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Association of Internet Hotline Providers in Europe  
is part funded by

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## PREFACE

This is the first report of the INHOPE Organisation describing the role and activities of the Association in relation to the coordination of international hotline activities from its establishment in November 1999 through May 2002.

INHOPE coordinates the work of hotlines in Europe and around the world. Hotlines are an essential element to a coordinated response to the illegal and harmful use of the Internet. Hotlines, Filtering & Rating and Awareness are the three responses supported by the EU Safer Internet Action Plan to the downside issues of the Internet.

From the beginning, INHOPE has managed to bring together the widely different stakeholders at national and international level and forged trust and respect among all those that INHOPE interacts with. The members of INHOPE have demonstrated high levels of professionalism and dedication that will continue to drive INHOPE to higher levels of success.

Although, I only took on the role of President from May 2001, it has been a challenge and a pleasure to work on the executive since November 1999. I am currently the only executive member who has been there since the beginning with a 'career' starting as Member without Portfolio rising to Vice-President and then to President last year.

I am proud to introduce the first report of INHOPE which outlines the wide range of challenges INHOPE faced during the process of evolution from the concept of a hotline network through to a fully functional internationally respected organisation.



Cormac Callanan  
President INHOPE  
May 2002



*" INHOPE has managed to bring together the widely different stakeholders at national and international level and forged trust and respect..."*

## BACKGROUND

### Founding of Inhope

By 1995 Internet users, the Internet industry, governments and law enforcement agencies were aware that the Internet was being used by paedophiles for the publication and exchange of child pornography. While there is a wide range of potential dangers on the Internet, child pornography remains a particular concern. Other illegal activities were also migrating to the Internet (e.g. publication of extreme racist material).

The members of INHOPE are directly aware how the Internet has positively transformed everyone's life and how it continues to do so. When used correctly the Internet is a wonderful tool, its benefits are both educational and informative. It is also an efficient and inexpensive method by which to communicate with friends and family worldwide. However, INHOPE is also alert that there can be negative aspects, particularly when it comes to its use by children.

During 1995-1999, various national initiatives brought together the relevant stakeholders to consider how to prevent illegal activity and especially the abuse of children on the Internet.

In Germany a number of separate initiatives commenced that were first discussed at the time of high profile court cases and parliamentary debates in 1995/96. In June 1996 the first Internet child pornography hotline was established in the Netherlands by concerned individuals in the industry and among users, with the support of the police. This was quickly followed by initiatives in Norway, Belgium and the UK before the end of 1996.

Other countries began to take notice and plans for hotlines were being finalized in Austria, Ireland, Finland, Spain and France. The issue was extensively debated in other European countries as well. In March 1998 the USA launched its "Cybertipline" which quickly became established as one of the busiest hotlines.

In 1997 Childnet International proposed that hotlines around the world should work more

closely. It secured funding under the EC Daphne programme to establish a forum for European hotlines to meet and discuss common issues of concern.

The INHOPE Forum was created and 8 hotlines came together to form the INHOPE Association. The hotlines agreed the statutes of the association and it was formally established as a Dutch company on 23rd November 1999.

The first executive was elected on that date and Ms. Ruth Dixon, Assistant Chief Executive of the United Kingdom Internet Watch Foundation, was elected as inaugural President. The organisation meets regularly to share and exchange knowledge and best practices in the operation of Internet Hotlines.

### What is a hotline?

INHOPE's position on this is clearly enshrined in Section 5 of the Articles of Association. Hotlines must provide a mechanism for receiving complaints from the public about alleged illegal content and/or use of the Internet; they must have effective transparent procedures for dealing with complaints and they must have the support of government, industry, law enforcement, and Internet users in the countries of operation.

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

INHOPE is deeply conscious of the problems created by illegal content and the complexity of responding to such issues as they relate to the Internet. The *raison d'être* of a hotline is to quickly and efficiently remove illegal material from the Internet, to enable a swift investigation by Law Enforcement and to collaborate at international level with other members of INHOPE.

Each hotline has a strong mandate from the appropriate National Government, Internet Industry, Law Enforcement and Child

Welfare. This broad support has been essential to the success achieved so far. There have been many lessons learned during the last two years that were extremely demanding on INHOPE and the individual hotlines.

Even though each country has its own individual legislation relating to illegal material on the Internet, the primary focus of the INHOPE association relates to illegal child pornography and online abuse of children. However, some hotlines also deal with illegal adult pornography and/or crimes of xenophobia and racism.

### **Hotline Activities**

An Internet Hotline provides a central point of contact for members of the public who become aware of potentially illegal material (usually either Child Pornography, Extreme Adult Pornography or Xenophobia) on the Internet.

Reports can be received by email, phone, fax, website or letter.

Once a report is received, it is logged into the hotline database system and, if the report is not anonymous, an email receipt is sent to the user who submitted the report.

After the report has been logged, the material will be traced and assessed as to whether it is potentially illegal under national legislation. If it is potentially illegal the location of the material is determined as accurately as possible. Internet tracing is not always possible under current conditions.

If the reported material is hosted on a locally based server then the manager of that server is identified and the hotline issues a notice to Law Enforcement and/or to the Internet Service Provider based on their complaint handling procedures. The decision to initiate a criminal investigation is a matter for Law Enforcement. The Internet Service Provider is responsible for the timely removal of the specified potentially illegal content from their servers to ensure that other Internet users cannot access the material. Once this notification is done, the hotline can close the case.

If the material is located on a server in a

country that is a member of the INHOPE Organisation, then a report based on the original report will be submitted by the national hotline to the remote hotline for processing. The case is then closed with the national hotline service.

### **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. 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, might not be illegal in the United States. Material, which the United Kingdom considers illegal, might 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 1: Name

Article 2: Official Seat

Article 3: Objectives

1. The objectives of the Association are to facilitate and promote the work of European Hotlines in responding to illegal use and content on the Internet.
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. Generating profits for the purpose of distributing the same among the members shall not be permitted.

Article 4: Members

Article 5: Qualification for Membership

Article 6: Associates

Article 7: Admission

Article 8: Termination of Membership

Article 9: Annual Membership Fees

Article 10: General Assembly

Article 11: INHOPE Executive Committee

Article 12: Secretariat

Article 13: Annual Report - Accounting

Article 14: Meetings of the General Assembly

Article 15: Admittance and Voting Rights

Article 16: Chairmanship - Minutes

Article 17: Decision-making of the General Assembly

Article 18: Notice of Meetings of the General Assembly

Article 19: Amendment to the Articles of Association

Article 20: Reimbursement of Expenses

Article 21: Dissolution

Article 22: Rules and Regulations

Articles 8 and 11 were later revised by the general assembly.

#### **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 following areas:-

1. General
2. Membership
3. General Assembly
4. General Assembly Voting
5. Executive (INHOPE Executive Committee) Elections
6. INHOPE Executive Committee
7. Secretariat
8. Financial

Rule 8 was later updated by the general assembly to change the membership fees for association membership.

### 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<sup>1</sup> in The Netherlands which was started in August 1995 (incorporated May 1997) and Internet Watch Foundation<sup>2</sup> in the United Kingdom that was established in September 1996. In May 1996 Electronic Commerce Forum ICTF-Hotline<sup>3</sup> in Germany was established, in summer of 1997 the German federal states launched Jugendschutz.net<sup>4</sup> and in 1997 FSM<sup>5</sup> was announced. AFA Point de Contact<sup>6</sup> in France and the Austrian Stopline<sup>7</sup> 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)<sup>8</sup> established in November 1999, on the same birth-date of the INHOPE association! In March 1998 the US Cybertipline<sup>9</sup> was established and in January 2000 the Australian Broadcasting Authority complaints mechanism<sup>10</sup> 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 regulatory 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 or activity on the Internet.

### Founding Members

When the hotline network was established in November 1999 there were 7 full members, 1 provisional member and 2 associate members.

#### Full Members: -

|                   |                           |
|-------------------|---------------------------|
| Austria –         | nic.AT                    |
| France -          | AFA                       |
| Germany –         | ECO                       |
| Germany –         | Jugendschutz.net          |
| Germany –         | FSM                       |
| The Netherlands – | Meldpunt                  |
| United Kingdom –  | Internet Watch Foundation |

#### Provisional Members

|           |  |
|-----------|--|
| Ireland – | Internet Service Provider Association of Ireland |
|-----------|--|

#### Associates

|                 |                                   |
|-----------------|-----------------------------------|
| United States – | Cybertipline                      |
| Australia –     | Australian Broadcasting Authority |

<sup>1</sup> [www.meldpunt.org](http://www.meldpunt.org)

<sup>2</sup> [www.iwf.org.uk](http://www.iwf.org.uk)

<sup>3</sup> [www.eco.de](http://www.eco.de)

<sup>4</sup> [www.jugendschutz.net](http://www.jugendschutz.net)

<sup>5</sup> [www.fsm.de](http://www.fsm.de)

<sup>6</sup> [www.pointdecontact.org](http://www.pointdecontact.org)

<sup>7</sup> [www.stopline.at](http://www.stopline.at)

<sup>8</sup> [www.hotline.ie](http://www.hotline.ie)

<sup>9</sup> [www.cybertipline.org](http://www.cybertipline.org)

<sup>10</sup> [www.aba.gov.au](http://www.aba.gov.au)

## ROLE OF THE EXECUTIVE

The executive is responsible for the day-to-day management of the association. The executive includes the President, vice-President, Treasurer and up to two Executive members without portfolio. The executive members meet as often as they decide both in face-to-face meetings and using tele-conference calls.

Each meeting is chaired by the President, who plans the agenda for each meeting and allocates responsibilities and tasks. The executive agrees targets and objectives and develops the strategy for the association. At each members meeting the President reports on the activities of the executive and receives guidance from the members about the strategy and direction of the association.

The executive is responsible for managing the EU contract, developing the new hotline initiatives and representing the association and its work at international events.

### Functions of Officers

#### President

- Chair INHOPE members and Executive meetings (allow Working Group leaders to lead specific sessions relating to Working Group activity)
- Supervise all INHOPE business
- Provide public representation
- To supervise new hotline visits
- EU Liaison
- Staff management
- Press liaison
- Coordinate Best Practice Papers
- To deal with website technical management.
- Co-Sign Cheques

#### Vice President

- All membership issues
- Evaluation of new members
- Supervise new Hotline visits
- Stand in for President
- Co-ordinate training seminars
- Co Ordinate the activities of Working Groups
- Co-ordinate the activities of subcontractors e.g. Childnet
- EU liaison vis-à-vis INHOPE2 CFP-2

#### Treasurer

- Manage bank account
- Submit monthly statement to Executive including
  - Bank balance.
  - Receipts/Payments
  - Cash Flow
  - Aged Debtors/Creditors
- Submit annual budget proposals to the Executive
- Bank reconciliation
- Co-sign cheques
- Ensure correct and appropriate filing system for all financial documents
- Verification/approval of expenses with President.
- Identify/evaluate sponsorship proposals.
- Financial presentations at Executive / Members meetings.

#### Executive Members without Portfolio

- Verify cost statements
- Track payment schedule
- Identify potential obstructions, recommend solutions to Executive.
- To ensure that all meetings are properly planned and agenda's prepared
- Supervise accommodation for meetings
- Supervise the Website including updates and planning
- Coordinate the work of EU funded Hotlines
  - Common statistics
  - Common report structures
  - Common approach to financial submissions
  - Sharing CFP documents
  - Sharing 6-monthly reports
- Common approach to EU) reviews
- Sponsorship
  - Identify sponsors.
  - Develop sponsorship plans
  - Approach sponsors.
  - Negotiate contract with President.
  - Ensure compliance with sponsorship contract.
- Elections Committee

#### Elections

The association holds an Annual General Meeting annually, usually in May. Since the association was founded in November 1999, the first Annual General Meeting was held in November 2000. However, because the



financial year-end was pre-determined as December 2000, it was not possible to provide fully audited accounts at that Annual General Meeting and only final management accounts were presented. At that time the members accepted these accounts. However, it was also agreed by all members that the statutes of the association would be changed to move the Annual General Meeting from November to May for future years allowing the fully audited financial accounts of the previous association for the calendar year to be completed in time for the Annual General Meeting.

The second Annual General Meeting was therefore held in May 2001 and the third meeting is scheduled for May 2002.

At each Annual General Meeting each officer of the association resigns and can offer themselves for re-election. An exception was made for the second Annual General Meeting when the terms of office were extended to cover the period Nov 2000-May 2001.

At the inaugural meeting, the following were elected: -

#### **From Nov 1999 to Nov 2000**

President - Ruth Dixon  
 Vice-President - Herbert Vitzthum  
 Treasurer - Alex DeJoode  
 Exec Member  
 without portfolio - Cormac Callanan

After the first Annual General Meeting in November 2000 the following were elected to the executive: -

#### **From Nov 2000 to May 2001**

President - Ruth Dixon  
 Vice-President - Cormac Callanan  
 Treasurer - Alex DeJoode  
 Exec Member  
 without portfolio - Marine Janiaud

After the second Annual General Meeting in May 2001 the following were elected to the executive: -

#### **From May 2001**

President - Cormac Callanan  
 Vice-President - Marine Janiaud

Treasurer - Sven Karge  
 Exec Member  
 without portfolio - Linda Venselaar  
 (resigned Jan 2002)  
 Exec Member  
 without portfolio - Ruth Dixon  
 (resigned Jan 2002)  
 Exec Member  
 without portfolio - Kuno Sørensen  
 (appointed Jan 2002)

#### **Report from The President**

I was elected as President at the INHOPE AGM in Washington in May 2001 and it has been a busy year since then. The members of the executive have worked hard during the last year to develop INHOPE in several areas. The executive first agreed a sharing of responsibilities for the running of INHOPE and communicated regularly via email and via frequent tele-conference calls. The share of responsibilities is outlined above. The administrator and treasurer provided timely reports of the financial situation enabling careful monitoring of the cash flow and funding requirements of the association.

As President I coordinated the work of the executive and represented the association at many international events which are listed at the end of this report. I also participated in many new hotline visits encouraging the growth of the association and wider geographical coverage of the hotline network.

In January of 2002 both Linda Venselaar and Ruth Dixon resigned from the executive and I would like to thank them for their help and support over the years. Of course, I sincerely want to thank the other members of my executive, Sven and Marine, who have been working extremely hard in a voluntary capacity since the election one year ago. Their commitment and dedication, at all times including weekends and holidays, makes me proud to work with them.

The biggest "project" we undertook during this year was the application for funding under the Safer Internet Action Plan for the second contract for INHOPE and the 8 individual hotlines. This resource intensive activity was led strongly by Marine Janiaud and Thomas Rickert from Germany who

dedicated almost two months of their working days to the development of the new proposal which has now been accepted by the European Commission. The agreement is a major improvement on the last contract but is not completely what we would need since the funding period and amount is less than INHOPE requires. In addition, the need to have 8 hotlines tied together as one consortium is creating difficulties for the other members of INHOPE. We have been assured by the European Commission that these issues will be reviewed for the next potential contract in 18 months time.

#### **Report from the vice-President**

As vice-President, I have worked closely with the President to manage the workload of INHOPE.

The first version of the Common Statistics paper was unanimously accepted during the Madrid meeting in January 2002 and is now being phased into common use over these months.

Together with the President and Thomas Rickert we co-ordinated the response to European Commission "Hotline Call-for-Proposals" on 31st January 2002 covering the second contract for the INHOPE network and consortium. This proposal led to extensive negotiations with the EU on the structure of the new contract and the funding requirements. The final proposal was presented to the members for approval during the meeting in Madrid in January 2002.

#### **Report from the Treasurer**

The main tasks of the Treasurer are to submit monthly financial statements to the Executive, submit annual budget proposals to the Executive (including budget proposals for further EC Funding), give financial presentations at Executive / Members meetings and to prepare cost statements.

The INHOPE budget agreed by the commission amounted to €300.000 for the first contract period (Jun-2000 to May 2002). From June 2000 until May 2002 three Cost Statements were submitted to the Commission and the commission has already reimbursed two of these. The payment of

Cost Statement No.3 is outstanding and expected to be transferred before June 2002. The final Cost Statement (No.4) will be prepared and submitted directly after the end of the contract period.

Up to May 2002, INHOPE has received approximately:-

|                     |                 |
|---------------------|-----------------|
| Membership Fees     | €100.000        |
| Advanced Payment    | €90.000         |
| Cost Claim No.1     | €31.000         |
| Cost Claim No.2     | €98.000         |
| <b>TOTAL INCOME</b> | <b>€319.000</b> |

INHOPE has spent approximately: -

|                          |                 |
|--------------------------|-----------------|
| Cost Claim No.1          | €31.000         |
| Cost Claim No.2          | €98.000         |
| Cost Claim No.3          | €105.000        |
| <b>TOTAL EXPENDITURE</b> | <b>€234.000</b> |

For the last period (CC4) we estimate Expenses of about €94.000.

Presently, the INHOPE executive is negotiating the second contract with the European Commission for an additional period of 18 months with a proposed funding amount of almost €325.000 per annum. One important aspect for the next contract is that the overall European Commission funding percentage will be reduced to 75%, thus giving INHOPE the possibility to build up reserves and to look for additional sponsorship.

#### **Staffing**

##### **The INHOPE Administrator**

The INHOPE Administrator was selected after an open recruitment process and took up his role on 1st January 2001.

The administrator 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 appropriate for each meeting. The first member's meeting prepared by the

Administrator was in Mar 2001 in Stockholm. The second was in Washington in May 2001 and the third was held in Copenhagen in September 2001. He also made preparations for the members meeting in Madrid in January 2002.

There have been three visits to new hotlines, Iceland in June 2001, Brussels in August 2001 and Finland in November 2001. The administrator made the arrangements for the conference and hotel rooms. He liaised with the local co-ordinator to ensure that all necessary arrangements were in place.

The administrator ensured that the documentation for the second cost claim was forwarded to the European Union and prepared the draft INHOPE cost claim for the third cost statement. He also liaises with other hotlines to ensure that all appropriate forms and documentation is submitted to the timescales agreed by the Executive. He then forwards all claims to the European Union to meet agreed timescales.

The Administrator attended a meeting on behalf of the Executive on International illegal use of the Internet in June 2001 held in Edinburgh.

The administrator has been working closely with the President and Treasurer to ensure that INHOPE finances are properly documented and that cash flow spreadsheets are available for the treasurer to plan INHOPE finances. Spreadsheets have also been prepared in relation to all meeting costs and outstanding invoices.

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

### **The role of the INHOPE New Hotline Coordinator**

The INHOPE New Hotline Coordinator was appointed on 1st June 2000 and the contract was completed on 31st December 2001.

The responsibilities of this role included: - *Identification of target initiatives and key contacts-*

- Identify possible initiatives not yet involved with INHOPE and EU Countries.
- Identify likely contacts in target countries
- Compile and maintain contact details for new hotline initiatives.

Correspondence with new initiatives.

- Establish and maintain regular contact with new initiatives
- Receive requests for guidance and support for hotlines

Visits to new hotlines.

- Draw up detailed project proposals for each visit.
- Liaise with INHOPE administrator on all travel and accommodation arrangements
- Ensure adequate translation is available for all attendees
- Prepare report after each visit including total cost statement

Documentation.

- Create generic PowerPoint presentation about the role and work of INHOPE
- Compile and maintain file of key documents (including PowerPoint presentation)
- Ensure that all existing INHOPE members are informed about the new participants

Management of correspondence and documentation.

Management of expenses.

Meetings.

- Attend Executive and INHOPE meetings in part or total as required.
- Meet virtually or physically with INHOPE President or other designate line manager on a monthly basis (minimum).



Painting "Eddi, Magga and Una in Nauthólsvík", painted in 1999 by Hildur Margrétardóttir ([www.hildur.com](http://www.hildur.com)). Displayed in Barnaheill, Iceland.



INHOPE Executive Nov 2000 - May 2001 visiting Capitol building in Washinton May 2001



Cormac Callanan, Ruth Dixon  
Madrid Feb 2001

## FINANCIAL REPORT

**COMPANY IDENTIFICATION**  
 Internet Hotline Providers in Europe
**BALANCE SHEET**

| <b>ASSETS</b>   | <b>2001</b>       | <b>2000</b>      |
|---|-------------------|------------------|
| 1. Subscribed capital unpaid                                |                   |                  |
| <b>2. Fixed assets</b>                                      | <b>10,042.00</b>  | <b>5,779.00</b>  |
| 2.1. Intangible fixed assets                                |                   |                  |
| 2.2. Tangible fixed assets                                  | 10,042.00         | 5,779.00         |
| 2.3. Financial assets                                       |                   |                  |
| <b>3. Current assets</b>                                    | <b>127,205.00</b> | <b>88,500.00</b> |
| 3.1. Stocks   |                   |                  |
| 3.2.1. Debtors due within one year                          |                   | 6,000.00         |
| 3.2.2. Debtors due after one year                           |                   |                  |
| 3.3. Cash at bank and in hand                               | 29,086.00         | 80,452.00        |
| 3.4. Other current assets                                   | 98,119.00         | 2,048.00         |
| <b>Total assets</b>   | <b>137,247.00</b> | <b>94,279.00</b> |
| <b>LIABILITIES</b>  | <b>2001</b>       | <b>2000</b>      |
| <b>4. Capital and reserves</b>                              | <b>47,065.00</b>  | <b>50,200.00</b> |
| 4.1. Subscribed capital                                     |                   |                  |
| 4.2. Reserves   |                   |                  |
| 4.3. Profit and loss brought forward                        | 50,200.00         | -2,939.00        |
| 4.4. Profit and loss brought forward for the financial year | -3,135.00         | 53,139.00        |
| <b>5. Creditors</b>   | <b>90,182.00</b>  | <b>44,079.00</b> |
| 5.1.1. Long term non-bank debt                              |                   |                  |
| 5.1.2. Long term bank debt                                  |                   |                  |
| 5.2.1. Short term non-bank debt                             | 90,182.00         | 44,079.00        |
| 5.2.2. Short term bank debt                                 |                   |                  |
| <b>Total liabilities</b>                                    | <b>137,247.00</b> | <b>94,279.00</b> |

**PROFIT AND LOSS**

|  | <b>2001</b>      | <b>2000</b>      |
|--|------------------|------------------|
| 6. Turnover  |                  |                  |
| 7. Variation in stocks   |                  |                  |
| 8. Other operating income                                      | 185,091.00       | 134,000.00       |
| 9. Costs of material & consumables                             |                  |                  |
| 10. Other operating charges                                    | 115,669.00       | 62,236.00        |
| 11. Staff costs  | 68,556.00        | 17,817.00        |
| <b>12. Gross operating profit</b>                              | <b>866.00</b>    | <b>53,947.00</b> |
| 13. Depreciation and value adjustments on non-financial assets | 4,001.00         | 808.00           |
| <b>14. Net operating profit</b>                                | <b>-3,135.00</b> | <b>53,139.00</b> |
| 15. Financial income and value adjustments on financial assets |                  |                  |
| 16. Interest paid  |                  |                  |
| 17. Similar charges  |                  |                  |
| <b>18. Profit/loss on ordinary activities</b>                  | <b>-3,135.00</b> | <b>53,139.00</b> |
| 19. Extraordinary income and charges                           |                  |                  |
| 20. Taxes on profits   |                  |                  |
| <b>21. Profit/loss for the financial year</b>                  | <b>-3,135.00</b> | <b>53,139.00</b> |

## MEMBERSHIP

### Types of Membership

INHOPE currently has three types of membership category. These are Provisional membership, Full Membership and Associate Membership.

INHOPE comprises of *Private* members (organisations that are independent of government) and *Public* members (organisations that are part of or funded by government).

Only hotlines that are from countries which are part of the European Economic Area can 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 public vote of admittance takes place. Organisations which can apply for full membership are not permitted to become associate members.

INHOPE expects Provisional Membership for one year before applying to become a full Private or Public member. Provisional Membership is agreed, after plenary vote at a Full Members meeting and after recommendation by the INHOPE executive. The prospective member must complete the New Membership Application form which gives details about their organisation and it's 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 providing a similar service to members but outside of the EU; and/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 May 2002 INHOPE has 9 full members, 4 provisional members and 2 associates. There are 2 public members and 12 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.

#### 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.

#### 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 a 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 at least three times per year. The purpose of the meeting is to review the work of the association and the work of the individual hotlines and to share knowledge and experience among the hotlines. 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 two days and the agenda is very full. Some of the time is allocated to the work of the association with a regular report from the executive to the members and the rest of the meeting is made up of presentations and discussions. Since November 1999 there have been 9 full meetings of the members of the association in Amsterdam, London, Dublin, Salzburg, Paris, Stockholm, Washington, Copenhagen and Madrid.

### Hotline-Round-Table

At each member's 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.

### New Hotline Manual

The first version of the INHOPE manual was distributed to the members during the Copenhagen member's meeting in September 2001. Each member hotline was given a copy of the manual which includes many background documents regarded by INHOPE of primary relevance to hotline operations. This document is updated by the INHOPE administrator.

The manual 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

There was an INHOPE Association Training meeting held in Salzburg in September 2000. The subjects were:-

- Activities of the INHOPE Sub-Contractor - Childnet
- Integrating New Hotlines – the role of the New Hotlines Co-ordinator
- Introduction to Canadian Government Survey
- www.hotline – Irish Hotline Overview of Operations
- Legal Issues – The University of Leuven study
  - Issues Identified:-
    - Evaluation of images*
    - Liability*
    - Transparency of the Organisation*
- Evaluating Hotlines – post-ART
- CyberTipline Updated Procedures
- Tracing Workshop

There were attendees from INHOPE (UK), Save the Children (Norway), www.hotline.ie (Ireland), Internet Watch Foundation (UK)/INHOPE, AFA (France), Meldpunt (Netherlands), University of Leuven (Belgium), Red Barnet (Denmark), International Paedophilia Consultant (UK), ECO (Germany), NCMEC (US), KPMG (Canada), Jugendschutz (Germany), EU – DG XIII and Nic.at (Austria).

There has been one INHOPE Association Training meeting that was held in Washington in May 2001. The subjects were:-

- Age progression and identification systems.
- Legal issues in the Unites States which impact on Europe



a Salzburg training seminar

- Napster and point to point communications
- Staff Stress identification issues
- Secure communications.
- Understanding how child pornographers operate
- Hiding illegal content on the Internet.

#### Washington training seminar

##### *Sex Offender/ Paedophile profiling*

Presentation and discussion on the American/European experience on sex offenders and how they operate in an illegal/legal environment. This session improved understanding of how paedophiles operate on the Internet.

##### *Innocent images profiling*

Presentation and discussion on the recent innocent images imitative. This imitative found a lot of success in the United States and their methods and results proved very interesting to INHOPE members.

##### *Hiding illegal content on the Internet.*

This subject was considered very important by INHOPE members. This subject will be included in future INHOPE training sessions.

##### *Napster and Peer-to-Peer communications.*

A discussion on Napster and Peer to Peer communications was led by the Federal Bureau of Investigation. Members had recently noticed a growth in this area of communications although the technology was new to most members.

##### *Staff Stress Issues*

A psychologist gave members a presentation on staff stress issues and ways in which steps can be taken to reduce this stress. The presentation provoked much discussion and provided members clear guidance. It was agreed that stress was a very important subject and that it should be discussed at future INHOPE meetings.

#### **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 is in the process of preparing best practice papers on the following issues:-

- Staff Welfare
- Exchange of information which incorporates training needs and the INHOPE Association evaluation process,
- Raising awareness and improving hotline visibility.
- Statistics

It is also proposed that the following best practice papers will be developed in the future:-

- Securing the exchange of reports
- Legal issues relating to the functions of a hotline
- Code of Conduct

#### **Working Groups**

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.

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.

### Website

The INHOPE logo and corporate identity was developed early and the website design and development was started in early 2000. The website should support multiple languages, provide secure password access to a closed members area and provide 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.

Work has continued using the support of the members to translate the website into multiple languages. Firstly, the menu system was translated into 8 languages (English, French, German, Spanish, Norwegian, Danish, Dutch and Swedish). Icelandic and Slovene are in the process of being added. Secondly, the website content has been translated into French and German.



Training seminar in Washington, May 2001

## DESCRIPTION OF ACTIVITIES

### Start-up Issues

Ruth Dixon was elected as inaugural President of INHOPE in November 1999. During this period of time there were extensive negotiations with the European Commission for funding to be provided to INHOPE under the Safer Internet Action Plan, Network of Hotlines programme. The negotiations continued from November 1999 through to May 2000 and a contract was signed and started on 1st Jun 2000 with a contract period of 24 months finishing on 31st May 2002.

The objectives of that contract are fully described in Appendix 4.

The contract negotiations were resource intensive and difficult for the embryonic association, which had been established in November, and much of the work of the association was performed by the newly formed executive, and especially the President, on a voluntary basis. There was no budget for permanent staff in the beginning.

As with any organisation, the start-up phase focused extensively on management issues and on establishing appropriate legal, financial and managerial processes in the association. The contract negotiated with the European Commission included 8 hotlines from 5 countries in addition to the central network funding requirements. Although the association received funding from membership fees, funding was a major concern from the start until additional funding was confirmed from the Safer Internet Acton Plan. Later, cash flow management was key to safeguarding INHOPE's continued operation and success.

Once the contract was confirmed, the executive hired a New Hotline Coordinator and were able to avail of professional support through several subcontract arrangements. The workload was a major burden for the voluntary executive whilst significant obstacles were surmounted. At this stage most systems and procedures are now in place and the executive now focus their attention on the major medium-term and long-term strategic issues.

### The staffing lifecycle - Selection, Welfare, Safety and Churn

The work of the hotline staff can be difficult and stressful. Reviewing material can be upsetting and disturbing to many staff members. It is because of these concerns which have been frequently expressed by many hotlines that staff welfare issues are important for hotlines.

The concerns range from the nature of the material processed by the hotlines and the problems it may produce both at a personal and business level. This material varies from the potentially illegal to the unpleasant and disturbing. The nature of the work involves constant computer use and looking at a monitor. The work activity can be isolating since it is not easy or recommended to talk about it in the pub or at home.

There have been several presentations at INHOPE events on the areas of staff welfare and safety. These sessions have provided an excellent basis to start the development of a best practice paper on this issue covering the areas of:-

- Recruitment Procedures
- Contractual arrangements
- Working Conditions and Procedures
- Training
- Support and Counselling
- Working with volunteers

### Hotline Comparison

INHOPE is currently composed of hotlines from 12 European Countries, and The United States of America and Australia. The hotlines deal with many types of illegal content. They operate under the laws of their own country and have developed their own procedures within national cultures. INHOPE is developing best practices papers which will standardize much of the work of hotlines and will ensure greater transparency in procedures and practice.

Hotlines communicate with each other on a daily basis so it is vital for them to have an understanding of the remit, procedures and constraints of other hotlines. Hotline representatives at INHOPE meetings have often stated the importance of having such information readily available.

To assist hotlines to have a greater understanding in this area the INHOPE Executive decided to develop a comparison document which would be simple in design and would allow hotlines to see, at a glance, the key procedures of other hotlines. The Administrator produced the document after consultation with and assistance from all INHOPE members.

The first version of the document was presented to the members in Madrid in January 2002 where it received widespread support. The document is available on the INHOPE website and will be included in the INHOPE manual. It will also be available to new hotlines and will be of considerable assistance to them when developing their own procedures and practice.

### Exchange of Reports

A major benefit of the hotline network is the exchange of reports concerning allegedly illegal content on the Internet in order to permit fighting such material in the country of origin. Experts are of the opinion that this approach facilitates the fight against illegal material in a timelier manner better than international cooperation of public authorities. For the sake of transparency the manner of the exchange of reports practiced by members of the INHOPE Association is described in a corresponding best practice guideline. The guideline provides definitions and depicts a set of rules concerning the exchange of reports in cases where

- Content is allegedly illegal under the law applicable for the domestic hotline (i.e. the local hotline which is receiving the report from an Internet user) and in case
- Content is legal under the law applicable for the domestic hotline.

Further, various duties of information towards users and amongst hotlines shall provide for an efficient report management and facilitate user friendliness. The paper also details format requirements relating to complaints on different Internet Services (world wide web, usenet, etc.), ensures abidance by data protection rules and specifies the framework for future technical measures.

### EU Reporting/EU Contract Negotiation

A contract was signed with the EU for the period 1st June 2000 until 31st May 2002. Although, this contract only covers 8 hotlines and the central INHOPE operations (INHOPE consortium), most of the new hotlines based in Europe have also received part funding under the Safer Internet Action Plan, Network of Hotlines Programme. A second contract for INHOPE and the 8 hotlines is currently under negotiation for the period starting from June 2002. Separate contracts are being negotiated by some of the other hotlines. This difference in contractual approach has caused confusion between the responsibilities of the executive in representing INHOPE and the responsibilities of the executive in managing the INHOPE consortium contract.

The contract highlights are listed in the appendix but the funding of the European Community has been essential to the effective establishment of the INHOPE Network of Hotlines.

The contract has required a significant commitment of resources and energies from both the European Commission staff and the executive and members of INHOPE. Regular 6-monthly reports and costs statements have been delivered to the European Commission by INHOPE.



Presentation at Copenhagen members meeting, September 2001

### **Investigating Content**

Most hotlines operate in a vague legal vacuum. Clearly the work of the hotlines is strongly supported from Governments, Industry, Child Welfare, Law Enforcement and Internet users. Although, the benefits of hotlines are appreciated by all these stakeholders, there remains extensive legal uncertainty about hotline operations. Many countries do not have specific protection in their national legislation to permit the functions undertaken by hotlines. There is no special mandate from such regulation or legislation to protect the hotline from any legal responsibility in accepting reports about child pornography or child abuse on the Internet.

However, INHOPE recognises these concerns and difficulties and insists that each member of the network must have transparent procedures and clear demonstrable support from the major stakeholders listed above. INHOPE is not a law enforcement organisation. Its purpose is not to replace law enforcement but to enable faster, more effective investigation to be carried out by those organisations.

For a hotline, content on the Internet such as graphic files, photographs, documents, movies, sounds are only evaluated to determine if they are likely to be illegal in the national jurisdiction. Information about this material can then be passed onto the relevant law enforcement organisation to enable an investigation to be conducted. The hotline attempts to determine which location the material is hosted and registered and using this information determines which international hotline to forward the report to. Hotlines are recommended by INHOPE not to store any potentially illegal material and can only do so for extremely limited time and with the explicit consent of law enforcement.

### **Common Statistics**

INHOPE has held several sessions at meetings with members with the objective of developing a common format for hotlines to report statistics both to their own stakeholders and internationally so that any statistics published would be easily understood.

INHOPE has been asked many times to produce reliable statistics which might lend some understanding and knowledge about the scale of the problem of illegal content and activity on the Internet. Until recently, many of the current statistics produced by the individual hotlines could not be aggregated in a simple manner, as hotlines did not use the same "statistics language". Several of the hotlines are now in the process of harmonizing their statistics taxonomy to make them compatible with the final INHOPE best practice document on statistics.

Firstly, an agreement was reached on a common taxonomy of all hotlines statistics to present consistent INHOPE statistics. The intention was not to create a new range of statistics for hotlines to collate and produce, but to aggregate, in a transparent manner already existing hotlines taxonomy. Secondly, once the common definitions and taxonomy were agreed, the range of information to be collected was discussed. The following table was then agreed.

**INHOPE  
CO-ORDINATING STATISTICS**

It has been decided to focus both on statistics by number of submissions and statistics by number of items for which actions have been taken. Those “outcome oriented” statistics better reflect the workload of the hotline.

There may be overlaps between categories “submissions”, “reports”, “items” : a submission for example could refer to only one item. We only count reports or items named in the submission.

| INHOPE STATISTICS FORM   | Submission <sup>1</sup> | Reports <sup>2</sup> | Ite |
|--|-------------------------|----------------------|-----|
| <b>Type of material</b>  |                         |                      |     |
| Child pornography  |                         |                      |     |
| Racial hatred  |                         |                      |     |
| Sex tourism  |                         |                      |     |
| Child trafficking  |                         |                      |     |
| Adult pornography  |                         |                      |     |
| Contents against human dignity, extreme violence   |                         |                      |     |
| Unsolicited E-mails sent to hotline  |                         |                      |     |
| Others (hotline attacks, etc....)  |                         |                      |     |
| Request for information  |                         |                      |     |
| Out of competence  |                         |                      |     |
| <b>TOTAL</b>   |                         |                      |     |
| <b>Type of Internet location</b>   |                         |                      |     |
| WWW  |                         |                      |     |
| Usenet   |                         |                      |     |
| Chat rooms   |                         |                      |     |
| Napster or assimilated   |                         |                      |     |
| Unsolicited e-mails  |                         |                      |     |
| <b>Apparent origin</b>   |                         |                      |     |
| In your country  |                         |                      |     |
| Abroad   |                         |                      |     |
| • EU   |                         |                      |     |
| • Others   |                         |                      |     |
| • Non identified   |                         |                      |     |
| <b>Type of action taken<sup>4</sup></b>  |                         |                      |     |
| Transmission to ISP  |                         |                      |     |
| Transmission to Police   |                         |                      |     |
| Transmission to INHOPE members   |                         |                      |     |
| Providing Information  |                         |                      |     |
| • On legal actions because no further action can be undertake by the hotline or member ISP |                         |                      |     |
| • Answering questions  |                         |                      |     |

<sup>1</sup> a **submission** refers to each single contact with the hotline

<sup>2</sup> a **report** refers to a given Internet location, for example a Newsgroup, a website, a chat room.

<sup>3</sup> “**items**” counts all the separate items to which a report refers, i.e. “items” refers to different materials include in a report : different images, different posts related to a Newsgroup.

<sup>4</sup> This section will depend on the structure of the hotline and whether among others the hotline pass on the information to the Police.

## 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 where 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 November 1999 there have been six additions to the INHOPE network and several other countries have attended INHOPE members meetings.

#### *Belgium*

Child Focus from Belgium was approved for provisional membership of INHOPE on 13th September 2001.

#### *Denmark*

Red Barnet in Denmark was approved for provisional membership of INHOPE on 1st March 2001 and has applied for full membership of INHOPE starting on 16th May 2002.

#### *Iceland*

Barnaheill from Iceland was approved for provisional membership of INHOPE on 13th September 2001.

#### *Spain*

ACPI from Spain was approved for provisional membership of INHOPE on 1st March 2001 and has applied for full membership of INHOPE starting on 16th May 2002.

#### *Sweden*

Rädda Barnen from Sweden was approved for provisional membership of INHOPE on 23rd November 2000, immediately after INHOPE was established and was approved for full membership of INHOPE starting on 31st January 2002.

### 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



Spanish Hotline visit, Feb 2001

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.

#### *Canada*

The Canadian Government has been conducting research over an extended period of time into the role and operations of a potential hotline initiative in Canada. INHOPE has been pleased to welcome several Canadian representatives to attend INHOPE meetings starting with the Salzburg members meeting in September 2000 and more recently at the members meeting in Madrid 2002. Individual hotlines have provided extensive expertise to the consultative process conducted by the Canadian Government nominees and INHOPE is optimistic of a hotline being established in Canada in the near future.

#### *Finland*

INHOPE has visited Finland on two separate occasions in April 2001 and October 2001 and met with the major stakeholders in Finland. As a result of this activity there has now been a proposal from Pelastakaa Lapset, Rädda Barnen, Save the Children, Finland to the European Commission for funding under the Safer Internet Action Plan. INHOPE is optimistic that the hotline will shortly apply for provisional membership of INHOPE.

#### *Hong Kong*

INHOPE was pleased to have a representative of the Hong Kong Government participating at our members meeting held in Washington in May 2001. INHOPE is eager to see the development of hotline initiatives in the Asia-Pacific region to augment the excellent work performed by the Australian Broadcasting Authority in Australia.

#### *Italy*

INHOPE has spoken with several organisations in Italy about the establishment of a national hotline initiative since January 2000. Since Italy is one of the larger countries in the European Economic Area it is important that INHOPE has hotline coverage there. An initial attempt at establishing a hotline was

unsuccessful but with the advice and support of other INHOPE member hotlines and INHOPE a second initiative has now applied for funding under the Safer Internet Action Plan to create an Italian hotline. INHOPE is optimistic that the hotline will shortly apply for provisional membership of INHOPE.

#### *Luxembourg*

INHOPE would like to see the creation of a hotline in Luxembourg and in cooperation with its industry and European Commission contacts is developing a wider awareness of the major stakeholders in Luxembourg 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.

#### *Norway*

Norway was an associate member of INHOPE from the November 1999. However, in September 2001 the hotline was closed down due to lack of resources. INHOPE was very disappointed to lose one of its key founding members and is eager to encourage the establishment of a new initiative in Norway. The INHOPE executive have started to contact the major stakeholders in Norway to offer assistance and support for a new hotline initiative.

#### *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.

#### **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 members and the executive will continue to encourage any such initiatives.



Visit to Iceland in July 2001

## 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 seminars in Australia, Tokyo, Hong Kong and throughout Europe, See Appendix 5 for a complete list of all events attended by INHOPE.

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

### 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

### UNESCO

UNESCO held a very successful international experts meeting in Paris on January 1999 on the Sexual Abuse of Children, Child Pornography and Paedophilia on the Internet. It was a significant milestone in the public debate on Child Pornography on the Internet and Child Sexual Exploitation in general. The meeting was prompted by Operation Cathedral which was a police operation led by Interpol launched on the night of 2nd September 1998. This operation demonstrated how widely spread paedophile networks were and gave an estimation of their traffic in illegal images. – one source

was holding 48 gigabytes and another over half a million illegal images.

In calling the experts meeting at its headquarters in Paris UNESCO sought to provide the venue for an overall assessment of what had been achieved by UN specialized agencies, governmental and non-governmental organisations, foundations, police and judiciary forces, psychologists and the media.

It was against this background that the concepts and ideas for the INHOPE forum was developed by Childnet International.

### 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 2001. 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.

### EuroPol

EuroPol has invited INHOPE to participate at annual expert meeting seminars held at EuroPol headquarters in Den Haag. INHOPE also participated in the Training Seminar held in Zutphen in November 2000. These events are an opportunity for INHOPE to explain the work of hotlines to an international audience of law enforcement and to exchange views on the issues of illegal activity and material on the Internet.



## **HOTLINE PROFILES**

## HOTLINE PROFILES

- INHOPE
- Australia
- Austria - Stopline
- Denmark - Red Barnet
- France - AFA
- Germany - ECO  
- FSM  
- Jugendschutz
- Iceland - Barnaheill
- Ireland - www.hotline.ie
- Spain - Protegles
- Netherlands - Meldpunt
- Sweden - FACE-IT
- United Kingdom - Internet Watch  
Foundation
- United States

## INHOPE

INHOPE was founded in November 1999 and is an organization registered in The Netherlands. It coordinates the activities of the network of hotlines across Europe with associate members in United States and Australia. INHOPE itself does not operate a hotline service.

The Association is made up of an elected Executive Committee of up to 5 members who are elected for one year. The positions are President, Vice-president, Treasurer, and two without portfolio. Each position can only be held for two consecutive terms. The Association administrator is based in the UK and provides a wide range of administrative support to the Executive Committee and members. In addition, the Association uses the services of several other organizations who provide specialist services. The

association organizes three meetings each year for the members to attend and one training seminar. The Annual General Meeting and elections are held during one of the meetings – usually in May.

The Executive Committee consult with the members at the regular members meetings and there is a regular exchange of information on the Members and Executive Committee mailing lists. The Executive Committee is responsible for implementing policy and for the day-to-day operations of the organizations. The President has overall responsibility for the organization and represents the organization at international events. All the staff of the association report directly to the President. The Executive Committee is also responsible for encouraging the development of new hotlines within the EEA and elsewhere and for encouraging all hotlines to operate according to INHOPE best practice – as decided by the members.

The problems of illegal and/or harmful content and/or illegal activity on the Internet are global and international. A single hotline operating at a national level cannot be as effective as a group of national hotlines operating to a common purpose, highly focused and highly coordinated. The INHOPE Network of Hotlines provides a mechanism for national hotlines, whose expertise relates to the national regulatory and cultural environments, to work together at an international level in the exchange of expertise and reports to combat the downside issues of the Internet. The regular meetings and sharing of knowledge ensures a common approach, coordinated responses and highly efficient processing of reports to the hotlines.

## Australia – Australian Broadcasting Authority

Australia's Internet hotline 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 1st 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.

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. In addition to the hotline, the section carries out a range of functions set out in the Act, including community education, research and international liaison. 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, who are assisted by a part time content classification adviser.

The hotline has received some 1300 complaints since 1st January 2000. Around two-thirds of these have resulted in location of 'prohibited content'. About three-quarters of the items actioned have been child pornography or other paedophile-related material.

During 2001-02, the hotline has undertaken research on Internet usage in Australian homes (<http://www.aba.gov.au/internet/research/home/index.htm>) and the effectiveness of Internet filter software (<http://www.aba.gov.au/internet/research/filtering/index.htm>). Both pieces of research have assisted the redesign of the ABA's 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 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 <http://www.dcita.gov.au/>.

## **Austria - Internetverwaltungs- und Betriebsgesellschaft m.b.H. (nic.at / Stopleveline)**

The Austrian Hotline was founded in 1997 by the Austrian ISPA (Internet Service Providers Austria) to give Internet users the opportunity to report illegal content they find online. Following constant and ongoing attempts to deal with concerns of Internet users, particularly with regard to censorship, Internet Providers and users gradually gained confidence in the hotline. Since 1999 the Hotline has had permanent staff and has continuously grown. The assistance of the EU through their Internet Action Plan and their effort to promote safer use of the Internet has been a very positive contribution.

At the moment staff members process reports on child pornography and national socialistic offences to the Stopleveline regarding content found on the WWW, in Newsgroups, file sharing programs and similar Internet services. The hotline receives an average of approximately 100 to 160 messages per month. The daily operations are first of all locating and assessing reported material within 24 hours, tracing the apparent origins of illegal content, alerting ISPs of illegal material and advising removal in co-operation with national law enforcement agencies.

The main objectives of the Austrian "Stopleveline" are:-

- Operate the hotline dealing with complaints about illegal content concerning child pornography and national socialistic offences on the Internet
- Development of procedures for the treatment of illegal contents in relationship to ISPs and users
- Contribute to the development of best practices in dealing with illegal content
- Co-ordinate with national (government, law enforcement), European organizations (Inhope, Euroispa, eg. ), international initiatives (Council of Europe, Unesco...) to avoid overlap and allow maximum efficiency.

As soon as a report of illegal content reaches Stopleveline, employees will trace the url and find out whether it is likely to be illegal within 24 hours. Should this really be the case the provider in question, partner hotlines and the official body in charge will be informed immediately. Regarding child-pornography this would be the Interpol, in the case of National Socialistic offences it would fall to the State Police Force.

This self regulation is supported and carried out in Austria by the Hotline Advisory Board, which is represented by: ISPA, Department of the Interior, Criminal Police service, N.C.B. Interpol, Universities and legal professionals. The Board has an advisory role and gives guidance to the Hotline, and the structure is open and transparent.

## Red Barnet Hotline Denmark

The Hotline is operated by the Danish Save the Children organisation, Red Barnet. The Hotline received 5424 reports during the year 2001, corresponding to 452 reports on an average per month. The Danish Hotline can be reached at [www.redbarnet.dk](http://www.redbarnet.dk) in the Danish language, where you will find a short version in English as well.

More than 90% of the incoming reports concern material posted on websites. The hotline has the same free access to this material as everybody else. Some websites are paysites and access requires membership. The hotline does not try to access paysites.

The last 10% of the reports concern material distributed via newsgroups, chatrooms, peer2peer programs or via email. In the second half of 2001 we have noticed an increase in the number of reports about child pornographic material distributed via peer2peer programs. We have also noticed an increase in the number of complaints about unwanted emails, spam emails that propose people to visit websites that are said to contain child pornography or child erotica.

When analysing a report, the hotline staff attempts to trace the apparent origin of the

illegal material. Information about illegal material is as fast as possible sent on to a hotline in the country of apparent origin and from here the criminal investigation begins. Material related to Denmark, or to countries in which INHOPE have no contacts, is forwarded to the Danish Police.

Around 1/3 of the reports from 2001 refer to pictures or videos that show potential illegal child pornography. Another third of the reports deals with child erotica, namely children in posing positions wearing little or no clothes. These pictures are legal. The pictures are not uploaded to the Internet by accident but are clearly distributed in order to stimulate people with a sexual interest for children. The last part of the reports concern both adult pornography, websites with links to potential child pornographic material and sites which have been closed down or to where there is no access.

Together with the Danish Crime Prevention Council the Hotline launched an awareness campaign on safer chat. The information which addressed both the parents and their teenagers was distributed through the school-system and reached out to all teenagers between the age of 12 and 17. The safer chat website [www.sikkerchat.dk](http://www.sikkerchat.dk) contains information aimed at both children and adults, newsboard and an email based consultation for teenagers.

## France – Association des Fournisseurs d'Accès et de Services Internet (AFA)

AFA Point de Contact was set up in 1998 by the French Internet Service Providers Association (AFA) which now represents more than 90% of individual access to the Internet in France (6.177.000 accounts in June 2001) as a response from French Internet Providers industry to the issue of illegal content on the Internet.

From 1st March 2002, an operator employed directly by AFA handle the day-to-day operations of [www.pointdecontact.net](http://www.pointdecontact.net). The Operator is managed by the Deputy Executive Committee Director and supervised by the Executive Committee Director of the French ISP Association in close co-operation with AFA Board and ISP members.

AFA Point de Contact provides a central point of contact and information (as regards law, other contacts, technical information) for Internet users who may want to report illegal material found on the Internet. The hotline deals with two types of content - child pornography and incitement to racial hatred - and with reports on web-based hosted content and newsgroups.

Reports can be submitted by email or via our web form. Once received, reports are assessed and traced to try to establish the source:

- If the content is hosted in France by a member of AFA, the hotline forwards the request to the relevant ISP
- If the content is hosted abroad, contact is made with the relevant international hotline, member or associate member of the Association.
- If requested by French Law, the hotline forwards the report to the Police.
- In all other cases, the hotline provides Internet user with information on the hosting provider or competent authorities he can report the content to.

The hotline provides feedback on each submission, either within or without the scope of the hotline.

There are many benefits to AFA Point de Contact in being part of the INHOPE network. INHOPE provides a mechanism for reports to be forwarded promptly and effectively to the country of apparent origin. Expertise can be exchanged and Best Practice Guidelines can be identified and documented so that hotlines do not have “to reinvent the wheel” each time they face a new issue or challenge. By adhering to agreed best practice, hotlines can also demonstrate that they meet high standards, and can therefore enhance their own credibility and that of the other hotlines in the network.

## Germany

There are three partners based in Germany, which participate in the INHOPE project. FSM, jugendschutz.net and ECO have all been part of the consortium in the first funding period. In addition to the contribution of the hotlines at a European level within the Association the hotlines exchange information on day-to-day activity regularly. There are monthly conference calls and regular face-to-face meetings in order to coordinate hotline and awareness activities in order to avoid dead locks and duplicate effort.

It is widely known already that there is more than one organisation dealing with complaints concerning Internet content in many of the countries being represented in INHOPE. However, Germany is the only country with more than one hotline being a member of the Association and participating in the IAP.

FSM is an association the members of which recruit basically from the content industry like publishers and content providers. FSM has specialised in complaints referring to World Wide Web contents.

ECO is the German Internet Service Providers Association basically representing technical providers. The hotline run by ECO has specialized in Usenet contents but recently started accepting complaints based on other Internet services than distributed bulletin board systems.

jugendschutz.net is an organisation established by the federal states. Thus, this hotline targets those Internet users that are hesitant to contact the police or an industry funded hotline. Moreover, jugendschutz.net proactively searches the Internet for harmful and illegal content in addition to the operation of a hotline.

This is good proof of the excellent interaction of hotlines even though they have different backgrounds and target groups and hopefully it will not remain to be the only country with such collaboration. The German hotlines describe their individual profile in the following pages.

## Germany - ECO electronic commerce forum e.V.

ECO Verband der deutschen Internetwirtschaft e. V. is an Internet Service Providers Association which was founded in 1996, with offices in Cologne and Berlin which carries out lobby work for the Internet industry. Presently, there are 16 people working for ECO full or part time. ECO represents about 250 members, who transmit approximately 85% of the Internet traffic in Germany. ECO's work is partially carried out by working groups, one of which is the running of the DECIX, the German Commercial Internet Exchange.

In this connection, ICTF initiated a project called NewsWatch. This was not a public hotline but a service for participants of the ICTF working group. When participating ISPs received complaints from users or found suspicious material themselves, they could deliver newsfeed to NewsWatch for content rating by legally educated personnel. The results of the rating should facilitate the decision of the ISPs whether or not to carry on offering certain newsgroups or postings to their customers. A major development has been the establishment of an interface to the public and the possibility for participating ISPs to request so called "cancel feed" for the auto-deletion of illegal material from their news-servers.

ECO's hotline basically deals with Crimes Against Sexual Self-determination, Dissemination of Means of Propaganda of Unconstitutional Organizations, Agitation of the People and Instructions for Crimes. While only complaints about newsgroups or individual postings were admissible for the NewsWatch hotline, ECO is presently enhancing the service of the hotline to complaints based on Internet services other than distributed bulletin board systems as well. In this connection the hotline is renamed to "Internet Content Task Force - ICTF".

ECO's hotline is able to receive reports via web interface and e-mail. Complaints submitted via telephone are not rejected, but this way of submitting reports is not promoted. The NewsWatch-software pulls the allegedly illegal posting from participating ISPs automatically. Screeners, who are at least advanced law students, assess the material. Depending on the result of the rating, ISPs and / or law enforcement might be contacted. Should the complaint relate to content which is out of the scope of the hotline or should it apparently be hosted in a country where a partner hotline is based, the report is forwarded to the competent hotline.



### **Germany - Freiwillige Selbstkontrolle Multimedia-Diensteanbieter e. V. (FSM)**

FSM is the German association for voluntary self-regulation in online media. It was founded in 1997 by numerous media associations and media enterprises. Among its members are the associations representing German magazine, book, and newspaper publishers, private TV and radio stations, multimedia content providers, Internet service providers, software producers etc.

The purpose of the association is to promote education and training in the multimedia area. FSM is widely accepted by the competent German ministries, by users and private businesses. FSM has actively contributed to the national and international discussion on content rating and filtering and FSM actively contributes to the discussion on the newly formed law of protection of minors.

FSM co-operates with existing voluntary self-regulatory bodies at both national and European level. In Germany, FSM exchanges information on complaints with organizations such as the German Press Council, the German Advertising Council, the German voluntary self-control for television (FSF) and other associations.

The FSM has a working board which consists of the Chairperson and five Deputy Chairpersons. The hotline (Complaints Office) is managed by the Complaints Office manager. He is assisted by a screener. The decision-making body of complaint - the Complaints Commission - has three regular and three deputy members. Since August 2001 FSM has employed a managing director and an assistant since January 2002. FSM has established a hotline (Complaints Office). Every user of multimedia services can complain to this hotline about content he/she has found in online media and which he/she believes to be illegal or harmful. FSM then handles this complaint according to a set of rules laid down in a code of procedure (Complaint Rules).

The Complaint Rules of FSM are available on the Internet at [www.fsm.de](http://www.fsm.de). If the FSM Complaints Office is of the opinion that the content offered by the defendant is illegal or harmful, it has the possibility of, pronouncing three different kinds of measures: a) a reference, combined with the request for removal of the content; b) a disapproval or c) a condemnation. A condemnation pronounced against a member of FSM who has accepted the FSM Code of Conduct must be published by this member in its online service.

## **Germany - Zentralstelle der obersten Landesjugendbehörden für Jugendschutz in Mediendiensten (jugendschutz.net)**

jugendschutz.net is a government institution and was established in October 1997 as an initiative of the Youth Ministers of the German Federal States, who are responsible for youth protection in the media. The ministry of Education, Women, and Youth of Rheinland-Pfalz is the leading ministry for jugendschutz.net.

The main task of jugendschutz.net is to support the supervisory authorities in their responsibility for youth protection in the media and to search for harmful and illegal content on the Internet.

The hotline's work is a critical component of jugendschutz.net's work. All other projects are directly linked to its results. jugendschutz.net has a broad public recognition and is on the top list of most search engines whenever a search for youth protection is conducted. The hotline mainly deals with child pornography, all types of other freely accessible pornography, rightwing extremism and hate speech. Complaints mainly refer to web sites. However, due to changes in the German legislation in the near future the task of jugendschutz.net is expected to be extended to include all kinds of content in the tele-media.

Complaints referring to illegal or harmful content on the Internet are usually received by e-mail. The complainants can fill in a form integrated on the web site (which can also be anonymous), and an e-mail is automatically generated and sent to hotline@jugendschutz.net.

The complaints are assessed by a team of researchers and lawyers and attempts are made to establish the source. The hotline team is very experienced and most of the personnel have been working for jugendschutz.net for more than two years. They have excellent skills in assessing the material and in tracing the source.

If the content is considered a serious offence against German law, jugendschutz.net passes on the information and the material to the German Federal Criminal Police Office. In all other German cases, the content provider is asked to alter or remove the material. If there is no response, details are passed on to the appropriate authorities. If the report refers to material in the competence of another hotline member jugendschutz.net passes on the information. Anyway, the complainant is informed about the steps that have been taken.

**Icelandic Hotline - Stop  
pornography on the Internet  
[www.barnaheill.is](http://www.barnaheill.is)**

Save the Children Iceland launched in October 2001 a hotline for complaints from the internet users about child pornography on the Internet. The Icelandic hotline is established in cooperation with the Inhope-network of hotlines in Europe, USA and Australia, and is funded by the European Commission under the Safer Internet Action Plan Programme. The project on the Icelandic hotline (EPCP - Internet) is a 24 month project, operated 1st. April 2001 - 31st March 2002.

The hotline was launched on 30st October 2001. The hotline has it's website in connection with Save the Children's homepage [www.barnaheill.is](http://www.barnaheill.is). Internet users can fill in a form for complaints which is on the website, or they can choose to send complaints by e-mail. The reporters are always assured anonymity.

Public access to the Internet in Iceland is among the highest in the world. The Icelandic nation is 280.000 people and the numbers of complaints that are sent to the hotline are around 60 each month. In almost all cases the complaints are about websites which have apparent origin in other countries. The hotline forwards the complaints to hotlines in the country of apparent origin when possible, or else to the Icelandic Police.

## The Irish hotline - [www.hotline.ie](http://www.hotline.ie)

The [www.hotline.ie](http://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.ie](http://www.hotline.ie) service and the establishment of viable and transparent procedures for processing complaints.

Funding for the [www.hotline.ie](http://www.hotline.ie) service is provided by the Internet Service Provider's Association in Ireland and part-funding for the [www.hotline.ie](http://www.hotline.ie) service from the EU Internet Action Plan programme.

The [www.hotline.ie](http://www.hotline.ie) service accepts reports:-

- via the secure website [www.hotline.ie](http://www.hotline.ie),
- via email ([report@Hotline.ie](mailto: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](http://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](http://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.

### **The Netherlands - Stichting Meldpunt ter bestrijding van Kinderpornografie op Internet (Meldpunt kinderporno)**

In August 1995 an article on child pornography on the Internet in a computer magazine gave rise to a discussion about the responsibility of Internet providers and the possibilities they have for self-regulation. In response, the NLIP (the Dutch Association of Internet providers) launched an action plan that provided for Internet Hotlines for both child pornography and racism. A working group was formed consisting of representatives of Internet providers, the police Central Investigation and Information Division (CRI), and Internet users. This working group established the Internet Hotline against Child Pornography –the first of its kind in Europe–and developed its aims and procedures. The Hotline was officially opened on 20th June 1996 by the Minister of Justice Mrs. W. Sorgdrager.

At present the board of the Dutch Hotline consists of four persons, including a chairperson, a treasurer and a secretary. Since the beginning of the hotline in 1995,

all the members of the board perform this work voluntarily. The members of the board all have a large expertise within the work field. Since the establishment of the Hotline, there has been a good co-operating with the Dutch police and the Dutch Internet Service providers association (NLIP).

The procedure of the Hotline is as follows:-

- Either an Internet user or the abuse department of an Internet Service Provider sends a report about the distribution of child pornography to [meldpunt@meldpunt.org](mailto:meldpunt@meldpunt.org)
- The hotline receives a report and automatically sends a confirmation of receipt and a follow up-number to the complainant
- The Hotline checks the report
- The Hotline classifies and processes the report. This involves assessing whether the material meets the criteria of article 240b of the Criminal Code and whether the material concerns Dutch subjects
- The Hotline will file a report with the police by passing on the information
- If the material meets the criteria of article 240b of the Criminal Code but is not distributed from within the Netherlands, the Hotline passes the information to another Hotline with which we co-operate within INHOPE.
- The Hotline informs the complainant

## Spanish Hotline - PROTEGELES

A hotline to allow Internet users to report content which they consider to be illegal in the Internet was established in Spain with the support of the European Commission under the Internet Action Plan on Promoting a Safer Use of Internet (IAP). The creation of this hotline was approved with the SECURENET Project (IAP-264545) in the HOTLINE PERMANENT CALL FOR PROPOSALS issued in 1999.

The Spanish hotline, PROTEGELES, has been running since the year 2001. It launched its web site [www.protegeles.com](http://www.protegeles.com) where citizens are allowed to report sites which they consider to have child pornographic content. OPTENET, the co-ordinator of the SECURENET Project (funded by the EC) has been operating the hotline with the support of the Spanish non-governmental organization ACPI (*Acción Contra la Pornografía Infantil*). The ACPI has been working on the fight against child pornography and child exploitation in Spain since 1998.

On July 2001 [www.protegeles.com](http://www.protegeles.com) received 348 reports regarding pages carrying images of child pornography. On October of the same year, this number increased to 529 and the hotline closed the year in December with 607 reports, meaning a six-monthly increase of almost 74% in the number of reports. The

total amount of reports received from July to December was 2,785. The hotline has been operating with full support of the Spanish National Police, the Guardia Civil as well as the Spanish National Government. In addition, the hotline has established an extremely efficient collaboration with TERRA Networks and all of the reports received with illegal content hosted in TERRA servers are sent immediately to TERRA's head of security.

The hotline association is dedicated to the following activities:-

- Receiving through the web site [www.protegeles.com](http://www.protegeles.com) reports from citizens on child pornographic content in the Internet.
- Examining whether the content actually contains child pornography, identifying the host country, etc,
- Collaborating and exchanging information and reports with other hotlines
- Collaborating and exchanging information about illegal content with ISPs that cooperate formally with the hotline.
- 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.

## Swedish Hotline - FACE IT

FACE-IT operation works within the context of Save the Children Sweden's Programme department and its Centre for Children and Adolescents in Crisis. At this Centre experts work with children that have been sexually abused and exploited, children from war situations and children that have lost a parent or sibling through death. The organisational setting thus adds value to the work of the Hotline as staff at the Hotline are continuously present at strategic discussions about how best to assist exploited children and how sexual exploitation in all forms may best be counteracted.

Save the Children is a member organisation with 90,000 members spread all over Sweden. This means that the work of the Hotline is integrated and disseminated in all parts of Sweden. The Save the Children members support the Hotline actively.

FACE-IT is co-ordinated by one project co-ordinator, co-ordinating the activities of the Hotline, ensuring that activities of the Hotline are reported to the Commission, setting up meetings with important actors in the field, co-ordinating the international meetings and seminars, representing the Hotline at European meetings, ensuring that the knowledge accumulated by the work becomes useful for other programme activities within Save the Children Sweden.

The co-ordinator also ensures that the support given by the European Commission is visible whenever the Hotline is presented.

On the Hotline web-site there is an on-line reporting form in Swedish and in English: <http://www.rb.se/hotline/> This form is designed so that it can include reports concerning the World Wide Web, ICQs, Chat rooms, peer-to-peer servers, Newsgroups etc. The reporting person can check a box that enables him/her to remain anonymous. However, the Swedish version notes the fact that we may want to contact people after having received their reports so we ask those that wish to remain anonymous to leave us some contact channel in order for us to be able to contact them in some way. All reports are given an automated response and no reporting person can expect a personal contact.

The content of the www-link is checked. The new report is checked against other reports that may have come in with similar content and/or a location and this will help the investigation. Reports coming from or concerning domains or communities located in Sweden are prioritised. In co-operation with the police we investigate further into communities, use key words given to us by reporting persons and use specific times during the day to access specific chat rooms or ICQs.. All activity is kept in a format consistent with Swedish law.

## United Kingdom – Internet Watch Foundation (IWF)

The Internet Watch Foundation was set up in September 1996 with the support of government, the Internet Service Provider industry and law enforcement. The IWF is funded primarily by the UK ISP industry with financial support for the hotline from the European Union.

Policy decisions are taken by a Board consisting of four industry members and eight non-industry members, with an independent Chair. The non-industry members are drawn from a wide range of sectors, including child welfare, education and consumer interests. The IWF has nine members of staff, of whom six work on the hotline. In addition, the Chief Executive has overall responsibility for the hotline function. The hotline is the core business of IWF, and the organisation also has a remit to develop education and awareness initiatives and to work on labelling and filtering systems. The latter is carried out primarily through our involvement with the Internet Content Rating Association (ICRA).

The hotline deals with three types of content – child pornography, other illegal pornography, and criminally racist content. Child pornographic material constitutes the vast majority of the reports referred to the police and Internet Service Providers. The hotline mainly deals with reports on web-hosted content and Usenet newsgroups, but forwards reports on other Internet applications to the relevant competent authority. In addition to receiving reports from the public, IWF also proactively monitors those Usenet newsgroups which are known regularly to contain child pornography.

Reports can be submitted by telephone, fax, post, email or via our web form, but reporters are encouraged to use the online form as this logs reports automatically into the database and is the most efficient reporting channel. The reported content is located and assessed by hotline staff according to its legality under the relevant UK legislation. The staff are trained by specialist UK police working in the field of indecent and obscene material. Reports of illegal content are forwarded to law enforcement, to any UK ISPs who may be hosting the content and to the partner INHOPE hotline in the country of apparent origin.



## United States - National Centre for Missing and Exploited Children

Referred to as “a high-tech search network” by the national news media, the National Center for Missing and Exploited Children (NCMEC) is a private, non-profit organization, mandated by Congress and working in cooperation with the US Department of Justice, Office of Juvenile Justice and Delinquency Prevention (OJJDP). NCMEC is a vital resource for the 17,000 law enforcement agencies located throughout the US in the search for missing children and the quest for child protection.

Since 1984 NCMEC has handled 1,168,570 calls through its national Hotline, **1-800-THE-LOST**; trained 145,148 police and other professionals; and disseminated nearly 15 million free, issue-based publications. NCMEC has worked with law enforcement on 57,770 missing child cases, resulting in the recovery of 38,868 children.

NCMEC is unique. It is the only nonprofit organization provided access to the FBI's National Crime Information Center (NCIC) Missing Person, Wanted Person, and Unidentified Person Files; the National Law Enforcement Telecommunications System

(NLETS); and the Federal Parent Locator Service (FPLS). It is the only organization operating a 24-hour, toll-free Hotline for the recovery of missing children in cooperation with the US Department of Justice. It is the only organization operating a 24-hour, toll-free child pornography tipline in cooperation with the US Customs Service and the US Postal Inspection Service. It is the only organization to handle, for the US Department of State, the applications seeking return of or access to children abducted to the US under the Hague Convention on the Civil Aspects of International Child Abduction.

### Services

- National Computer Network
- Project ALERT—America's Law Enforcement Retiree Team
- Missing Child Alert
- Photos and Posters
- Imaging/Identification
- Case Management
- Leads
- Case Analysis
- Queries and Database Searches
- Training
- Prevention of Infant Abductions
- Exploited Child Unit
- Prevention/Education

## **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 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 (Oct 2001)

| Country        | Membership Status | Organization Name         | Web Address            | Membership Date |
|----------------|-------------------|---------------------------|------------------------|-----------------|
| Australia      | Associate         | ABA                       | www.aba.gov.au         | 01-Nov-99       |
| Austria        | Full              | Stopleveline              | www.stopleveline.at    | 01-Nov-99       |
| Belgium        | Provisional       | Child Focus               | www.childfocus.org     | 13-Sep-01       |
| Denmark        | Provisional       | Red Barnet                | www.redbarnet.dk       | 01-Mar-01       |
| France         | Full              | AFA                       | www.pointdecontact.net | 01-Nov-99       |
| Germany        | Full              | Electronic Commerce Forum | www.eco.de             | 01-Nov-99       |
| Germany        | Full              | FSM                       | www.fsm.de             | 01-Nov-99       |
| Germany        | Full              | Jugendschutz              | www.jugendschutz.de    | 01-Nov-99       |
| Iceland        | Provisional       | Barnaheill                | www.barnaheill.is      | 13-Sep-01       |
| Ireland        | Full              | ISPAI                     | www.hotline.ie         | 01-Nov-99       |
| Netherlands    | Full              | Meldpunt                  | www.meldpunt.org       | 01-Nov-99       |
| Spain          | Provisional       | ACPI                      | www.protegeles.com     | 01-Mar-01       |
| Sweden         | Full              | Rädda Barnen              | www.rb.se/hotline      | 23-Nov-00       |
| United Kingdom | Full              | Internet Watch Foundation | www.iwf.org.uk         | 01-Nov-99       |
| U.S.A          | Associate         | Cybertipline (NCMEC)      | www.ncmec.org          | 01-Nov-99       |

**APPENDIX 3****Accounts Summary**

| <b><u>BALANCE SHEET</u></b>                       | <b><u>2001</u></b>    | <b><u>2000</u></b>   |
|---|-----------------------|----------------------|
| <b>ASSETS</b>                                     |                       |                      |
| Fixed assets                                      |                       |                      |
| Tangible fixed assets                             | 10,042                | 5,779                |
| <b>Current assets</b>                             |                       |                      |
| <b>Receivable from EG</b>                         | 98,119                |                      |
| Receivables                                       | 0                     | 6,000                |
| Prepaid salary                                    | 0                     | <u>2,048</u>         |
|   | 98,119                | 8,048                |
| <b>Bank</b>                                       | <u>29,086</u>         | <u>80,452</u>        |
|   | <b><u>137,247</u></b> | <b><u>94,279</u></b> |
| <b>LIABILITIES</b>                                |                       |                      |
| <b>Capital</b>                                    |                       |                      |
| Appropriated funds INHOPE                         | 50,200                | -2,939               |
| Addition appropriated funds INHOPE                | <u>-3,135</u>         | <u>53,139</u>        |
|   | 47,065                | 50,200               |
| <b>Current Liabilities</b>                        |                       |                      |
| Creditors   | 4,213                 | 32,950               |
| Salaries  | 981                   | 981                  |
| Membership fees 2002                              | 32,000                |                      |
| Other payables and deferred expenses              | <u>52,988</u>         | <u>10,147</u>        |
|   | <u>90,182</u>         | <u>44,078</u>        |
|   | <u>137,247</u>        | <u>94,278</u>        |
| <b><u>STATEMENT OF INCOME AND EXPENDITURE</u></b> |                       |                      |
|   | <b><u>2001</u></b>    | <b><u>2000</u></b>   |
| <b>Income</b>                                     |                       |                      |
| European Community                                | 129,063               | 90,000               |
| Member organizations                              | <u>56,028</u>         | <u>44,000</u>        |
|   | 185,091               | 134,000              |
| <b>Expenditure</b>                                |                       |                      |
| Personnel costs                                   | 68,556                | 17,817               |
| Travel/meeting costs                              | 87,974                | 32,638               |
| Web costs   | 3,669                 | 16,160               |
| Legal consultancy                                 |                       | 63                   |
| Subcontractor costs                               | 19,000                | 9,000                |
| Equipment depreciation                            | 4,001                 | 808                  |
| Other costs                                       | <u>5,026</u>          | <u>4,375</u>         |
|   | <u>188,226</u>        | <u>80,861</u>        |
| Net result  | <u>-3,135</u>         | <u>53,139</u>        |

**APPENDIX 4****EU Safer Internet Action Plan –  
Objectives of INHOPE - Contract  
01Jun2000 – 31May2002****Project Abstract**

The INHOPE Association is a non profit organisation registered in the Netherlands created by an existing network of Internet hotline providers in Austria, France, Germany, the Netherlands, and the UK in order to place their co- operation on a formal basis. A new hotline in Ireland is also part of this bid. These hotlines have been meeting regularly for over a year, originally through funding provided by the DAPHNE programme. The Association's key purpose is to facilitate the work of European hotlines in responding to illegal use and content on the Internet through:-

- Exchanging expertise
- Supporting new hotlines
- Exchanging reports

Interfacing with initiatives outside the EU (excellent relationships already established with hotlines in Norway and the USA who will be observer members of the association) Educating and informing policy makers, particularly at the international level.

The Association hopes to secure members in all EU countries over the next 4 years and will be open to discuss membership with any initiative applying separately to the Commission for funding.

Strategic and policy support, particularly in the field of education and awareness, will be 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. The Association will be open to public and private bodies within the EC and will also seek observer members from outside the EC. In order to fulfil its key

functions the Association will:

1. Develop the existing INHOPE forum web site <http://www.INHOPE.org> with areas for members, and the public, with quicklinks to all members' websites. This will be multi-lingual.
2. Provide for regular exchanges of information between members through a closed e-mail list (building on an existing service)
3. Visit and support six new or potential hotlines each year to enable them to start or improve their services.
4. Organise 3 meetings each year at different locations in Europe for all members of the forum to discuss practical cooperation and policy issues leading to the preparation of best practice statements.
5. Maintain the accountability of the Association through three committee meetings each year and one annual members meeting for electing officers.
6. Organise one training seminar each year focussed on an aspect of hotlines work with internal and external speakers.
7. Publish summaries of the Association's work on the web site and through an annual report and an annual briefing on a topic.
8. 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 will support the work of individual hotlines in EU 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 new hotline being established 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 European 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 within Europe
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 outside the EU.

## APPENDIX 5

## List of Events - External

| Date        | Location    | Title / Subject   | Representing INHOPE           |
|-------------|-------------|---|-------------------------------|
| <b>2000</b> |             |   |                               |
| April       | Vienna      | UN 10 <sup>th</sup> Congress  | Cormac Callanan               |
| June        | Tokyo       | Hotlines Symposium  | Ruth Dixon                    |
| August      | Washington  | CyberTipline visit<br>Ruth Dixon and<br>Prosecutors Training Course   | Ruth Dixon                    |
| September   | Lyons       | 4 <sup>th</sup> International Conference<br>on Computer Crime   | Marine Janiaud                |
| September   | Luxembourg  | EC Hotline workshop   | Ruth Dixon                    |
| October     | Berlin      | G8 Government/Industry<br>Workshop  | Ruth Dixon<br>Cormac Callanan |
| November    | Den Haag    | Europol Experts Meeting   | Ruth Dixon                    |
| November    | Zutphen, NL | Europol Police Training Course  | Ruth Dixon<br>Cormac Callanan |
| December    | Sydney      | ABA's Hotline Workshop  | Ruth Dixon                    |
| December    | Palermo     | UN Symposium "The Rule of<br>Law in the Global Village  | Cormac Callanan<br>Ruth Dixon |
| <b>2001</b> |             |   |                               |
| January     | Luxembourg  | EU IAP Update   | Ruth Dixon                    |
| March       | Glasgow     | NetEnforce Conference   | Ruth Dixon                    |
| March       | Brussels    | EU meeting on Computer<br>Crime study   | Ruth Dixon                    |
| June        | Edinburgh   | International Law Enforcement<br>and National Security Forum  | Ruth Dixon<br>Ian Brown       |
| October     | Brussels    | Eping!  | Cormac Callanan<br>Ruth Dixon |
| October     | Luxembourg  | EU Safer Internet Action Plan<br>Awareness Day  | Cormac Callanan               |
| October     | Dublin      | ONCE SIAP Awareness Project   | Cormac Callanan               |
| November    | Budapest    | Council of Europe Preparatory<br>Conference for the Yokohama<br>Conference on Commercial Sexual<br>Exploitation of Children (CSEC). | Cormac Callanan               |
| November    | Strasbourg  | European Forum on Harmful and Illegal<br>Cyber Content: Self-Regulation, User<br>Protection and Media Competence                    | Ruth Dixon                    |
| November    | Den Haag    | EuroPol Experts Meeting   | Cormac Callanan               |
| December    | Yokohama    | Second World Congress on CSEC   | Cormac Callanan               |
| <b>2002</b> |             |   |                               |
| March       | Hong Kong   | Symposium on the Protection of<br>Children Online   | Cormac Callanan               |
| April       | Cork        | 4 <sup>th</sup> Copine Conference   | Cormac Callanan               |
| May         | Florence    | DOT SAFE: Safe Internet for Students  | Cormac Callanan               |



**APPENDIX 5 - continued****List of Events - Inhope****Executive Meetings (Tele-Conference events not included)****2000**

|           |           |                   |
|-----------|-----------|-------------------|
| May       | Dublin    | Executive Meeting |
| June      | Amsterdam | Executive Meeting |
| June      | London    | Executive Meeting |
| September | Salzburg  | Executive Meeting |
| November  | Paris     | Executive Meeting |

**2001**

|           |            |                   |
|-----------|------------|-------------------|
| February  | Amsterdam  | Executive Meeting |
| February  | Stockholm  | Executive Meeting |
| March     | Stansted   | Executive Meeting |
| April     | Amsterdam  | Executive Meeting |
| May       | Washington | Executive Meeting |
| June      | Amsterdam  | Executive meeting |
| September | Copenhagen | Executive Meeting |

**2002**

|         |        |                   |
|---------|--------|-------------------|
| January | Madrid | Executive Meeting |
| May     | Berlin | Executive meeting |

**Members Meetings****1999**

|          |           |               |
|----------|-----------|---------------|
| November | Amsterdam | Forum Meeting |
|----------|-----------|---------------|

**2000**

|           |          |                 |
|-----------|----------|-----------------|
| February  | London   | Members Meeting |
| May       | Dublin   | Members Meeting |
| September | Salzburg | Members Meeting |
| November  | Paris    | Members Meeting |

**2001**

|           |            |                 |
|-----------|------------|-----------------|
| March     | Stockholm  | Members Meeting |
| May       | Washington | Members Meeting |
| September | Copenhagen | Members Meeting |

**2002**

|          |        |                 |
|----------|--------|-----------------|
| February | Madrid | Members Meeting |
| May      | Berlin | Members Meeting |

**New Hotlines Visits****2000**

|      |         |                   |                 |
|------|---------|-------------------|-----------------|
| June | Denmark | New Hotline Visit | Cormac Callanan |
|------|---------|-------------------|-----------------|

**2001**

|          |         |                   |  |
|----------|---------|-------------------|--|
| February | Spain   | New Hotline Visit | Louis Alexander<br>Cormac Callanan<br>Ruth Dixon |
| April    | Finland | New hotline Visit | Louis Alexander<br>Alex de Joode                 |
| July     | Iceland | New Hotline Visit | Louis Alexander<br>Cormac Callanan               |
| August   | Belgium | New Hotline Visit | Louis Alexander                                  |
| October  | Iceland | Hotline Launch    | Cormac Callanan                                  |
| November | Finland | New Hotline Visit | Louis Alexander                                  |



Internet Hotline Providers in Europe

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