum on Harmful and Illegal Cyber Content held in Strasbourg in November 2001.

### **Interpol**

On 14th-16th October 2002, the INHOPE President Thomas Rickert had the chance to present the work of INHOPE during the 5th International Conference on Cyber Crime by Interpol in Seoul, South Korea. Some 150 police

representatives discussed countermeasures to illegal activity on the Internet. The response to the President was broad support as a supplementary action besides police work.

In December 2003, Secretary General, Cormac Callanan from INHOPE was invited by ICMEC ([www.icmec.org](http://www.icmec.org)), Interpol and Microsoft to join the team of trainers delivering Law Enforcement training course in Interpol in Lyon and his presentation focussed on the role of Industry and Self-Regulation and the relationship with Law Enforcement.

In an effort to support the international community's heightened endeavour to address the growing problem of child safety on the Internet, the International Centre for Missing & Exploited Children ICMEC, Interpol and Microsoft Corp. launched the international training program for worldwide law enforcement who investigate computer-facilitated crimes against children. ICMEC plans to conduct eight to 10 intensive training programs per year around the globe launched on 1 December 2003 in Lyon, France. The ICMEC training conference titled Conference on Computer-Facilitated Crimes Against Children was hosted by and conducted at the headquarters of Interpol. The conference brought together worldwide law enforcement representatives for four days of extensive training on investigating online child predators, collecting evidence and computer forensic information, and seeking private industry assistance in child exploitation investigations.

Representatives from 36 countries attended the training conference: Australia, Austria, Barbados, Belgium, Bosnia and Herzegovina, Bulgaria, Burundi, Cameroon, China, Cote d'Ivoire (formerly Ivory Coast), Croatia, Denmark, Finland, France, Germany, Hong Kong, Korea, Iran, Ireland, Israel, Italy, Kenya, Latvia, Lebanon, Macedonia, Monaco, Namibia, Netherlands, Senegal, Slovakia, Spain, Switzerland, Tanzania, Ukraine, United Kingdom and the United States.

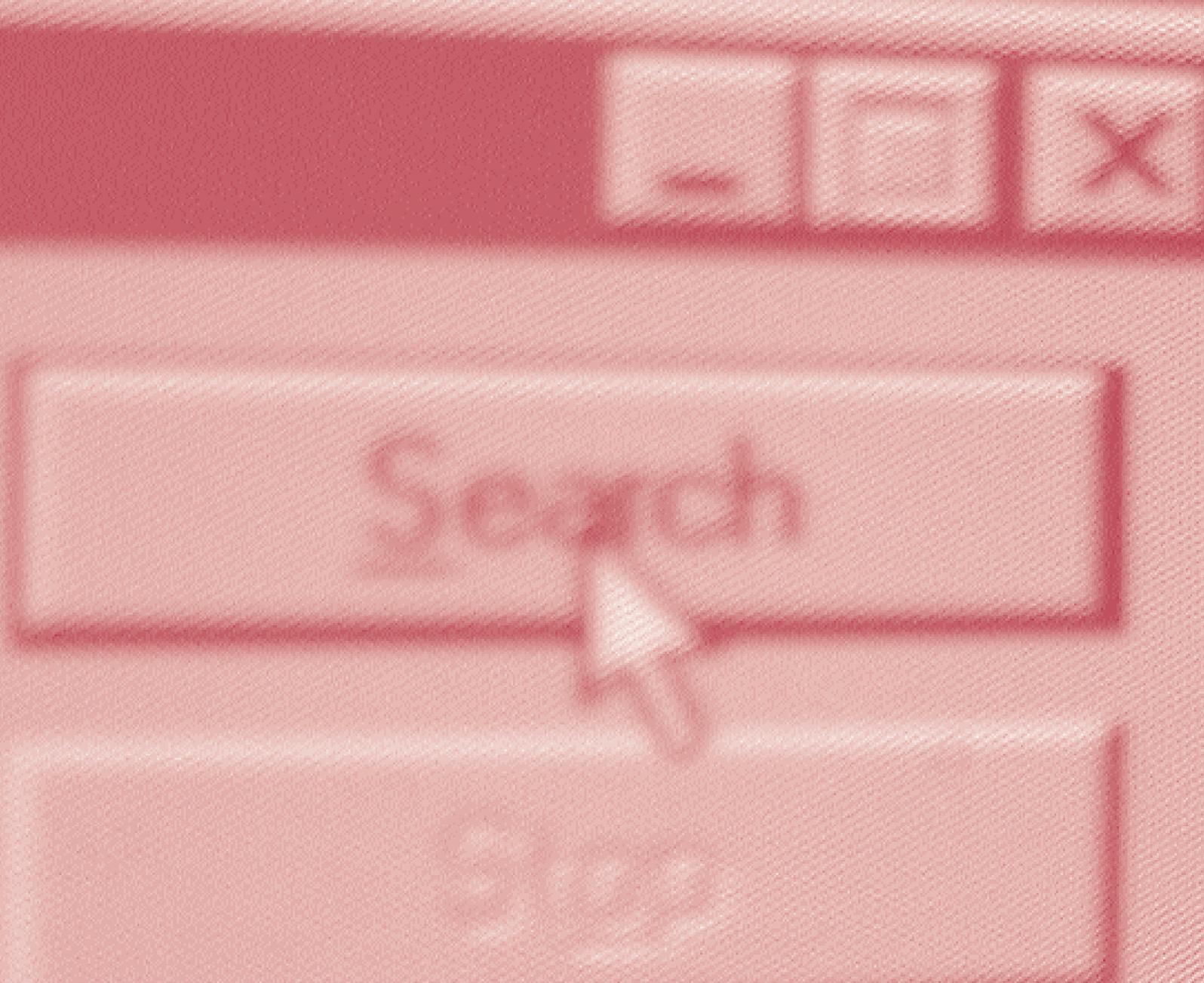
## OTHER EVENTS

On 21st October 2002, the INHOPE President made a presentation on the work of INHOPE during the INFOBALT Conference in Vilnius, Lithuania. There was a lot of interest in setting up hotlines and participating in EC-funded projects in the candidate countries. Some 50-60 persons attended the presentation.

In Luxembourg, on 27th and 28th November 2002, INHOPE, together with representatives from the different Safer Internet projects, participated in the European Commission's hearing about the follow-up program to the Safer Internet Action Plan, the (eSafe). The hearing was an occasion for the European Commission to present the elements of the new biannual program and their view of the present challenges in the safer internet area. It was equally an occasion for project participants to ask questions and make statements. INHOPE was represented by Sabine Frank and Marianne Pihl. Inhope has produced a written statement, which has been discussed by members and sent to the Commission in January 2003.

Brazil, 2nd-4th December 2002, the President of INHOPE was invited to the 1st International Conference on Child Pornography in Salvador, Bahia, Brazil. He made a presentation on the work of INHOPE and participated in a panel discussion on the role of the Internet Industry in the fight against child abuse online. The conference was attended by some 100 participants and there was huge media attention as a code of conduct of the travel industry was publicly announced to tackle sex tourism and the minister of tourism made a speech at the event.

On 27/28th February 2003 the President and Secretary General attended the Quality Labels Workshop and SIFKAL conference in Luxembourg. The President was a member of the panel on media literacy while the Secretary General delivered a presentation on the work of INHOPE.



## HOTLINE PROFILES



**INHOPE ASSOCIATE MEMBER • AUSTRALIA •**

**AUSTRALIAN BROADCASTING AUTHORITY**

Australia's hotline for illegal and offensive Internet content is operated by the Australian Broadcasting Authority, the regulatory agency responsible for broadcasting and online content matters. The hotline is one component of the co-regulatory scheme that commenced operation on 1 January 2000. The scheme aims to align Internet regulation with provisions applying to offline media, and covers a broad range of material that would be illegal or restricted in its availability in traditional media such as films and publications.

Complaints about Internet content can be made via the online reporting form at [www.aba.gov.au/hotline](http://www.aba.gov.au/hotline), by email to [online@aba.gov.au](mailto:online@aba.gov.au), fax to +61 2 9334 7799 or in writing to PO Box Q500, Queen Victoria Building NSW 1230.

Processes to be followed by the hotline are set out in the Broadcasting Services Act 1992 and in registered codes of practice for the Internet industry. The hotline is operated by the ABA's Content Assessment Section, within the Industry Performance and Review Branch. The section's Assistant Manager oversees the hotline on a day-to-day basis. Reports are assessed and actioned by two full-time complaint investigators.

The hotline has received some 2700 complaints since it commenced operation – around half of these have related to child pornography or other Internet paedophile material, and action has been taken in relation to over 1200 items of such content.

In addition to the hotline, the section carries out a range of other functions set out in the Act, including community education, research and international liaison. As part of its community education role, the ABA operates an Internet safety web site for families, [www.cybersmartkids.com.au](http://www.cybersmartkids.com.au).

Reports on the operation of the co-regulatory scheme, including the activities of the hotline, are tabled in the Australian Parliament by the Minister for Communications, Information Technology and the Arts approximately every six months.

The reports are available on the web site of the Department of Communications, Information Technology and the Arts at [www.dcita.gov.au](http://www.dcita.gov.au).





**INHOPE MEMBER • AUSTRIA •**

## **STOPLINE**

The Austrian Hotline - Stopline - was founded in 1997 by the Austrian ISPA (Association of Internet Service Providers Austria) to provide the possibility for Internet users to report anonymously about illegal content - child pornography and national socialistic offences - they find on the Internet.

To receive reports Stopline provides a web form under [www.stopline.at](http://www.stopline.at) and the e-mail address [report@stopline.at](mailto:report@stopline.at). The legal or illegal content that is reported to Stopline is mainly located on the World Wide Web, newsgroups, file sharing programs and similar internet services.

The main objective of Stopline is to guarantee for the anonymity of the reporter, a self regulation of the Austrian Internet Service Providers and a good national and international cooperation with relevant bodies to reach an international success against illegal content on the Internet

All strategic decisions are made within the Stopline Advisory Board, which consist of lawyers, representatives of the Austrian ISPs, representatives of the two hotlines of the law enforcement agencies (Criminal Police service and N.C.B. Interpol, both belonging to the Department of the Interior), a representative of the Department of Justice, Stopline staff and the secretary general of the Austrian ISPA. The Board has an advisory role and gives guidance to the staff of the Hotline.

Stopline works together very closely with the Austrian Law Enforcement Agencies. The Internet addresses with illegal content are forwarded to Interpol, if it is child pornography, and to the State Police, if national socialistic offences are found. Besides this knowledge and experience, e.g. about new technologies, trends or welfare is exchanged. The Stopline is without any restriction accepted by the executive authorities as an expert in dealing with child pornography and national socialistic offences.

A close and important relationship exists also between Stopline and Austrian Internet Service Providers. Following constant and ongoing attempts to deal with concerns of Internet users, particularly in regards to censorship, Internet Providers gradually gained confidence in the hotline. It is very positive for the Stopline to be – also by the ISPs - seen as a successful example of self regulation of the Internet industry.

Besides its national business Stopline takes – as a founding member – part in Inhope. If an Inhope partner hotline is located in a country, where illegal content seems to have its origin, the Internet address is forwarded to this hotline, which itself has again a close relationship to the local police.

Detailed information about Stopline and annual reports with statistics can be found on the website [www.stopline.at](http://www.stopline.at).





## CHILD FOCUS

Child Focus, the European Centre for Missing and Sexually Exploited Children, is a private organisation, recognised as being of public utility that has been operational since March 31st 1998. The Centre's mission, at both national and international level, is to actively support investigations into the disappearance, abduction or sexual exploitation of children and, secondly, the prevention of and fight against these phenomena. Child Focus is a privileged partner of the Belgian Authorities.

In its action against child pornography, Child Focus launched the prevention campaign "Surf Safe" in March 2000. The aim of this campaign was to encourage children (target group: age 10 to 13) to be alert to the potential dangers of the Internet. A poster was created for this purpose, setting out 7 safety rules. An e-mail address was also set up ([surfsafe@childfocus.org](mailto:surfsafe@childfocus.org)) to receive reports of abuse of a paedophile nature on the Internet and complaints relating to them.

In June 2002, created Childfocus-net-alert with the support of the European Commission, within the framework of the Commission's Action Plan for a Safer Internet.

Childfocus- net-alert is a Belgian Civil Hotline against child pornography on the Internet. It's a Hotline and a website on the specific subject. The hotline can be contacted 24 hours a day and the reporter can remain anonymous.

Childfocus- Net- Alert, that became full member of Inhope in September 2002, has the following missions:

- To fight against child abusive images on the Internet
- To inform the public about these phenomena through the website. Visitors can find information on the Belgian legislation, find links, find information concerning the Belgian Hotline, Inhope,....
- To instil a sense of responsibility by awareness raising and prevention campaigns

Childfocus- Net- Alert has signed a collaboration agreement with the police and judicial authorities and works in partnership with the major ISP's, consumer affairs organisations, the Ministries of Education, Universities, in raising awareness and developing prevention campaigns.

Reporting and Contact: <http://www.childfocus-net-alert.be>

Other sites: <http://www.childfocus.org>

<http://www.clicksafe.be>





**INHOPE MEMBER • DENMARK •**

**RED BARNET**

Save the Children Denmark's internet hotline is a means in the battle against abuse of children through the Internet. The hotline was established in 1998 and is financially supported by the Danish Ministry of Social Affairs and the European Commission's Safer Internet Action Plan.

Handling 400 reports every month Save the Children Denmark's website at [www.redbarnet.dk](http://www.redbarnet.dk) gives internet users access to the hotline's reporting form and to information about the fight against child pornography. The hotline employs 2.5 fulltime staff members and receives monthly around 400 reports from Danish citizens about child abusive online content. More than 25% of all reports contain allegedly illegal images and another 30 % contains erotic images of children or links to child pornographic material. Other reports relate to non accessible content (often because of removal by ISP) or to not relevant content (2003 Statistics).

Co-operation with National Police, ISPs, and hotline partners in INHOPE When reported content is assessed to be illegal, information is forwarded to the Danish police or to hotlines in the countries where the content is hosted. Save the Children Denmark works in close co-operation with the Danish police and has regular meetings with the big Danish Internet Service Providers. As regards the important international relations, the hotline is a member of INHOPE and works closely with partners within the INHOPE network.

**Safety for children using the internet**

In conjunction with the hotline, Save the Children Denmark works to raise awareness about online safety for children. In co-operation with the Danish Crime Prevention Council, the hotline informs about online safety for children. The website [www.sikkerchat.dk](http://www.sikkerchat.dk) offers advice for both adults and children regarding safe use of chat services.

**The hotline – a part of Save the Children**

Save the Children's work against child pornography is part of a co-ordinated effort to secure children's rights as described and laid down in the United Nations Convention on the Rights of the Child. The hotline is an integral part of Save the Children's work against sexual abuse with continual co-operation and exchange of knowledge between the hotline and other Save the Children programmes. In May 2003 the Save the Children Europe Group published a position paper on child pornography and internet-related sexual exploitation of children.





## INHOPE MEMBER • FINLAND •

### NETTIVIHJE

Nettivistihje - Northern Hotline started work in the beginning of September 2002. It became a provisional member of INHOPE (The Association of Internet Hotline Providers in Europe) in September 2002 and gained full membership in September 2003.

The core activity of Nettivistihje is to receive complaints of child pornography. In order to carry out this core activity Nettivistihje has a website [www.pela.fi/nettivistihje](http://www.pela.fi/nettivistihje) which has alternate address [www.nettivistihje.net](http://www.nettivistihje.net). One can send anonymous complaint using the form in the website. This service is provided in Finnish, Swedish and English language.

During the 15 months period October 2002 – December 2003 Nettivistihje received 3300 reports. The amount of illegal material of all this was 27%. All the reports have been screened and illegal material forwarded either to other hotlines or to the police. Most of the material comes from outside Finland. 57 % have been forwarded to the other Inhope members and 14 % to the Finnish police. A report means an individual complaint that can refer to a single page, single image or an entire website. A report can also refer to spam mail, p2p-activities, chat-room-behaviour or something else on the Internet.

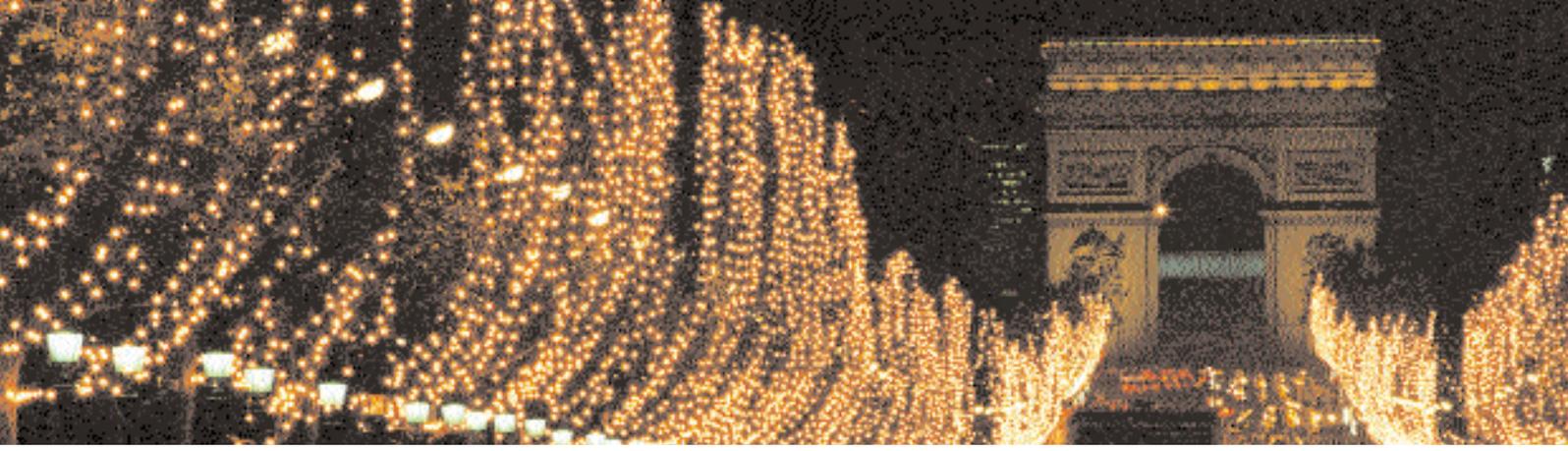
Nettivistihje is also committed to the awareness work and work of the other Save the Children Hotlines in Europe (Denmark, Iceland, Italy, Norway and Sweden). The aims of this co-operation have been agreed 2003 in common position paper ([http://www.redbarnet.dk/Files/Filer/sexuelt\\_misbrug/SaveTheChildren\\_positionpaper\\_ChildPornogaphy.pdf](http://www.redbarnet.dk/Files/Filer/sexuelt_misbrug/SaveTheChildren_positionpaper_ChildPornogaphy.pdf)).

Project has given out over 45 training sessions with over 2000 participants, Nettivistihje has been presented also in seminars and exhibitions where at least 3000 people have visited. Nettivistihje made total own magazine with 40 pages (special issue of Save the Children – Finland magazine) with circulation of 20,000 copies.

Nettivistihje has given out 8 press releases with over 500 hits on radio, TV channels and daily and weekly newspapers. During the Christmas 2003 we organized a 48 hours moderated chat for children to help them on-line with special troubles. Over 3000 minors took part to the chat. The last big campaign was in February 2004 when we were involved with ISP's, Internet Software companies and state officers and delivered material about Internet safety to every household in Finland (1,5 million copies).

Nettivistihje - Northern Hotline works in close co-operation with Finnish ISP's, Ministry of Justice, Ministry of Transport and Communications, City of Helsinki, National Bureau of Crime Investigations and Central Union of Childcare. Project is supported financially by the Safer Internet Action Plan (European Union), Finland's Slot Machine Association, Ministry of Transport and Communications and ISP's.

**nettivistihje**



### **www.pointdecontact.net**

www.pointdecontact.net is tackling mainly child pornography and incitement to racial hatred on the Internet since 1998. It was established by the French Internet Association (AFA) and it is funded by the French ISPs and the European Commission.

Point de contact closely works with ISPs, The French Hotline established by Law Enforcement Authorities, Inhope members, and French stakeholders like NGOs against racial discriminations.

Point de contact website ([www.pointdecontact.net](http://www.pointdecontact.net)) provides information about French law, Child protection online and other contacts when the report or the question is outside the remit of the hotline. It also provides Internet users with links on how to protect themselves from spam and provide information on consumer issues.

Internet users can report an illegal content to the hotline, using the reporting form [www.pointdecontact.net/contact.php](http://www.pointdecontact.net/contact.php), or ask a question using [www.pointdecontact.net/commentaires.php](http://www.pointdecontact.net/commentaires.php).

When Point de contact receives a report regarding a potentially illegal content, it evaluates it.

When the content is potentially illegal under French law, the report is forwarded to French Law Enforcement Authorities or to an Inhope member, depending on the country where the content is hosted. For content hosted in France, the report is simultaneously forwarded to the hosting provider if member of the French ISP Association-AFA. In any case the reporter will receive a feedback on the follow-up of its report. If a report is outside the remit of the hotline, the reporter will be given information, and if possible another relevant contact.

Point de Contact has received 2 042 messages from December 2002 up to November 2003, among which 1,998 reports about potential illegal content. 462 reports have been forwarded to the French Law Enforcement Authorities, 446 to Inhope members and 196 to French ISPs.

At the same time, reports received and handled on AFA second hotline [afa@afa-france.com](mailto:afa@afa-france.com), dedicated to abuse reports like spam, intrusions or consumer issues, amount to 2,806.

Together, reports handled on AFA two hotlines are increasing significantly in December 2003 (444 reports handled) and January 2004 (7,134 reports handled).

AFA will soon merge these two hotlines into one by creating a single portal to ensure a better visibility and better user friendliness.



## ECO

The eco Forum – Verband der deutschen Internetwirtschaft e.V., a registered association founded in 1995, is the association of German internet enterprises. As a body, eco sees itself as the advocate and mouthpiece of German Internet business in the relevant political, legislative and international groupings. It currently represents approximately 270 members, including approximately 100 major providers which form the backbone of the German Internet. Additionally, eco operates the largest national data exchange called De-CIX (Deutscher Commercial Internet Exchange), which is being used by about 80 percent of national peering traffic.

In 1996 the eco Forum established the Internet Content Task Force (ICTF).

The task of ICTF is to advise members in the area of illegal and harmful material and use of the Internet and to develop counterstrategies to the downside issues on the global network. It was the collaboration of this body with other organisations that led to the establishment of "Freiwillige Selbstkontrolle Multimedia", FSM and the Internet Content Rating Association (ICRA). In July 2003 eco was appointed the Point of Presence of ICRA in Germany to promote a safer use of the Internet for children and young people based on a self-labelling.

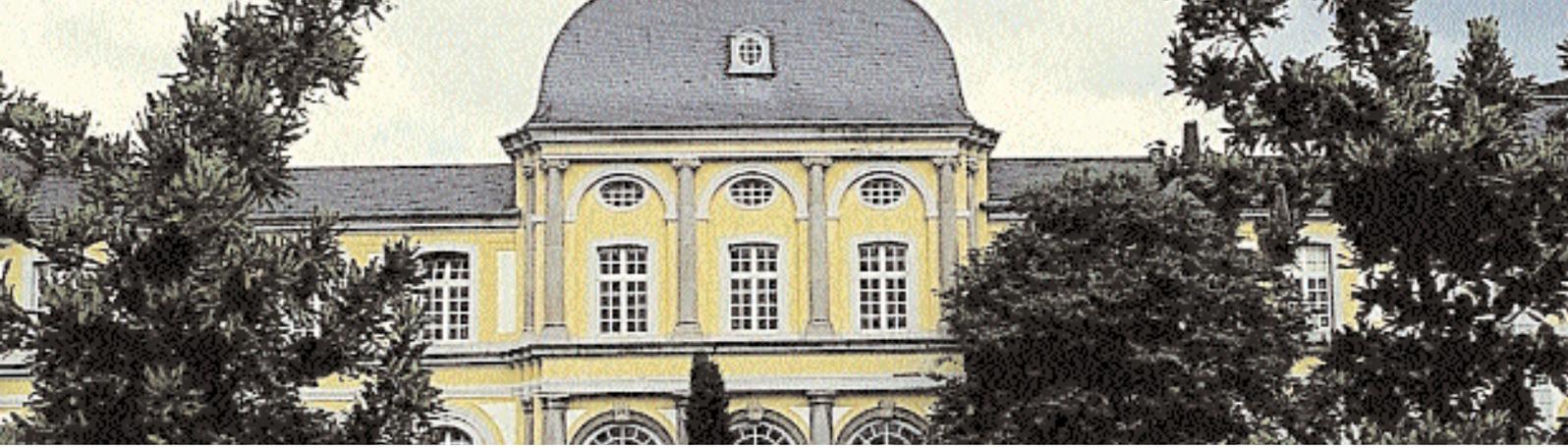
eco' ICTF operates a hotline which accepts reports about illegal and harmful content on the Internet including child pornography, bestiality, publicly accessible adult pornography, pornography involving violence, incitement to racial hatred, holocaust denial, depictions of extreme violence. Further, it deals with unwanted material like Unsolicited Commercial E-Mail / Spam. Reports can be made via e-mail at [hotline@eco.de](mailto:hotline@eco.de) or a web interface, which can be accessed through the [www.eco.de](http://www.eco.de).

ICTF processes reports in accordance with the procedures published on the website. Action is taken by examining the report and notifying ISPs, law enforcement authorities, national partners or INHOPE hotlines depending on the nature of the case and agreements with the relevant entities.

The aim is to reduce the availability of illegal and harmful material on the Internet, to make possible swift and efficient investigations by Law Enforcement Authorities and to protect the public, especially children and young people from accessing illegal or harmful content. In the first quarter of 2004 the number of complaints received amounted to 4000 – 5000 per month.

Mr. Sven Karge from ECO held the post of the treasurer on INHOPE's Executive Committee from May 2001 - May 2003 and Mr. Thomas Rickert from ECO was elected President of INHOPE in May 2002





## INHOPE MEMBER • GERMANY •

### FSM

#### WHO IS THE FREIWILLIGE SELBSTKONTROLLE MULTIMEDIA DIENSTEANBIETER E.V. (FSM)?

The FSM (Organisation for the voluntary self-control of Multimedia-Service-Providers) is an association that is devoted to making a contribution to the prevention of the dissemination of illegal or harmful content in online media. The FSM was founded in 1997 by host-, access- and content providers and associations representing German publishers, private TV and radio stations and multimedia interest groups.

#### OBJECTIVES

The objectives of the FSM are:

- prevention of the dissemination of illegal or harmful content in online media
- promotion of education and training in the multimedia area
- contribution to the discussion on newly formed law relevant to the protection of minors national and international
- cooperation with other hotlines on national and international level (INHOPE)
- network building with other bodies and organisations that work in the field of youth protection in the media.

#### THE HOTLINE

Everyone can send a complaint to the Hotline about content found on the internet, that he or she believes to be illegal or harmful. The Hotline team processes the complaints according to a code of conduct and a code of procedure. If the content is held to be possibly illegal, the content provider is contacted and asked to remove the content in question or to give a statement. Then, the decision-making body of the Hotline, the so called Complaints Commission with three members, decides upon each case. However, in cases with child pornographic material involved, the material is assessed by the Hotline team only and then forwarded to the police.

#### AWARENESS

The FSM has been very active in the field of education training in the multimedia area. Several awareness brochures and internet guides have been developed. Moreover, the FSM established several working groups, e.g. one working group that focuses on the promotion of ICRA. The FSM frequently takes part in hearings and conferences.

#### INHOPE

The FSM has been one of the founding bodies of INHOPE. Sabine Frank, Manager of the FSM, has been Vice-President of INHOPE since May 2002.

#### NETWORK BUILDING

The FSM has been able to build a network with other german voluntary self-regulatory bodies such as the German Press Council, the German Advertising Council, the German voluntary self-control for television. The FSM also has close contacts with the relevant ministries, youth protection organisations, universities, other related organisations and private businesses.

Reporting, Contact and further information: The FSM's Hotline online reporting form, further information and contact details are available at [www.fsm.de](http://www.fsm.de).





**INHOPE MEMBER • GERMANY •**

## **jugendschutz.net**

### **TASK OF JUGENDSCHUTZ.NET**

jugendschutz.net is the central body of the German Federal States responsible for youth protection in the media. The task of jugendschutz.net is to support the youth ministers and the KJM (Commission for Youth Protection in the Media).

### **BACKGROUND**

jugendschutz.net was founded in 1997 by the Youth Ministers of the German Federal States, in order to check content on the internet according to its relevance to youth protection and to see to the compliance with youth protection laws. The aim is to achieve a comparable youth protection as in the traditional media. jugendschutz.net has been a member of the INHOPE network from the beginning.

### **HOTLINE**

Since June 2000 jugendschutz.net has been operating a hotline to which internet users can report illegal and harmful content.

The scope of activity of jugendschutz.net includes child pornography, adult pornography, right-wing extremism, violence, and other harmful content. Reports to the hotline can be sent via the report form on the web site [www.jugendschutz.net](http://www.jugendschutz.net) or via Email [hotline@jugendschutz.net](mailto:hotline@jugendschutz.net). This can also be done anonymously.

The hotline team assesses the reports and if the content is considered illegal under German law jugendschutz.net passes on the information to the German Federal Criminal Police Office. In German cases jugendschutz.net communicates with the content provider and asks him to alter or remove the material or to set up an efficient age verification system whenever content that must not be accessed by minors is affected. If the content is considered to be endangering to children and youngsters or if it has a negative effect on the development of children the content provider has to set up

efficient filter systems. If the content provider does not respond to this details are passed on to the KJM as the responsible authority.

If the report refers to material in the competence of another INHOPE member jugendschutz.net passes on the information according to the best practice papers of the INHOPE network. In any way jugendschutz.net informs the reporter about the steps taken and follows up the outcomes, the success of the actions taken.

jugendschutz.net also receives numerous requests for information, e.g. about safer use of the internet, filtering, and the legal situation and provides internet users with help.

The main objective of jugendschutz.net is to find effective ways of combating illegal and harmful content on the internet, to reduce the dangers for children through a good protection of children in the media.





## SAFELINE

Safeline was launched on 14-4-2003 and is the first hotline in Greece dealing with illegal Internet content. Safeline accepts reports concerning websites or newsgroups users which contain:

- Images of child abuse, anywhere in the world.
- Racist and xenophobic content violating Greek law.
- Other content, which the reporter considers illegal.

The hotline was created under the NETWATCH project, which is co-funded by the E.U. "Safer Internet Action Plan". The partnership comprise:

- FHW: Foundation of the Hellenic World
- FORTH: Foundation for Research and Technology, Hellas
- FORTHnet S.A.: Hellenic Telecommunications and Telematics Applications Company (project leader)
- SAFENET: Hellenic Self-regulatory SafeLine Body for Internet Content (hotline operator)

Safeline cooperates closely with a broad group of major stakeholders which have Internet Safety as a common interest. In this context, it cooperates with Internet Service Providers, the National Academic Network, the National School Network, Universities and other Research Institutions, Cultural Institutions, Child Welfare Organizations, Consumer Organizations, members of the mass media, the Hellenic Police and other State organisations.

Safeline's mission is the provision of a direct, responsive and responsible point of reference, as well as a point of contact for users demanding safer Internet content. Safeline processes reports in the most effective way and takes appropriate action. This action consists of forwarding the reports to Police for further processing, or to other hotlines abroad if the reported content doesn't reside in Greece.

Users, who can always choose to remain anonymous, can send reports to Safeline in the following ways:

- On-line, using the appropriate form on [www.safeline.gr](http://www.safeline.gr)
- via telephone, at 210 7474259
- via e-mail to [report@safeline.gr](mailto:report@safeline.gr)
- via surface mail, to: Safenet, Mesogion 56, 11527 Athens, Greece

Safeline is a point of reference for concerned users seeking to protect themselves and their family from illegal Internet content. For this purpose, the hotline's website includes a collection of safety tips for concerned children and parents as well as the general public. It includes a list of Frequently Asked Questions in order to inform the non-specialist user of procedural, legal, as well as technological issues (such as filtering or rating) related to Internet safety. A collection of Internet links serve as a starting point for the user who wants to explore further the subject.

Safeline plans a series of actions designed to alert Greek cyber-citizens to the necessity and duty of using the hotline, because "Internet is ours and our children's medium".



**INHOPE MEMBER • ICELAND •**

**[www.barnaheill.is](http://www.barnaheill.is)**

**PREVENTION OF CHILD PORNOGRAPHY ON THE INTERNET AND AWARENESS OF THE SUBJECT  
A FIGHT AGAINST CHILD ABUSE**

Save the Children Iceland (Barnaheill) is fighting against abuse of children, illegal and harmful content on the Internet.

**ICELANDIC HOTLINE**

A hotline was launched in november 2001 and through the website [www.barnaheill.is](http://www.barnaheill.is) the public can, Via eMail or web-interface, report allegedly illegal and harmful material on the Internet. The hotline analyses the reported material and contacts either the law enforcement agencies or another hotline in a country where the material is hosted. The Icelandic hotline receives on average 60 reports per month and approximately 30% are child pornography. The hotline employ 1,5 staff member.

**MEMBER OF INHOPE**

The Icelandic hotline is a member of the INHOPE organisation along with 19 other hotlines from 17 countries world wide. INHOPE is the main forum for co-ordination among hotlines in Europe and worldwide. Besides the exchange of reports, the INHOPE network provides for an exchange of knowledge amongst members and brings in external experts to make presentations at members meetings.

**COOPERATION**

Cooperation between the Icelandic hotline, the national police and the Reykjavik police is ongoing. Meetings with the National police and the Organisation of Internet Providers in Iceland are held regularly and cooperation with the Saft-project is ongoing. Save the Children Iceland are asked, by the members of parliament (Althing), to give statement about bills of law related to child abuse and the Internet.

**AWARENESS**

The hotline held a seminar in cooperation with the National Police on the 28. mars 2003. The seminar was called "Stop child pornography on the internet". In cooperation with Saft-project the hotline offers lectures about the subject and are visiting parents associations in schools all over the country.

**FINANCE**

The hotline was funded 50% by the EUC and cofinanced through the Ministry of Justice, the private sector and Save the Children Iceland. The last contract between Save the Children Iceland and the EUC ended on 31st of March 2003. Since the hotline has been managed only by the support of Save the Children Iceland. A new contract between Save the Children Iceland and the EUC will hopefully start in the spring 2004.





**INHOPE MEMBER • IRELAND •**

**www.hotline.ie**

The www.hotline.ie service was launched in November 1999 and provides a central point of contact for members of the public who become aware of any child pornography on the Internet. The hotline accepts reports about such material and attempts to trace and identify the source of the child pornography. If the material is hosted in Ireland it will request the relevant ISP to remove the material and An Garda Síochána to investigate or alternatively pass on the report to the appropriate international hotline.

The hotline needs advice and assistance from a partnership-driven forum, which monitors and promotes the overall self-regulation framework. The Internet Advisory Board established in March 2001 ably fulfils this role. Members of the Board include Internet service providers, An Garda Síochána, Internet users, Government, the Information Society Commission, education and child protection bodies, a legal advisor and the Director of the hotline. Among the many objectives of the Internet Advisory Board is the supervision of the operations of the www.hotline service and the establishment of viable and transparent procedures for processing complaints.

Funding for the www.hotline.ie service is provided by the Internet Service Provider's Association in Ireland and part-funding for the www.hotline service from the EU Internet

**Action Plan programme.**

The www.hotline.ie service accepts reports:-

- via the secure website www.hotline.ie),
- via email (report@hotline.ie)
- via low-call phone service (1890 610 710)
- via low-call fax service (1890 520 720)
- via surface mail (26 Upper Baggot Street, Dublin 4, Ireland)
- Reports can be anonymous if desired.

When the www.hotline.ie receives a report it follows a procedure which has been agreed with the Internet Advisory Board and with the Internet Service Providers.

The www.hotline.ie has worked closely with the Internet Service Providers, An Garda Síochána and the Data Protection Commissioner to develop a protocol for the controlled exchange of personal data in the course of a criminal investigation.





**INHOPE MEMBER • ITALY •**

**STOP IT**

Save the Children Italia's internet hotline is a means in the battle against abuse of children through the Internet. The hotline was established in 2002 and is a co-funded project under the European Commission's 'Safer Internet Action Plan'.

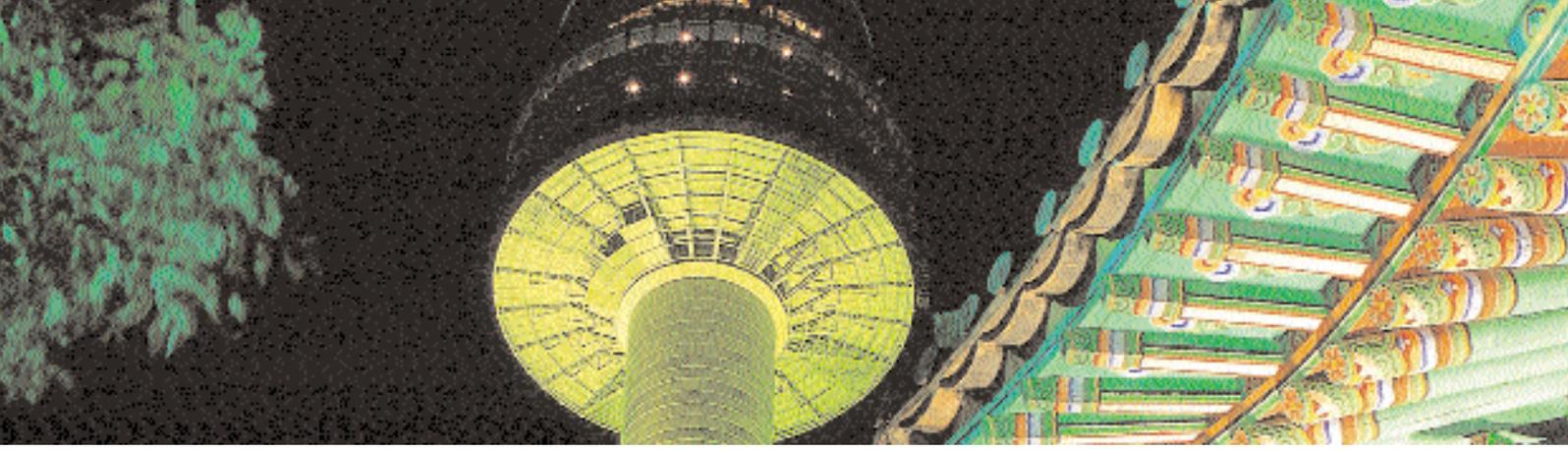
Handling on average 230 reports every month STOP-IT's web site at <http://www.stop-it.org> enables the internet users to access the hotline's reporting form as well as a wealth of information and links related to the issue of the fight against child pornography. The hotline employs 3 fulltime staff members and receives monthly around 230 reports about child abusive online content. More than 38.96% of all reports contained allegedly illegal images, and of these web sites, 18.84% was residing on servers located in Italy.

Co-operation with National Police, ISPs, and hotline partners in INHOPE. When reported content is assessed to be illegal, information is forwarded to the Italian police or to hotlines in the countries where the content is hosted. Save the Children Italia works in close co-operation with the Italian police and has regular meetings with the key stakeholders, who are all part of the Consultative Committee of the Hotline. The Hotline staff actively worked with the national initiative in formulating a self regulatory industry code for the Internet Service Providers in Italy. As regards the important international relations, the hotline is a member of INHOPE and works closely with partners within the INHOPE network.

Safety for children using the internet In conjunction with the hotline, Save the Children Italia works to raise awareness about online safety for children. Hotline staff often participates in national and International events where our work is presented.

The hotline – a part of Save the Children Save the Children's work against child pornography is part of a co-ordinated effort to secure children's rights as described and laid down in the United Nations Convention on the Rights of the Child. The hotline is an integral part of Save the Children's work against sexual abuse with continual co-operation and exchange of knowledge between the hotline and other Save the Children programmes. In June 2003 the Save the Children Europe Group published a position paper on child pornography and internet-related sexual exploitation of children.





**INHOPE ASSOCIATE MEMBER • SOUTH KOREA •**

**INTERNET 119**

The history of hot-line 'internet 119' (<http://www.internet119.or.kr>) launched by ICEC(Information Communication Ethics Committee) dates back in Aug. 1992. The purpose of the hotline is to encourage internet users to report any illegal and harmful content. The types of harmful information that the hotline deals with include any site inciting obscenity, verbal abuse, and any materials likely to offend public morals

**OPERATION OF HOTLINE, 'INTERNET 119'**

The hotline receives reports of harmful sites and serves as a control center for reports that have been submitted. Anyone encountering instances of harmful content may report to the hotline by visiting the website, [www.internet119.or.kr](http://www.internet119.or.kr), or through email, [singo@icec.or.kr](mailto:singo@icec.or.kr), with the information on time and place of encounter, ID of the information provider, and content. The report will be referred to the appropriate subcommittee of ICEC for deliberation and corrective actions. If the reported content is considered illegal or harmful under Korean local law, ICEC passes on the detailed report to the relevant law enforcement authority. And then ICEC informs the reporter about results.

**ACTIVITIES OF ICEC**

- Cyber ethics awareness campaign ICEC has also supported many civil organizations in promoting awareness of the cyber ethics movement and disseminated the best practices of other institutions to the general public.
- Ethics education for minors and teachers Ethics education is a special educational awareness program run by ICEC. By viewing informative videos and through extensive discourse, participants have an opportunity to learn about dealing with unsuitable conduct such as sexual violence, abusive language and pornographic images

- Domestic cooperation An exchange of ideas and resolutions of government and civil organizations is also being carried out in order to combat illegal and harmful content on the domestic front and those found globally
- Publications and homepages The Committee publishes periodicals such as magazines, proceedings and booklets. The most widely distributed publication is the booklet, entitled 'Information Communication Ethics'. 'White Paper' and textbooks on 'The Ethics of Information Communication' are currently in circulation.

In addition to our main site, [www.icec.or.kr](http://www.icec.or.kr), ICEC operates five other websites: [www.cyberhumanrights.or.kr](http://www.cyberhumanrights.or.kr), [www.safenet.ne.kr](http://www.safenet.ne.kr), [www.internet119.or.kr](http://www.internet119.or.kr), [www.youthsite.or.kr](http://www.youthsite.or.kr), [www.icecforum.or.kr](http://www.icecforum.or.kr).

- International cooperation International conferences are organized to provide an opportunity for mutual exchange of expertise on harmful content online. As regards the important international cooperation, ICEC is a member of the INHOPE association along with 19 other hotlines from 17 countries globally. Efforts are also being made to forge MOU with related overseas institutions and to collect data on current international trends.





**INHOPE MEMBER • AMSTERDAM •**

## **MELDPUNT**

The main objective of the Meldpunt is: To help reduce the amount of pictures of sexual abuse of children that can be found on the Internet.

For that purpose, the Meldpunt limits itself to reporting cases of pictures of sexual abuse of children on the public sections of the Internet. Reports of other punishable crimes on the Internet and reports about child pornography outside the Internet are not the objectives of the foundation. Whenever possible, informants are directed to proper channels that handle such issues.

## **BACKGROUND**

The Meldpunt Foundation for Combating Child Pornography on the Internet, hereafter "Meldpunt" was established in 1995. The initiators of the Meldpunt were representatives of Internet providers and individual Internet users. Meldpunt was created to tackle the problem of distribution of images of sexual abuse of children. Internet consumers could since report their online exposure to potentially illegal content as in sexual abuse of children. In May 1997, the Internet Hotline ("Meldpunt") for Child Pornography was officially established as an independent private foundation. In 1999, the Meldpunt also established INHOPE and is an active member of this organisation.

## **ACTIVITIES**

- Collecting and verifying reports, trace its origin and work with police to have the sites 'taken down' and when possible the offender prosecuted
- Passing details of reports relating to potential child abuse images residing on servers outside the Netherlands to the relevant national hotline or appropriate law enforcement agency.
- Educating and informing parents, children and teachers
- Dialogue with political entities and stakeholders
- International co-ordination and co-operation, particularly through INHOPE

## **PROCEDURE OF A REPORT:**

The hotline receives reports of child pornography distribution via the e-mail address: [meldpunt@meldpunt.org](mailto:meldpunt@meldpunt.org). The complainant automatically receives a confirmation of receipt and a follow-up number. The Meldpunt processes the report by assessing if the material complies with Article 240b of the Dutch criminal law. If the material is illegal, the Meldpunt submits a report to Crime Investigations of the Dutch Police.

The Meldpunt does not divulge the name or other details of the complainant. If the material is not distributed from within the Netherlands, the Meldpunt passes the information to another hotline affiliated with INHOPE. If there is no co-operating partner in that particular country, the information is passed to Crime Investigations so that they can deal with the matter through Interpol or in another way. If possible, Meldpunt informs the complainant about the handling of the complaint.





**INHOPE MEMBER • SPAIN •**

**PROTEGELES**

PROTEGELES is a hotline that allows Internet users to report content which they consider to be illegal in the Internet. It was established in Spain with the support of the European Commission under the Safer Internet Action Plan.

PROTEGELES has been running since the year 2000. Through its web site Internet users are allowed to anonymously and with absolute confidentiality report sites which they consider to have illegal content. In addition, the Spanish hotline is an active member of the INHOPE Association (Internet Hotline Providers Association).

PROTEGELES works closely to the Spanish National Police – Brigada de Investigación Tecnológica as well as with the Unidad de Delitos Telemáticos de la Guardia Civil. Additionally, PROTEGELES is also collaborating with the Mexican Police as well as with the Brazilian Civil Police in the fight against child pornography in these countries. Furthermore, PROTEGELES collaborates with the main ISPs, Government as well as child welfare organizations for the promotion of a safer Internet in Spain.

**ACTIVITIES**

PROTEGELES has been created in an attempt to combat child pornography in the Internet. The Association is dedicated to the following activities:

- Receiving through the web site reports from citizens on child pornography content in the Internet.
- Examining whether the content actually illegal under Spanish Law, identifying the host country, etc, and if that is the case, transmitting this information to the Spanish National Police and the Guardia Civil,.
- Collaborating and exchanging information and reports with other hotlines, members of the European Network of Hotlines (INHOPE).

- Collaborating with ISPs in battling the abuse of their systems for the dissemination of illegal material.
- Promoting the collaboration of the different social agents in the fight against child pornography in the Internet: the Internet Industry, other child welfare organizations, the public administration, and the Spanish Police forces.
- Periodically elaborating reports on the situation of child pornography and other types of illegal as well as harmful content on the Internet in Spain and presenting these reports to the media, Internet Industry, other child protection associations, the government and the Spanish National Law Enforcement Agencies.

Presently, the hotline is also receiving reports on other types of illegal content such as:

- Racist material
- Material relating to drug trafficking and manufacturing
- Material relating to the promotion of terrorism and terrorist groups

**CONTACT**

PROTEGELES receives reports through its online reporting form at [www.protegeles.com](http://www.protegeles.com)





## INHOPE MEMBER • SWEDEN •

### RÄDDA BARNEN

Save the Children, Sweden ( Rädde Barnen ) Hotline against child pornography on the Internet commenced its work on December 9th 1999. The work immediately received a lot of media attention. Save the Children Sweden Hotline has had an extremely busy and successful period since the start. The collaboration with media has been a regular part of the work as we have proceeded to make the Hotline even more known to the public and to the actors in Sweden.

The attention and the support from Rädde Barnen's approximately 90 000 members have proved extremely valuable in making the Hotline known in all parts of Sweden. This has also created numerous opportunities for the staff of the Hotline to lecture at seminars, meetings and workshops all around Sweden. The initial structure of the Hotline, an independently run reporting mechanism has proved a fruitful approach to the issue of children and the Internet.

The amounts of reports to the hotline have continued to increase and so has the public and media awareness of the issues of dangers to children on the Internet.

The Hotline works in cooperation with the Swedish Police forces special branch (aka the childpornography group) and has developed a specific and secure routine on how to deal with information and content. This cooperation is based on mutual trust and has resulted in a number of success stories both within Sweden and abroad.

The Hotline has also held lectures and given hands-on support to different ISP's in Sweden. Mainly focusing on how to track and stop paedophile activities on-line, how to report to police etc.

All in all the total reports to the Swedish Hotline - <http://www.rb.se/hotline> by the end of Feb. 2004 are more than 21 000, the majority of these reports posted via the website. Besides these reports hundreds of phone calls and letters have reached the Hotline staff. Almost all-incoming information has dealt with child pornography on the Internet.



**INHOPE MEMBER • GREAT BRITAIN •**

## **INTERNET WATCH FOUNDATION**

The Internet Watch Foundation works in partnership with ISPs, Telcos, Mobile Operators, Software Providers, Police and Government, to minimise the availability of illegal Internet content, particularly child abuse images. Providing an Internet 'hotline' for the public to report their exposure to potentially illegal content online.

### **ROLE**

To foster trust and confidence in the Internet among current and future Internet users

- by operating a hotline to enable the public to report instances of potential child abuse images, criminally obscene and criminally racist material found anywhere in the world on the Internet, for example via websites, newsgroups, mobiles or other on-line services.
- by promoting wider education and awareness of its functions and role and those of other key players such as the DTI, Law Enforcement and consumer bodies.

To assist service providers to combat the abuse of their systems for the dissemination of criminal content

- by operating a notice and take down service to alert hosting service providers of criminal material found on their servers.
- by recommending that ISPs should not carry certain newsgroups in accordance with policy guidelines adopted by the IWF Board.

To assist law enforcement in the fight against criminal content on the Internet

- by combating the dissemination on the Internet of criminal content i.e. abusive images of children and potentially illegal adult and racist material.
- by passing details of reports relating to potential child abuse images residing on servers outside the UK to the relevant national hotline or appropriate UK law enforcement agency.

- by working closely with the police, lending its expertise to help trace the individuals responsible for such criminal activity online.

### **BACKGROUND**

The Internet Watch Foundation (IWF) came into existence in 1996 following an agreement between the Government, Police and the Internet Service Provider Industry that a partnership approach was needed to tackle the distribution of indecent images of children.

The concept was simple; to create a 'hotline' so internet consumers could report their online exposure to potentially illegal content, particularly images of child abuse; then trace its origin and work with Industry and Police, to have it 'taken down' and where possible the offender prosecuted. The IWF – ISP/Telco/Mobile/Software Industry – Police – Government partnership is an outstanding success story. In 1997, the first full year of operations, about 18% of the potentially illegal content, almost exclusively child abuse images, identified by the IWF, was hosted in the UK. That figure is now less than 1%.

### **REPORTING & CONTACT**

The IWF's Internet Hotline receives reports via the online reporting form at [www.iwf.org.uk](http://www.iwf.org.uk) and general contact details at [www.iwf.org.uk/contact/index.html](http://www.iwf.org.uk/contact/index.html)





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### **CYBERTIPLINE ( NCMEC)**

In March 1998, the National Center for Missing & Exploited Children (NCMEC) launched the CyberTipline in cooperation with the Federal Bureau of Investigation, the United States Customs Service (now United States Immigration and Customs Enforcement), and the United States Postal Inspection Service. The CyberTipline was created for individuals to report incidents of child-sexual exploitation including the possession, production, and distribution of pornographic images of children; online enticement of children for sexual acts; prostitution of children; sex tourism of children; extra-familial-child-sexual molestation; and unsolicited obscene material sent to a child.

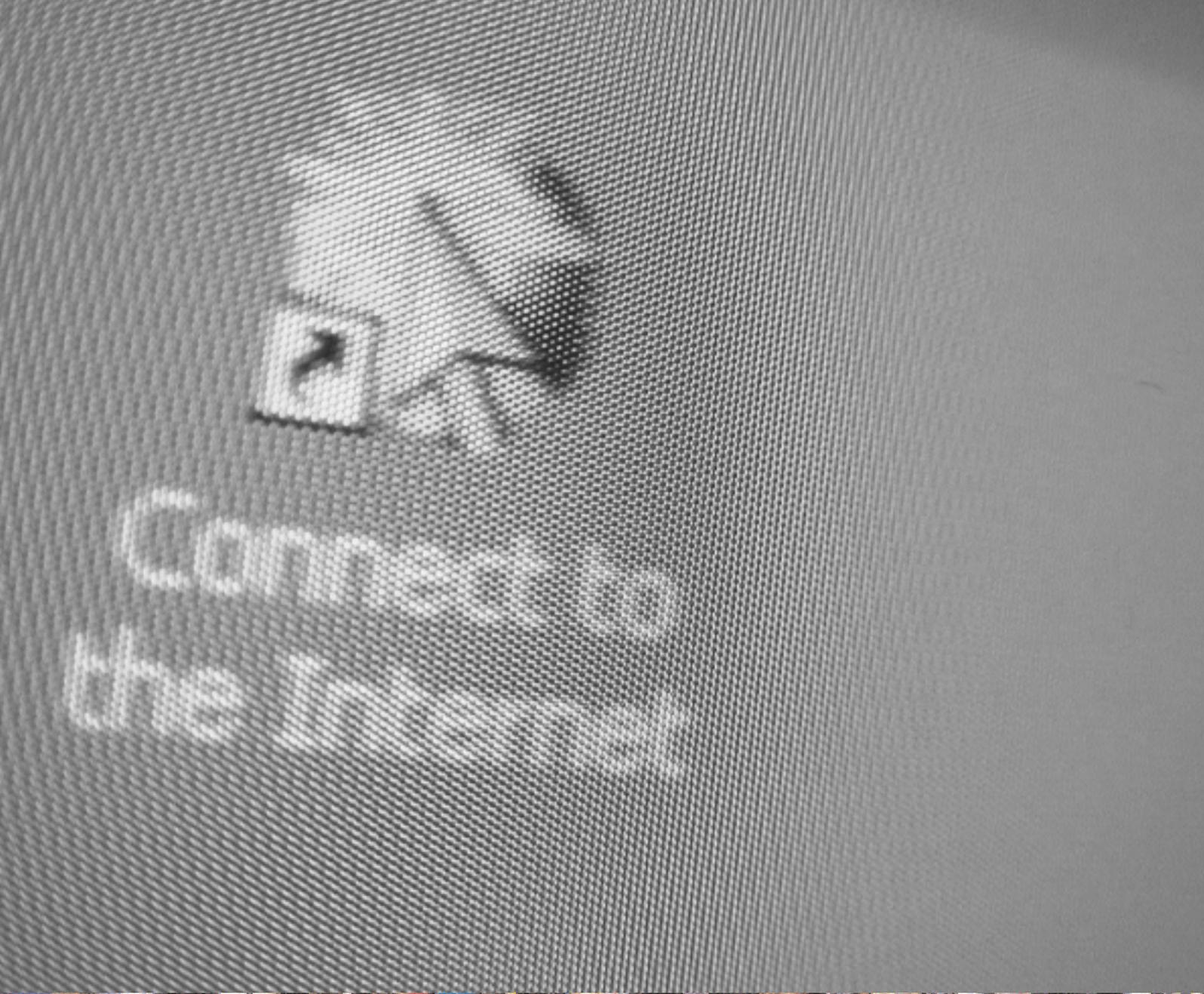
When an incident occurs, the reporting person accesses the CyberTipline online, at [www.cybertipline.com](http://www.cybertipline.com) or via the telephone at 1-800-843-5678 and provides information about the incident, suspect, and child victim. Communication staff members review and prioritize each lead and then notify the Exploited Child Unit (ECU). ECU staff members analyze each CyberTipline report. That analysis may include visiting a website or newsgroup posting, contacting the reporting person to gather additional information, and conducting searches using various internet tools. The report is then disseminated to the appropriate law-enforcement agency for further investigation.

In 1999, the United States enacted a federal law mandating any internet service provider (ISP) having knowledge of child pornography on its system to make a report to the CyberTipline. ISPs are able to make a report to provide law enforcement with evidence, subscriber information, and user history.

In addition to serving the public, the ECU serves as a technical and informational resource for law-enforcement. Investigating child-exploitation cases may require specialized technical skills outside the scope of usual investigation methods. Analysts are available to assist in any child-exploitation case, not just those originating from the CyberTipline. ECU Analysts have extensive training in data collection using the Internet as well as several public-records databases.

NCMEC maintains the Child-Victim-Identification Project (CVIP), which operates in conjunction with various child victim identification efforts around the globe. CVIP analysts attempt to identify unknown child victims featured in pornographic images using Image Analysis. Image Analysis is the process of documenting "clues" within the images that may reveal the location of the child victim(s) and/or information about where the crime was committed. Once a possible location is identified, law enforcement is contacted and a localized search for the child victim/perpetrator is launched. Second, CVIP helps ensure that convictions for the possession, production, and distribution of these illegal images are obtained using NCMEC's Child Recognition & Identification System (CRIS). CRIS automatically recognizes which images contain identified child victims and generates a report detailing information about the law-enforcement agency handling the case and providing age verification for each of the identified child victims.





**APPENDICES**

## **APPENDIX 1**

### **Mission Statement of INHOPE Association**

**The mission of the INHOPE Association is to facilitate and co-ordinate the work of European hotlines in responding to illegal use and content on the Internet.**

#### **Objectives**

##### **To facilitate the exchange of expertise:**

- Identifying and establishing policies and procedures for individual hotlines in responding to complaints about illegal material available on the Internet
- Promoting best practice by individual hotlines based on the exchange of expertise among hotlines.

##### **To facilitate the exchange of reports:**

- Identifying consistent, effective and secure mechanisms for exchanging reports of illegal content between hotlines
- Promoting the maximum possible exchange of reports about illegal items between hotlines
- Achieving better co-ordination of hotlines in responding to incidences of illegal content and activity on the Internet.

##### **To interface with initiatives outside the EU:**

- Establishing good relationships and strong links with hotlines outside Europe and exchanging expertise and reports with them
- Achieving better co-operation with relevant sectoral agencies on an international level.

##### **To support new hotlines:**

- Identifying and supporting potential new hotlines in EU countries without such initiatives, with the aim of having 12 members within 2 years and members in all EU member countries within 4.

##### **To educate and inform policymakers, particularly at the international level:**

- Establishing good relationships with government, law enforcement and international agencies
- Promoting better understanding among key decision makers in the European parliament and other international fora of the work of hotlines and the need for and limits to international co-operation.

##### **To promote awareness of the INHOPE Association and individual hotlines**

- Ensuring that the INHOPE network will be widely recognised by key figures in the various relevant sectors and that its one stop shop website will be widely linked with high traffic figures.

##### **To ensure that the central administration of the hotlines' network is provided in an efficient, transparent and accountable manner:**

- Achieving efficiency in the organisation of the Association with targets for specific work being met
- Creating a forward looking, open, democratic European association which the members support and which will attract the trust of governments, the European Institutions, law enforcement, the Internet industry, Internet users, child welfare associations and the public
- Establishing a financially sound association with good forward planning and verifiable accounting standards.

## APPENDIX 2

Members of the INHOPE Association (April 2004)

COUNTRY	MEMBERSHIP STATUS	ORGANIZATION NAME	WEB ADDRESS	MEMBERSHIP DATE
Australia	Associate	ABA	<a href="http://www.au.inhope.org">www.au.inhope.org</a>	01-Nov-99
Austria	Full	Stoplevel	<a href="http://www.at.inhope.org">www.at.inhope.org</a>	01-Nov-99
Belgium	Full	Child Focus	<a href="http://www.be.inhope.org">www.be.inhope.org</a>	13-Sep-01
Denmark	Full	Red Barnet	<a href="http://www.dk.inhope.org">www.dk.inhope.org</a>	01-Mar-01
Finland	Full	Pelastakaa Lapset	<a href="http://www.fi.inhope.org">www.fi.inhope.org</a>	20-Sep-02
France	Full	AFA	<a href="http://www.fr.inhope.org">www.fr.inhope.org</a>	01-Nov-99
Germany	Full	Electronic Commerce Forum	<a href="http://www.de.inhope.org">www.de.inhope.org</a>	01-Nov-99
Germany	Full	FSM	<a href="http://www.de.inhope.org">www.de.inhope.org</a>	01-Nov-99
Germany	Full	Jugendschutz	<a href="http://www.de.inhope.org">www.de.inhope.org</a>	01-Nov-99
Greece	Provisional	Safenet	<a href="http://www.gr.inhope.org">www.gr.inhope.org</a>	5-Feb-04
Iceland	Full	Barnaheill	<a href="http://www.is.inhope.org">www.is.inhope.org</a>	13-Sep-01
Ireland	Full	ISPAI	<a href="http://www.ie.inhope.org">www.ie.inhope.org</a>	01-Nov-99
Italy	Full	Save The Children, Italy	<a href="http://www.it.inhope.org">www.it.inhope.org</a>	22-Jan-03
Netherlands	Full	Meldpunt	<a href="http://www.nl.inhope.org">www.nl.inhope.org</a>	01-Nov-99
South Korea	Associate	ICEC	<a href="http://www.kr.inhope.org">www.kr.inhope.org</a>	15-May-03
Spain	Full	Protegeles	<a href="http://www.es.inhope.org">www.es.inhope.org</a>	01-Mar-01
Sweden	Full	Rädda Barnen	<a href="http://www.se.inhope.org">www.se.inhope.org</a>	23-Nov-00
United Kingdom	Full	Internet Watch Foundation	<a href="http://www.uk.inhope.org">www.uk.inhope.org</a>	01-Nov-99
U.S.A	Full	Cybertipline (NCMEC)	<a href="http://www.us.inhope.org">www.us.inhope.org</a>	01-Nov-99

### APPENDIX 3

INHOPE Report Statistics:

**March 03 - Feb 04**

TYPE OF MATERIAL	SUBMISSIONS	REPORTS
Child pornography	90,820	96,217
Racial hatred	1,496	6,501
Sex tourism	37	32
Child trafficking	9	13
Adult pornography	56,539	52,664
Contents against human dignity, extreme violence	162	4,578
Unsolicited E-mails sent to hotline	30,433	29,240
hotline attacks, proactive monitoring, etc	74,802	74,654
Request for information	6,257	5,379
Out of competence	3,291	3,471
<b>TOTAL</b>	<b>263,846</b>	<b>272,749</b>

TYPE OF INTERNET LOCATION	SUBMISSIONS	REPORTS
WWW	116,032	120,824
Usenet	32,134	32,210
Chat rooms	1,625	1,582
Napster or assimilated	2,305	2,214
Unsolicited e-mails	64,839	65,115
<b>TOTAL</b>	<b>216,935</b>	<b>221,945</b>

APPARENT ORIGIN	SUBMISSIONS	REPORTS
In your country	34,332	34,034
Abroad	883	817
* EU	4,815	4,846
* Others	19,001	19,390
* Non identified	45,332	45,868
<b>TOTAL</b>	<b>104,363</b>	<b>104,955</b>

TYPE OF ACTION TAKEN (4)	SUBMISSIONS	REPORTS
Transmission to ISP	33,391	33,474
Transmission to Police	105,675	108,009
Transmission to INHOPE members	9,732	10,078
Providing Information	3,153	2,590
* On legal actions because no further action can be undertaken by the hotline or member ISP	79,204	77,880
* Answering questions	3,408	3,543
<b>TOTAL</b>	<b>234,563</b>	<b>235,574</b>

## APPENDIX 4

EU Safer Internet Action Plan – Objectives of INHOPE -  
Contract 01-Sep 2002 – 29-Feb 2004

### PROJECT ABSTRACT

The INHOPE Association is a non profit organisation registered in the Netherlands. There are 19 members of the Association covering 17 countries in Europe, North America, Australia and Asia. The Association's key purpose is to facilitate the work of all member hotlines in responding to illegal use and content on the Internet through

- Exchanging expertise
- Supporting new hotlines
- Exchanging reports
- Establishing best practice guidelines for the Association
- Interfacing with initiatives outside the EU
- Educating and informing policy makers, particularly at the international level

The Association hopes to secure members in all EU countries over the next 2 years and will be open to discuss membership with any country organization who can fulfil the membership requirements. Strategic and policy support, particularly in the field of education and awareness, is currently provided by Childnet International. Childnet has co-ordinated the INHOPE forum since its inception in 1998 and has become widely recognised for its expertise in issues of illegal and harmful content (particularly child pornography).

### DESCRIPTION OF WORK

The Association has been established as a non-profit organisation registered in the Netherlands. Membership of the Association is open to public and private bodies who comply with the articles of Association. In order to fulfil its key functions the Association will:

1. Further develop the existing INHOPE multi-lingual forum web site <http://www.INHOPE>.
2. Provide for regular exchanges of information between members through a closed e-mail list.
3. Establish working groups to stimulate the exchange of expertise
4. Develop a bursary programme within the Association
5. Continue to visit and support new or potential hotlines to enable them to start or improve their services.
6. Produce a brochure to promote Association activities
7. Organise 3 meetings each year at different locations in Europe for all members of the Association to discuss practical cooperation and policy issues leading to the preparation of best practice statements.
8. Maintain the accountability of the Association through three members meetings each year and one annual members meeting for electing officers.

9. Organise one training seminar each year focussed on an aspect of hotlines work with internal and external speakers.
10. Publish summaries of the Association's work on the web site and through an annual report.
11. Speak at conferences within and outside Europe to explain the work of hotlines and the value of international and sectoral (law enforcement, governments, Internet industry, child welfare and users) co-operation

The Association supports the work of individual hotlines in member countries, which is affected by the cultural and legal situation in those countries. This application includes as individual work packages the work of hotlines in six countries:

AUSTRIA – run by the NIC.AT a company owned by the Austrian, Internet Service Provider's Association

FRANCE – run by the AFA – a service provider's association

GERMANY – three initiatives with different emphases will be members of INHOPE and co-operating – eco Forum, an industry association that specialises in news groups; FSM an industry self regulation body which deals with complaints about the web; and jugendschutz.net a publicly funded body which identifies problems on the web and responds to complaints.

IRELAND – A hotline supported by the Irish Internet Service Providers Association.

THE NETHERLANDS – Meldpunt a private body established by concerned Internet users, Internet industry, and law enforcement which deals with complaints about child pornography in the Netherlands

UNITED KINGDOM – IWF a private body funded by the Industry, and supported by government, law enforcement and users.  
Expected Results

The INHOPE Association believes that its work and that of its individual members will lead to:

1. effective systems for Internet users to complain about material on the Internet they believe to be illegal
2. better policies and procedures by individual hotlines in responding to complaints thus reducing the amount of illegal material available on the Internet.
3. better co-operation between individual hotlines and with law enforcement, industry and other interests leading to a more efficient and effective response to illegal material, and the Internet being safer for users
4. a strong basis for international co-operation.

## APPENDIX 5

### List of Events

EXECUTIVE MEETINGS (TELE-CONFERENCE EVENTS NOT INCLUDED)		
June 2003	Amsterdam	Executive Meeting
September 2002	Cambridge	Executive Meeting
October 2002	Brussels	Executive Meeting
December 2002	Bonn	Executive Meeting
January 2003	Dublin	Executive Meeting
May 2003	Reykjavik	Executive Meeting
June 2003	Amsterdam	Executive Meeting
September 2003	Luxembourg	Executive Meeting
December 2003	Bonn	Executive Meeting
February 2004	Helsinki	Executive Meeting

MEMBERS MEETINGS		
September 2002	Cambridge	Members Meeting
January 2003	Dublin	Members Meeting
May 2003	Reykjavik	Members Meeting
September 2003	Luxembourg	Members Meeting
February 2004	Helsinki	Members Meeting

NEW HOTLINES VISITS			
19-Nov-03	Italy	New Hotline Visit	Sabine Frank Marine Janiaud
16 Jan 04	Greece	New Hotline Visit	Cormac Callanan Sabine Frank
EXTERNAL EVENTS			
September 2002	Brussels	Racism and Xenophobia Conference	Sabine Frank
October 2002	Luxembourg	Inhope presentation to EU Project Committee	Marine Janiaud
October 2002	Brussels	EC Police Workshop	Executive Members
October 2002	Vilnius	INFOBALT Conference	Thomas Rickert
November 2003	Dublin	IAB Conference	Thomas Rickert
November 2002	London	Victim Identification Project (VIP) Experts Meeting	Thomas Rickert
December 2002	Luxembourg	EC Open Day	Sabine Frank Marianne Pihl
December 2002	Korea	CEDCA Conference	Thomas Rickert
February 2003	Luxembourg	SIFKAL Workshop	Thomas Rickert Cormac Callanan
March 2003	Ireland	Copine Conference	Cormac Callanan
March 2003	Spain	SIFKAL Conference	Thomas Rickert
March 2003	Iceland	Police Seminar	Cormac Callanan
April 2003	Berlin	Presentation to BKA on work of Inhope	Sabine Frank
May 2003	Serbia	UNDP Technical Experts Meeting	Cormac Callanan
June 2003	Brussels	EESC Meeting	Cormac Callanan
October 2003	Sweden	SAFTConference	Cormac Callanan
September 2003	Berlin	Innocence and Danger Seminar	Sabine Frank
September 2003	Luxembourg	EC Open Day	All Executive Members
November 2003	Berlin	5th Transatlantic Dialogue Conference	Thomas Rickert
November 2003	Berlin	Inhope 1st International Educational Conference	All Executive Members
December 2003	Lyon, Frank	Interpol Training Course	Cormac Callanan
December 2003	Switzerland	World Information Society Conference	Cormac Callanan
January 2004	Berlin	Press Conference for the Safer Internet Day	Sabine Frank
March 2004	Copine, Cork	ICMEC/Copine Seminar	Cormac Callanan







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