

**NO hate practitioners` meeting.**

***Mainstreaming best practices***

**Bucharest, 1 – 4 March 2017**

**Event report**



***"Hate speech, as defined by the Council of Europe, covers all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, migrants and people of immigrant origin."***

## Context

There is a broad agreement on the importance of the right to freedom of expression in order to have a democratic society. Compliance with this right is a necessity, but not sufficient for the citizens' voice to be heard and ideas to be examined critically in the public space. In the same time, all democratic states limit or prohibit certain types of speech, considered to be harmful or dangerous. Although there is a broad agreement on the need to find balance between the right to freedom of expression and promoting tolerance and respect for all, preferences for certain policies and regulations are extremely diverse and differ depending on the social and historical context. In this regard, the research undertaken by the **Civil Society Development Foundation** in 2014 on hate speech at national and European level concluded, among others, that mainstreaming the topic towards the general audience is extremely important and could influence the social context in which hate speech develops.

## Description

The main aim of this event was to share experience and discuss on possible mainstreaming of best practices piloted inside interventions related to countering hate speech in Europe. The activity was designed to contribute to the dissemination of best practices related to hate speech from different program countries involved in projects financed through the **EEA Grants NGO Fund** and correlate these interventions to other initiatives throughout Europe. *The EEA Grants represent the contribution of Iceland, Liechtenstein and Norway to reducing economic and social disparities and to strengthening bilateral relations with 16 EU countries.*

The participants were invited to share national realities related to the hate speech topic, to understand differences in approaches used in different countries in order to counteract hate speech, to learn (new) methodologies on dealing with hate speech and to plan interventions in their communities based on the learning acquired at the event.

## Organizers

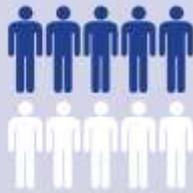
The Civil Society Development Foundation (CSDF) is an independent, non-governmental organisation, established in 1994, following an initiative of the European Commission. CSDF is an "organisation for organisations", sharing the belief that the very development of non-governmental organisations is an indicator of the progress of communities and citizens. CSDF's growth has been certainly connected to the changing needs of the Romanian non-governmental organisations (NGOs): in the first half of the 1990s, we catered to the immediate need for funding of the emerging national NGO sector, through grant programs, while later on we gradually added new programs and services (research, consultancy etc.). Reaching out to other categories of stakeholders and target groups, which had become more and more relevant for the overall development of the civil society, CSDF is currently pursuing its mission by providing services not only to NGOs, but also to public administration, the business sector, journalists, academia. Our grant programs, information services, consultancy and training, as well as advocacy, coalition and platform building program are interconnected and with a mutual added value. That is what makes us different and comprehensive in its approach on the development of the civil society.

Email: [office@fdsc.ro](mailto:office@fdsc.ro), Web: [www.fdsc.ro](http://www.fdsc.ro), <http://fondong.fdsc.ro/>



Starting point

# Discrimination and online hate speech in Europe



**50%**  
**ROMA**

About half of Roma surveyed said that they have experienced discrimination in the past 12 months because of their ethnic background.

EU Agency for Fundamental Rights (2012) The situation of Roma in 11 EU Member States



Three out of four Europeans view the Roma as a group of people at risk of discrimination

European Commission (2012) Discrimination in the EU in 2012

SEXUAL ORIENTATION



In the last five years, a quarter of all respondents to a survey of LGBT people said they had been attacked or threatened with violence because of their sexuality, with almost half reporting discrimination\*



As many as 15% said their most serious incidence of harassment was on the internet\*

\* EU Agency for Fundamental Rights (2013) EU LGBT survey  
\*\* European Commission (2012) Discrimination in the EU in 2012



Up to 1 in 5 of the 93,000 LGBT people surveyed across the EU said that their last harassment was online\*



Close to half of Europeans believe that discrimination on grounds of sexual orientation is widespread in their country\*\*

MINORITIES



of Europeans think that discrimination on grounds of ethnic origin is widespread

European Commission (2012) Discrimination in the EU in 2012



of survey respondents had personally experienced at least one incident of anti-semitic verbal insult or harassment, and/or a physical attack in the past 12 months

EU Agency for Fundamental Rights (2013) Survey on discrimination and hate crime against Jews

GENDER



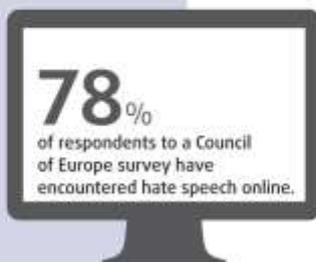
Up to 21% of young women have received unwanted sexually explicit emails or text messages



Up to 28% have been the target of offensive propositioning on social networking sites or internet chat rooms

All from EU Agency for Fundamental Rights (2013) Report of violence against women

## HATE SPEECH ONLINE



Council of Europe (2012/13) Survey on young people's attitudes and experience of online hate speech



### Organizations present at the event

Country	Name of the organization and representative	Short description of the organization
Bulgaria	<b>Applied Research and Communications (ARC) Fund</b> , represented by Petar Kanchev	<p>The ARC Fund's Mission is to develop the knowledge economy, to promote innovation, and to support cross-border networking and capacity building both in the public and in the private sectors of Bulgaria and Europe. The Bulgarian Safer Internet is a project of the ARC, aimed at protecting and empowering children and young people on the Internet by conducting research about their behaviour online, and using this data to provide the most relevant trainings and consultation for developing their digital and media literacy skills, while raising awareness about pressing concerns related to Internet safety.</p> <p>ARC Fund website: <a href="http://www.arcfund.net/index.php?id=443">http://www.arcfund.net/index.php?id=443</a>            Bulgarian Safer Internet Centre website: <a href="https://www.safenet.bg/en/">https://www.safenet.bg/en/</a></p>
Bulgaria	<b>Reach Out a Helping Hand – ROHH</b> , represented by Alya-Nedyalka Veder	<p>The foundation Reach Out a Helping Hand is in some way unique organization in the NGO environment in Bulgaria as it is an initiative of former migrants granted status for residing in the country who have united their efforts supported by locals to contribute to the improvement of the situation and public acceptance of refugees and migrants in the country. Its mission is to contribute to the integration and adaptation of newcomers with legal stay in the Republic of Bulgaria. To counteract the hate language is one of the main activities of the organization. The foundation relies basically on the volunteer efforts of its supporters and still it succeeds to be active providing needed consultations and advice additional to humanitarian actions and to help build human relations of friendship and mutual respect and support between locals and newcomers.</p> <p>Web: <a href="https://www.facebook.com/rohbulgaria">https://www.facebook.com/rohbulgaria</a></p>
Bulgaria	<b>Institute for Contemporary Arts and Therapy LIBERA</b> , represented by Martin Ivanov and Samuila Jekova	<p>LIBERA Institute is a non-profit organization founded in 2007 by art therapists, psychologists and facilitators with international experience. Their main motivation is to use their creative skills and knowledge for both therapeutic and training practices, and for creation and development of social projects. Director of LIBERA Institute is Martin Ivanov. During the years 2001-2004 Martin Ivanov teaches composition, harmony and arrangement in the University of Memphis and University of Massachusetts. Using the means of expression of the music and rhythm LIBERA Institute developed and participated in various projects related to: Children deprived of parental care and children with special needs; Autistic children and children with various disabilities; Refugee kids; at-risk adolescents; People with cancer, heart problems, Parkinson and Alzheimer diseases, multiple sclerosis, psychiatric problems and others; Disabled and elderly; Adults with Physical Disabilities; Blind People; Prisoners and detainees.</p> <p>Web: <a href="http://libera-institute.com/en/">http://libera-institute.com/en/</a></p>
Bulgaria	<b>Sofia Development Association</b> , represented by Snezhina Gabova	<p>Sofia Development Association (SDA) is a non-governmental organization, established in 2010. The main tasks of SDA are: to encourage the establishment of partnerships, both at the national and international level, aiming at the development of modern, accessible, and secure city environment in Sofia; to support the project activities of the Municipality of Sofia by providing information, organizing trainings, and consulting the process of project development and management; to assist the collection and analysis of data on Sofia city development, the monitoring and assessment of the effectiveness of the planned and implemented municipal policies, the involvement and utilization of the expertise of scientific institutes and centres, universities, nongovernmental organizations, private companies and persons; to collaborate with Sofia Municipality in carrying out public campaigns both at the national and international level.</p> <p>Web: <a href="http://www.sofia-da.eu">www.sofia-da.eu</a></p>
Bulgaria	<b>Refugee Support Group Foundation</b> , represented by Tzvetko Tzankovski	<p>RSG is a Bulgaria-based foundation assisting refugees and other vulnerable groups (elderly Bulgarians, orphans, natural disaster victims, Roma minorities, etc.) through provision of educational opportunities, humanitarian aid, logistics, medical support, etc. RSG bears no political or religious affiliation and is open to partnerships with individuals and legal entities in accordance with the Bulgarian legislation. The organization is salary-free, with a nominal staff of one director as required by law. For our activities, we rely entirely on volunteers and donations from private citizens, organizations and firms.</p>

		<p>The organization started as individual and independent volunteers back in the summer of 2013. By November, 2013 they had formed an anonymous team of five who soon became coordinating the majority of donations and activities in all seven (then) camps run by the State Agency for Refugees (SAR). Subsequently, RSG was founded in May 2014 to carry on the legacy of the team, to continue coordinating the efforts of volunteers and NGOs per vulnerable groups, and to represent the aforementioned before the Bulgarian authorities, local and foreign media and charitable and humanitarian organizations from Bulgaria and abroad.</p> <p>Web: <a href="https://www.facebook.com/Refugee-Support-Group-709364939145399/about/?ref=page_internal">https://www.facebook.com/Refugee-Support-Group-709364939145399/about/?ref=page_internal</a></p>
Croatia	<b>GONG</b> , represented by Dražen Hoffmann	<p>GONG is an independent, non-partisan, non-governmental organization promoting human and citizens' rights. Founded as a grassroots organization in 1997, for the purpose of independent election monitoring, GONG has grown to become the most recognizable CSO in Croatia concerning issues of government accountability, openness and transparency as well as political rights protection. Our goals include reaching the highest possible democratic standards of governance and political accountability, active, responsible participation of citizens and CSOs in decision-making processes and fostering an inclusive democratic culture in society and the media. GONG has, in cooperation with Human Rights House Zagreb and the Association for Independent Media Culture, implemented a project entitled Enough With the Hatred! In 2015-2016, focusing on monitoring, reporting on and countering hate speech and discriminatory discourse in the Croatian public space, and especially in the media.</p> <p>Web: <a href="http://www.gong.hr/en/">http://www.gong.hr/en/</a></p>
Cyprus	<b>Promitheas Research Institute</b> , represented by Eleni Evagorou	<p>The Research Institute "PROMITHEAS" is an organization of progressive ideas and pioneer research quests in the fields of politics, society, economy, culture and education in Cyprus. Engaging primarily with theoretical and empiricist research, study of the various aspects of society, the Institute actively contributes to the development of essential communication and bidirectional cooperation either in Cyprus or at international level. The Institute's activities and research programs focus on studies and analyses of issues and sectors that aim to develop and consolidate the principles of equality, social justice and social cohesion. Through the development of progressive thought and social consciousness, in correlation with the necessary scientific approach and reinforcement of substantiated empirical research, the Research Institute "PROMITHEAS" enables the stipulation or formulation of related policies.</p> <p>Web: <a href="http://www.inep.org.cy/">http://www.inep.org.cy/</a></p>
Greece	<b>KEAN - Cell of Alternative Youth Activities</b> , represented by Stavros Milionis	<p>KEAN - Cell of Alternative Youth Activities is a Non-Governmental Organization which is focusing on the preservation and promoting of universal values, such as peace, freedom, equal rights, social progress, human dignity, prosperity, solidarity, education and environmental protection. The organization aims at pursuing activities and programmes which are leading to the improvement of the quality of life by giving special emphasis to the education of young people, the protection and promotion of human rights and especially of children, youth and vulnerable groups. The organization has gained significant experience in the development, organization and implementation of Educational and European programs. Through our cooperation and constant communication with other institutions, organizations and associations, both inside and outside the Greek borders, we have achieved in creating a solid Network of partners. We have gained their trust as a result of our reliability, consistency and good and effective cooperation. The members and friends of KEAN amount to 200 whilst the Network of volunteers of the organization consists of 170 local volunteers. Furthermore, every year, our organization hosts about 10 foreign volunteers through the European Voluntary Service under the Erasmus+ Programme.</p> <p>Web: <a href="http://www.kean.gr/home">http://www.kean.gr/home</a></p>
Estonia	<b>Federation of Estonian Student Unions</b> , represented by Renate Gross	<p>Eesti Üliõpilaskondade Liit (EÜL) is a Federation of Estonian Student Unions. It was founded on 23. November 1991, shortly after Estonia regained independence. EÜL currently represents over 95% (64 460) of Estonian students. EÜL's main goal is to represent students' interests on national level. The organization's main issues are student rights, educational and social issues.</p>

		<p>EÜL works closely together with the parliament, the government, different ministries, higher education institutions and other partners. EÜL is also a leading NGO in Estonia and sometimes also represents students in schools, youth in general or just NGOs in different committees. EÜL is recognised as a 100% partner by the Ministry of Education and Research and the government.</p> <p>Web: <a href="http://www.eyl.ee">www.eyl.ee</a></p>
Iceland	<p><b>Samtökin 78 - The national Queer Organisation of Iceland</b>, represented by Kitty Anderson</p>	<p>Samtökin '78, The National Queer Organization, is an interest and an activist group for lesbian, homosexual, bisexual, asexual, pansexual, transgender and intersex people in Iceland. The organisation's goal is for LGBTQIA people to be visible and recognised and enjoy their rights to the fullest in Icelandic society. Samtökin '78 runs a community centre in downtown Reykjavik and open for all.</p> <p>Web: <a href="https://www.samtokin78.is/">https://www.samtokin78.is/</a></p>
Lithuania	<p><b>Tolerant Youth Association</b>, represented by Mindaugas Kluonis</p>	<p>Tolerant Youth Association operates actively in the field of human rights, also works upon the problems related with refugees, non EU, non EEA countries citizens, sexual minorities and other vulnerable social groups. During the 9 years of existence of the Association the following activities have been and are being implemented: educational activities, trainings, related to LGBT, intercultural, human rights, diversity issues, for school pupils, teachers, youth, LGBT community, human rights activists; educational and cultural events for vulnerable groups (LGBT, TCN) and society; educational publications, researches; monitoring and advocating human rights, reporting certain cases of its abuse, informing law enforcement authorities of hate speech in public, preparing and proposing draft laws, organizing social and political awareness raising actions and campaigns addressing human rights related topicalities. TYA is as well active in supporting and integration of vulnerable groups, like LGBT, third country nationals, refugees, ethnic minorities.</p> <p>Web: <a href="http://www.tja.lt">www.tja.lt</a></p>
Malta	<p><b>SOS Malta</b>, represented by Raluca Colacel and Becky Vella Muskat</p>	<p>SOS Malta assists socially disadvantaged groups in improving their quality of life by providing support services and opportunities to implement development and change. SOS Malta encourages advocacy on behalf of social causes and promotes models of good care and practice. SOS Malta also promotes volunteerism for effective sustainable development. SOS Malta advocates for increased intercultural understanding and the introduction and implementation of measures that contribute towards the two-way process of integration and social inclusion of migrants living in Malta. Moreover, it seeks to develop and implement new and improved practices for social inclusion and to advocate for effective policies at local level. SOS Malta seeks to include in all the work that it undertakes elements of both research and training in order to build the capacity of the organisation itself and of Civil Society as a whole. SOS Malta has a long experience of providing support to the strengthening of civil society organisations and was the program operator for the EEA Grants NGO Fund in Malta.</p> <p>Web: <a href="http://www.sosmalta.org/">http://www.sosmalta.org/</a></p>
Malta	<p><b>Victim Support Malta</b>, represented by Isotta Rossoni</p>	<p>Victim Support Malta is a registered Non-Governmental organisation which provides support and assistance to victims of crime, such as theft and burglary, domestic violence, sexual assault, harassment, discrimination and cybercrime. The services provided include the provision of emotional support to assist victims in overcoming trauma following a crime; legal information pertaining to the relative criminal procedures and all other ancillary matters. Victim support Malta also works on projects. VSM will work on a number of new projects focusing on neighbourhood watch, hate crime and victims' rights. VSM is also a member of Platform for Human Rights Organisations in Malta.</p> <p>Web: <a href="http://www.victimsupport.org.mt">www.victimsupport.org.mt</a></p>
Norway	<p><b>Norsensus Mediaforum</b>, represented by Vedat Sevincer</p>	<p>Norsensus Mediaforum is a non-profit media association located in Norway to enhance and improve the practice of media and information literacy, advocacy, and civic participation in society with primary focus on the empowerment of young people and socially deprived groups as well as improving inclusion and diversity in media landscape. Norsensus vision is of a society where all people and communities are engaged in powerful, purposeful, and positive social change. In this frame, the organization prioritizes work with historically underrepresented groups, such as youth, low-income communities, immigrants, rural populations, and women.</p> <p>Web: <a href="http://www.norsensus.no">www.norsensus.no</a></p>

Norway	<b>The European Wergeland Centre</b> , represented by Øystein Sassebo Bryhni	The European Wergeland Centre (EWC) is a resource centre on education for intercultural understanding, human rights and democratic citizenship. Their work builds on Council of Europe recommendations and policies, such as the Charter on Education for Democratic Citizenship and Human Rights Education, which was developed to make sure that the values of human rights, democracy and the rule of law are promoted in and through education. EWC's main aim is to strengthen the capacity of individuals, educational institutions and educational systems to build and sustain a culture of democracy and human rights. EWC is governed by a board composed of representatives of the Council of Europe and Norway. Web: <a href="http://www.theewc.org">www.theewc.org</a>
Poland	<b>INTERKULTURALNI Association</b> , represented by Adam Bulandra	The organization was founded in 2010 and is dedicated to work for more inclusive, intercultural society in Krakow in Poland. They have developed diversity, anti-racism and anti-xenophobic strategy for the integration of migrants in Krakow that was adopted in 2016 by the city council as Open Krakow Program. In 2015-2016 they have conducted a Hate Speech Alert project that was directed on prevention of hate speech in politics and journalism, providing training for politicians, its cabinets and for journalists. They monitored social media and provided counter-action each time the hate speech occurred and also developed schemes and tools for hate speech prevention, including manuals for journalist and politicians. Web: <a href="http://www.interkulturalni.pl">www.interkulturalni.pl</a>
Poland	<b>Association for Children and Young People CHANCE</b> , represented by Dariusz Grzemny	The Association for Children and Young People CHANCE is located in south-western part of Poland and it aims at providing different services for children and young people: therapy, advice, youth work and education in order to prevent and act against violence. The organisation runs a youth club where young people can spend their time, learn new competences and get support. It is running a daily psychological and therapy centre for young people and their families affected by violence. They are also specialised in non-formal education, particularly human rights education, running workshops in schools and in the premises of the association, including hate speech prevention programmes. They have run a long-term project aimed at acting against hate speech online with some 150 young people from the region and currently are implementing a project on hate speech prevention at schools at all levels. Web sites: general: <a href="http://szansa.glogow.org">http://szansa.glogow.org</a> On hate speech: <a href="http://dolnyslask.beznieawisci.pl">http://dolnyslask.beznieawisci.pl</a>
Poland	<b>Campaign Against Homophobia (KPH)</b> , represented by Giorgi Tabagari	KPH is the leading, nationwide LGBT organization in Poland. Founded in 2001 as the first LGBT advocacy organization, the organization focuses on education, awareness and lobbying in such areas as family rights, safety from hate crimes, access to healthcare and the formal education system. To advance rights of LGBT persons and their families they use a variety of working methods, including lobbying and strategic litigation, development of educational programs for professionals and nationwide social awareness campaigning. Their vision is Poland where human rights and equality are recognized regardless of sexual orientation and gender identity and in respect to social, economic and faith differences. As a trans-led LGBT organization they have a very wide approach to SOGI issues that takes into consideration the specific needs of LGBT persons in each area of life, instead of advocating for identity-specific causes such as legal gender recognition or HIV/AIDS awareness. Web: <a href="http://www.kph.org.pl/">http://www.kph.org.pl/</a>
Poland	<b>Foundation Institute for Social-Economic Balance (IRSE)</b> , represented by Łukasz Grosz	The mission of the Foundation Institute for Social-Economic Balance is to create favourable conditions for development informal education and dissemination of lifelong learning concept. The Foundation realizes its goals through educational activities aimed at the development of social and civic activism of all groups and institutions working in this space. IRSE provides activities on the field of: development of non-formal education and the dissemination of the concept of lifelong learning; equal educational opportunities for disadvantaged groups; dissemination and implementation of the new technologies in the educational process; building an active civil society. Activities provide by IRSE focused on three areas: intercultural education, Anti-discrimination, Global education, development of local communities, ecology and Eco-education. Web: <a href="http://www.irse.pl">www.irse.pl</a>

Portugal	<b>Bué Fixe- Youth NGO</b> , represented by Dynka Amorim	Bue Fixe - Is a youth migrant youth organization funded in 2003 as a youth magazine to raising awareness on HIV and aids among young people. Later began to promote access to adequate health care and social services, addressed to young African with migrant background living in disadvantaged neighbourhoods in Lisbon surrenders, Portugal. At the moment they work with young migrants, mainly from Africa Portuguese speaking country that live in Portugal. The organisation works to promote access of vulnerable individuals, groups or populations to goods and services available through new technologies, promoting the production, dissemination and sharing of information, experience and knowledge appropriate to different populations over the Internet and networks community based support. They also work on access to information, counselling and opportunities for youth in the area of employment, internships, and volunteering, training, mobility programs, among others. Website: <a href="https://www.facebook.com/AssociacaoBUFIXE/">https://www.facebook.com/AssociacaoBUFIXE/</a>
Portugal / Hungary	<b>Rede de Jovens para a Igualdade</b> , represented by Rita Cameira Correia Pedro de Brito	The Portuguese Network of Young People for Gender Equality is an NGO and an informal platform of youth associations, women's rights NGOs, student unions, political parties' youth groups, organisations which develop activities targeted at young people and non-organised youth. The Portuguese Network of Young People for Gender Equality was created in 2000 in order to mobilise young women for equality, in the context of a European project coordinated by the European Women's Lobby (EWL) and supported by the Portuguese, Greek and Swedish EWL co-ordinations, the Medium-Term Community Action Program on Equal Opportunities for Women and Men and the former Portuguese Ministry for Equality. Web: <a href="http://www.redejovensigualdade.org.pt">www.redejovensigualdade.org.pt</a>
Romania	<b>Save the Children Iasi Branch</b> , represented by Corina Mighiu	Save the Children Iasi is a non-governmental organisation, with no political or religious affiliation, based on the volunteer activity of its members. The organisation it is a branch of Save the Children Romania. Their vision is a world where all the rights of the child are respected. Save the Children Iasi works for a world which respects and values each child; a world which listens to children and learns; a world where all children have hope and opportunity; a world where all children are protected from violence, abuse and exploitation. Save the Children's mission is to promote and fight for children's rights as per the United Nations Convention on the Rights of the Child and the Universal Declaration of Human Rights. Web: <a href="http://www.salvaticopiii-iasi.ro">www.salvaticopiii-iasi.ro</a>
Romania	<b>No Hate Speech Movement Romania/ PATRIR</b> , represented by Irina Drexler	PATRIR is committed to a world in which conflicts are transformed constructively, through peaceful means in which individuals, communities, countries and local, national, regional and international organisations and actors are empowered to address conflicts effectively, and work together to do so. PATRIR works for a world in which the human rights, freedoms and the dignity of all people are protected, celebrated, and realised, in which state and social, economic, legal and political systems respect both the individual and the community, in which men and women have equal opportunity and rights, and in which all generations, cultures and peoples are respected and valued as vital. PATRIR is dedicated to a world in which effective infrastructure and capacities for democratic participation and civic engagement, peacebuilding, violence prevention, and reconciliation and healing after violence are strengthened at every level and in which ownership for peace, democracy and human rights lies with in each of our communities, while being a common global commitment. Web: <a href="http://www.patrir.ro">www.patrir.ro</a> Romanian No Hate Campaign web: <a href="http://nohatespeech.ro/">http://nohatespeech.ro/</a>
Romania	<b>Centrul social de zi pentru copii Prejmer</b> , represented by Cristina Schiel	The Social Day Centre for Children Prejmer is a public service, founded in 2006, in order to support and help to create a healthy community from the social point of view, by designing and implementing of projects to increase the living standards of the inhabitants from the rural areas. The Centre is promoting through its actions equality of opportunities for each community member aimed to their personal development and social integration, regardless of their race, nationality, religion, gender. Web: <a href="http://eurorural-prejmer.ro/home/">http://eurorural-prejmer.ro/home/</a>



Romania	<b>Intercultural Research and Communication Centre</b> , represented by Mihaela Roxana Prisacariu	The Centre for Intercultural Research and Communication (CCCI) is a nonpartisan fact- and think- tank that informs the public about the diversity issues, attitudes and trends shaping Romania and the world. It conducts juridical research, media content analysis and other empirical social science research. CCCI does not take political positions. They produce sociological, juridical, PR opinions and advice on human rights, national minorities, vulnerable groups, intercultural and social justice cases. Web: <a href="http://www.ircc.ro">www.ircc.ro</a>
Romania	<b>Go Free – the Association for the Support of Civil Society</b> , represented by Andra Camelia Cordoş and Adriana Cozanu	Go Free, one of the 9 members of the National Committee Coordinating the No Hate Speech Movement Campaign since July 2016, is a Cluj-Napoca based NGO that work with young people (generally with high-school and college students) and aims to promote respect for diversity and dialogue between different communities. They believe that all people are equal and, as such, most of our activities have targeted the theme of diversity, solidarity and social justice while having the goal to empower citizens/our target group to take action themselves and speak up for injustices. From 2012, when they were officially established as an NGO, have created a proper environment for young people’s personal and professional development, and have worked to together to build a more accepting community towards the diversity of people. Official aims and objectives: raise the level of culture, education and democracy in the civil society of Romania, support democratic values and principles, minorities and promotion of cultural diversity in the national and European space, and create opportuni-ties for the involvement of youth in the development of the community. Web: <a href="http://www.gofree.ro">www.gofree.ro</a>
Romania	<b>MasterPeace Ro Association</b> , represented by Jeni Şendroiou and Maria Horgos	MasterPeace was built with 4 values being the core of the movement and the essence of the formula that allowed hundreds of beautiful initiatives to arise by the movement: Positivity, Autonomy, Walk the talk and Co-creation Vision statement: MasterPeace wants to inspire everyone to use his or her talent and energy for building peace and togetherness. This will lead to a more sustainable world with less armed conflicts. Peace needs more active supporters; more people, organizations, media and companies to stand up and make the need for peace tangible and positive results visible. With their open and inviting activities we will inspire millions of people to create a new global movement of active participants, because peace building is a verb. Web: <a href="http://masterpeacero.blogspot.ro">http://masterpeacero.blogspot.ro</a>
Romania	<b>E-Civis Association</b> , represented by Ana-Maria Stancu	The mission of E-Civis is to strengthen democratic values in Romania and other countries, mostly through new technologies. Web: <a href="http://www.e-civis.eu">www.e-civis.eu</a>
Romania	<b>Active Watch Association</b> , represented by Radu Răileanu	Active Watch is a human rights organization that activates for free communication for public interest. They fulfil the mission by developing research, intervention methodologies and work instruments for the four fields of action: freedom of expression, good governance, antidiscrimination and media education; by developing programs, projects, communication and advocacy campaigns, training courses and public events for the promotion of the values of a real democracy in Romania, in collaboration with over 50 local and international partners in 15 countries and with the help of our partners and supporters: individuals, legal entities, institutions, NGOs and companies. E-mail: <a href="mailto:office@activewatch.ro">office@activewatch.ro</a> , Web: <a href="http://www.activewatch.ro">www.activewatch.ro</a>
Romania	<b>VOLUM Federation</b> , represented by Ana-Maria Grădinariu	VOLUM Federation is a non-governmental organization with the key role of being a national umbrella association for the volunteering sector. VOLUM’s mission is to facilitate dialogue and joint action by all stakeholders, for a sustainable development of volunteering in Romania. They have more than 85 NGOs and public institutions as members for which they offer support, training, tools and other opportunities, in order to create high impact solutions, in response to some of the challenges facing volunteers, organizations and their communities. In almost 7 years of activity, they managed to coordinate a national initiative for changing Volunteering Law in Romania and developed useful instruments for NGOs and volunteers. Along their members and partners, they want to contribute in creating a society where the volunteering movement is accepted, sustained and recognized for its contribution regarding the social cohesion and solidarity. Web: <a href="http://federatiavolum.ro/">http://federatiavolum.ro/</a>

Romania	<b>Romani CRISS</b> , represented by Marian Mandache	Romani CRISS is a non-governmental organization established on April 4th, 1993, which defends and promotes the rights of Roma in Romania by providing legal assistance in cases of abuse and works to combat and prevent racial discrimination against Roma in all areas of public life, including the fields of education, employment, housing and health. Since its inception, the organisation addressed the problems faced by the Roma population from a human rights perspective, by using specific tools such as conflict resolution, mediation, litigation, and advocacy. Romani CRISS is the first Roma organization in Romania to be approved in the consultative status with ECOSOC. Web: <a href="http://www.romanicriss.org">www.romanicriss.org</a>
Romania	<b>Equality and Human Rights Action Centre (ACTEDO)</b> , represented by Alexandru Circiumaru	The Equality and Human Rights Action Centre is an organisation that is heavily involved in the promotion and protection of human rights. They take pride in their broad range of activities steaming from organising debates on human rights issues, workshops for students on human rights matters and building pro bono human rights networks of lawyers. Through this programme they put in connection persons that have human rights issue with lawyers that are willing to help, not before carefully analysing the requests for pro bono assistance, trying to determine their merit. However, they do a lot of work in direct promotion of human rights, such as study trips, debates open to the public and workshops. Web: <a href="http://actedo.org/en">http://actedo.org/en</a>
Romania	<b>Centrul pentru Resurse Juridice</b> , represented by Delia Nita	The Centre for Legal Resources is a non-governmental organization established in 1998 by the Open Society Foundation, which actively advocates for the establishment and operation of a legal and institutional framework that safeguards the observance of human rights and equal opportunities, free access to fair justice and which contributes to the capitalization of its legal expertise for the general public interest. Web: <a href="http://www.crj.ro">www.crj.ro</a>
Romania	<b>Asociatia FRONT</b> , represented by Carmen Radu	FRONT Association is a non-profit organization established in April 2011 which focuses on promoting policies and projects that support gender equality and equal opportunities, as well as raising awareness about the discrimination of women. It is one of the few openly assumed feminist organizations in Romania and it fights for the elimination of gender discrimination and gender stereotypes in education, culture, politics, economy and the labour market. Its objectives are: initiating, developing and coordinating projects that support women's rights, educate communities and public authorities with regards to women's image and rights, initiating courses, conferences, public debates, summer camps and public demonstrations, in order to raise awareness on women's issues. Web: <a href="http://www.feminism-romania.ro">www.feminism-romania.ro</a>
Romania	<b>APDD - Agenda 21</b> , represented by Andreea Tătaru	Assistance and Programs for Sustainable Development – Agenda 21 is a Romanian non-governmental association of national interest, established in 2003. The fundamental goal of Agenda 21 is to support Romanian policies and efforts to promote and implement in Romania the objectives of Sustainable Development. Their mission: to develop partnerships with local authorities in order to value local initiatives and to increase efficiency of local governance; to strengthen the role of social actors with high potential in enforcement of sustainable development; to provide assistance and support for marginalized groups or groups at risk of social exclusion. Web: <a href="http://agenda21.org.ro">http://agenda21.org.ro</a>
Romania	<b>Centre for Independent Journalism</b> , represented by Andrei Gabriel Stupu	Centre for Independent Journalism is a non-governmental, non-profit organization that works to professionalize the media by maintaining journalistic standards and the development of a balanced, honest and responsible media. The Centre for Independent Journalism advocates for defending freedom of expression as a fundamental human right and prerequisite of any democracy. The association helps to promote social dialogue by supporting democratic change by empowering decision makers and by encouraging the active participation of citizens. Web: <a href="http://www.cji.ro/">http://www.cji.ro/</a>
Romania	<b>Asociatia Tineri pentru Tineri</b> , represented by Alexandra Miroslav	Youth for Youth is active since 1991 in the health education field and our priorities are best described by the following concepts: youth, individual responsibility and performance. The main approach in reaching youth is peer education, involving peer leaders in the non-formal education process. Web: <a href="http://www.y4.ro">www.y4.ro</a>

Romania	<b>Asociația FDP-Protagonisti în educație</b> , represented by Angela Sima	FDP-Protagonist in education is a nongovernmental organization founded in 1996, whose mission is that of offering socio-educational and professional integration opportunities for persons in situations of social risk, especially children and young persons. From the outset, FDP was active in supporting the most vulnerable social groups from the Romanian society: abandoned children, HIV positive children/young persons, Roma people, disabled persons, un-employed, being centred on the personal intervention and investing mainly in education as a unique possibility to induce sustainable development. Web: <a href="http://www.fdpsr.ro">www.fdpsr.ro</a>
Romania	<b>ARCA</b> , represented by Iulian Sandu	The Romanian Forum for Refugees and Migrants is a nongovernmental organisation with the mission of aiding migrants and refugees to integrate in the Romanian society. Web: <a href="http://www.arca.org.ro">www.arca.org.ro</a>
Romania	<b>Underground Learning</b> , represented by Mihaela Vechiu	Underground Learning is a school after school and a non-formal education environment where trainers/ facilitators and participants are united by a desire for personal development and want to acquire and develop new skills and competencies that traditional school or everyday environments could not develop. Personal development, organizational development, guidance and career counselling, personal communication, conflict and time management, public speaking or Teambuilding activities are just some of the workshops that the organization provides to their participants in a playful, non-formal and cheerful manner. Web: <a href="http://tinereuniti.ro/underground-learning/">http://tinereuniti.ro/underground-learning/</a>
Slovakia	<b>Open Society Foundation Bratislava</b> , represented by Natalia Tomekova and Lubica Stanek	The Foundation believes in liberal democracy, personal freedom and dignity of all individuals. It creates in this sense opportunity to improve the civil society – to increase its openness, to make it more transparent and to allow for equality of chances and protection of minorities and other vulnerable communities. Through their own projects and grant schemes for NGOs which respect the values of a free society, the Foundation helps to develop open society, foster education, human rights and equality of opportunities for unprivileged persons with regard to specific needs of Roma population. Web: <a href="http://osf.sk/en/">http://osf.sk/en/</a>
Slovenia	<b>The Peace Institute, Institute for Contemporary Social and Political Studies</b> , represented by Veronika Bajt	Peace Institute is a non-profit research institution developing interdisciplinary research work in various fields of social and human sciences, connecting academic perspective with concrete social and public policy engagement in the fields of human rights, gender equality, media and diverse minorities. PI reaches into the fields of marginalised social and political topics that have not found their space in activities of other institutions. PI's role of an important agent in the field of equality and rights in Slovenia has been built also with publishing of 5 book series; in the series Politike numerous studies on (in) equality, especially from the fields of gender and minorities were published. PI also developed a tradition and a wealth of experience with public initiatives and organizing of various public debates as well as widespread dissemination of research results. Web: <a href="http://www.mirovni-institut.si">http://www.mirovni-institut.si</a>
France	<b>Council of Europe, No Hate Speech Movement</b> , represented by Marius Jitea	The Council of Europe is an international organisation focused on protecting human rights, democracy, rule of law in Europe and promoting European culture. Founded in 1949, it has 47 member states, covers approximately 820 million people and operates with an annual budget of approximately half a billion euros. Website: <a href="http://www.coe.int">www.coe.int</a> The No Hate Speech Movement is a youth campaign of the Council of Europe for human rights online, to reduce the levels of acceptance of hate speech and to develop online youth participation and citizenship, including in Internet governance processes. Website: <a href="https://www.nohatespeechmovement.org/">https://www.nohatespeechmovement.org/</a>



## Agenda of the meeting, in short

### Thursday, 02.03.2017

- 09.30 – 10.00 Registration of participants**
- 10.00 – 11.00 Session 1 – NoHate Acquaintance** - getting to know the participants present at the meeting and setting the context in which the meeting will develop. Introductory word from **Marius Jitea**, CoE
- 11.00 – 11.30 *Coffee Break*
- 11.30 – 12.20 Session 2 – NoHate Facts** - underlining and defining the hate speech context in Europe
- 12.20 – 12.30 NoHate Talk – Ms. Snezhina Gabova**, Bulgaria - plenary presentation - *Coalition of Positive Messengers to Counter Online Hate Speech*
- 12.30 – 14.00 *Lunch*
- 14.00 – 14.10 NoHate Talk – Ana Maria Gradinariu**, Romania - *Volunteering vs. Active citizenship vs. Humanity*
- 14.10 – 15.00 Session 3 – NoHate Market** - providing in-depth information on the work of organizations and people present at the meeting (organizations fair)
- 15.00 – 15.30 *Coffee Break*
- 15.30 – 16.30 Session 4 – NoHate Talks** - 10 minutes talks, each on sharing and inspiring best practices: **Veronika Bajt**, Slovenia - *Anti-hate speech council in Slovenia*, **Irina Drexler**, Romania - *No Hate Speech Movement in Romania*, **Isotta Rossoni**, Malta - *Hate speech is a crime*, **Eleni Evagorou**, Cyprus - *Confronting hate speech, behaviour and crime in Cypriot society*, **Mihaela Roxana Prisacariu**, Romania - *School segregation of Roma pupils*, **Kitty Anderson**, Iceland - *Strategic litigation as a form of community empowerment*
- 16.30 – 17.00 Conclusions of the day**

### Friday, 03.03.2017

- 10.00 – 11.00 Session 1 – NoHate Drumming** - **Martin Ivanov** and **Samuila Jekova** from Institute for Contemporary Arts and Therapy LIBERA will hold a special workshop on the language of rhythm and expressive impact of the drums & percussion instruments
- 11.00 – 11.30 *Coffee Break*
- 11.30 – 13.00 Session 1 – NoHate Laboratory, part 1** - addressing specific methodologies implemented inside different organizations/ projects in Europe
- 11.30 – 11.40 Delia Nita**, Romania - *Hate speech from a social psychology perspective*
- 11.40 – 11.50 Alexandru Circiumaru**, Romania - *Artists as human rights advocates*
- 11.50 – 12.50 Adam Bulandra**, Poland and **Dražen Hoffmann**, Croatia - *Media monitoring methodologies* and **Vedat Sevincer**, Norway - *Media communication competence building*
- 12.50 – 13.00 Mindaugas Kluonis**, Lithuania - *Anti hate speech campaign in Lithuania*
- 13.00 – 14.00 *Lunch*
- 14.00 – 15.00 Session 2 – NoHate Laboratory, part 2** - addressing specific methodologies implemented inside different organizations/ projects in Europe.
- Petar Kanchev**, Bulgaria - *Methodology against hate speech and discrimination for primary school* and **Dariusz Grzemny**, Poland - *Peer education in schools*; **Dynka Amorim**, Portugal - *Youth peer learning for Tackling Hate Speech* and **Alya-Nedyalka Veder** and **Tzvetko Tzankovski**, Bulgaria - *Communities and migrants working together against the hate speech*
- 15.00 – 15.30 *Coffee Break*
- 15.30 – 17.00 Session 3 – NoHate Mainstreaming and follow-up** - identifying ideas and practical tools to mainstream no hate speech practices. **Conclusions of the meeting**



**Some of the good practices presented at the meeting**



**Council of Europe, No hate Speech Movement**



**NO HATE  
SPEECH  
MOVEMENT**

**NO hate practitioners` meeting.  
Mainstreaming best practices  
March 2, 2017**



## Why a Campaign?



Combating hate speech by mobilising young people

## Why by Council of Europe ?



**Human Rights, Democracy,  
Rule of Law**

1949 – 47 states



## But by whom exactly?



Youth Department (DG Democracy);

Parliamentarian Assembly

Campaign Ambassador



European Commission against Racism and Intolerance ([Rec 15](#))

.....but how concretely from Recommendation to Action! ?



## Council of Europe approach regarding NO HATE Campaign



## Council of Europe work on Human Rights for all



- Thematic Action Plan on the Inclusion of Roma and Travellers
- Roma Youth Action Plan
- Council of Europe Standards and mechanisms on Sexual Orientation and Gender Identity
- Gender Equality Strategy

And more much more: [www.coe.int](http://www.coe.int)



## National Campaigns



\*MAP FOR ILLUSTRATIVE PURPOSE ONLY\*

50 National Campaign Committees / 60 on-line activists  
60 European campaign partners



## Objectives



- To support human rights education against hate speech and the risks it poses for democracy and well-being of young people
- To develop tools for reporting hate speech, including through those at national level
- To mobilise national and European partners to prevent and counter hate speech
- To promote media literacy and digital citizenship and support youth participation in Internet governance.

## 2016-17 priority areas



- Education
- Reporting
- Counter narratives
- Youth participation in Internet Governance
- Anti-Semitic Hate Speech
- Sexist Hate Speech
- Refugees/migrants Hate Speech
- Root causes of extremism



## Campaign Tools

Education and awareness raising On and Offline



And soon to be launched *"Manual on Developing Counter and Alternative Narratives to Hate Speech through Human Rights Education Training Course"*

## Take action !

- Report
- Speak up for
  - Policy
  - Human Rights Standards
  - Youth Participation



## Take Action: Action Days2017:



- 7 February – Safer Internet Day to promote Media literacy and human rights education, including Bookmarks.
- 8 March – Countering Sexist Hate Speech
- 22 July – Action Day in support of Victims of hate Crime
- 21 Sept – Action day for Countering Islamphobia and xenophobia targeting refugees
- 9 Nov – Action Day countering Antisemitic Hate Speech
- 10 Dec. Human Rights online and the campaign last action day.

## How to join



- Internet [www.nohatespeechmovement.org](http://www.nohatespeechmovement.org)
- Facebook [www.facebook.com/nohatespeech](http://www.facebook.com/nohatespeech)
- Twitter [https://twitter.com/nohate\\_speech](https://twitter.com/nohate_speech)  
#nohatespeech
- Youtube:  
[www.youtube.com/nohatespeechmovement](http://www.youtube.com/nohatespeechmovement)
- Join the national campaigns
- Email: [youth.nohatespeech@coe.int](mailto:youth.nohatespeech@coe.int)



## Snezhina Gabova, Bulgaria - Coalition of Positive Messengers to Counter Online Hate Speech



 **POSITIVE MESSAGERS**

 This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

# Coalition of Positive Messengers to Counter Online Hate Speech

*NO hate practitioners' meeting, Mainstreaming best practices  
Bucharest 1-3 March 2017*

Snezhina Gabova  
Sofia Development Association



 **POSITIVE MESSAGERS**

### Project Overview: Objectives

 This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

Main goal: to strengthen the response of civil society at national and EU level to online hate speech through an active engagement of local communities for creating and sharing powerful counter-narratives against xenophobic discourse

1. To compile and share best practices for countering the spread of online hate speech against migrants, refugees and minorities
2. To provide new data on the nature, scope and impact of online hate speech targeting migrants and refugees
3. To foster shared understanding and communication between the communities most vulnerable to hate speech and mainstream society in Europe
4. To educate and train the target groups about hate speech, media literacy, creation and dissemination of web content.



- Migrants and refugees
- Migrant/refugee organizations
- Civil society organizations (CSOs)
- Human rights organizations, watchdogs
- Social networks
- Internet providers (ISPs), media, journalists
- Schools, teachers, academia
- National anti-discrimination bodies
- Policy and decision-makers

- Sofia Development Association, Bulgaria - Coordinator
- Libera Università di Lingue e Comunicazione IULM - IULM, Italy
- The Languages Company, United Kingdom
- Center for Peace, Croatia
- People in Need, Czech Republic
- Asociația Divers, Romania
- Associazione FORMA.Azione , Italy
- Municipality of Agii Anargiri-Kamatero, Greece





**POSITIVE MESSENGERS**

## Expected Results



This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

1. Improved collection, analysis and sharing of data of hate speech incidence and societal responses to hate speech.
2. Established coalitions between local stakeholders for awareness-raising against online hate speech.
3. Improved intercultural understanding and dialogue between communities and actors involved in the prevention and counteraction of hate speech.
4. Developed, collected, and shared best practices for the creation and dissemination of counter-narratives to hate speech targeting migrants, refugees and other ethnic and national groups.
5. Development of an interactive platform and a model for civil society advocacy (national online campaigns in 7 countries)

October 2016

Coalition of Positive Messengers to Counter Online Hate Speech

3



**POSITIVE MESSENGERS**

## Main Activities



This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

1. Conducting country assessments and cross-country comparison of practices to counter online hate speech;
2. Conducting media content analysis in each country and cross-country comparison to analyze the spread of online hate speech against migrants and refugees;
3. Creation of national coalitions from state and non-state actors to counter online hate speech;
4. Development of training modules and sharing of practices among partners and training events with target groups;
5. National public campaigns for positive messages and awareness raising on hate speech in each country;
6. Interactive platform with resources on hate speech;
7. Final international conference.

October 2016

Coalition of Positive Messengers to Counter Online Hate Speech

4



1. Mapping of online speech responses
  - Mapping methodology, research and data collection
  - Inventory of successful societal responses
2. Media content analysis
  - Research and analysis
  - Classification and comparison of the levels and trends in online hate speech against migrants
3. Seven national reports and a comparative report with policy recommendations
4. Seven national reports and a cross-country report on media monitoring

1. Selection of participants in training events
  - Sixty participants /country
2. Training materials
  - One guide with training materials in all languages (30 pages)
  - Three short videos
  - Creative tools – videos, presentations, stories, photographs (at least three products per country)
3. Two-day training events /country
4. Lessons learned and training evaluation report
  - Key messages – 10 (hot)LINES / country
  - Schedule of training events: BG – June 2017; HR - July 2017; GR – September 2017; CZ – November 2017; IT – October 2017; UK – November 2017; RO – December 2017



1. Project website
2. Online interactive platform (30 000+ visitors)
  - Resources in all languages
  - Comments and posts
3. Networking for dissemination of results and project visibility
4. Public campaign (10-months in each partner country)
  - At least 20 schools participating
  - At least 100 (hot)LINES key messages
  - Three creative tools per country
5. Final conference with 100 participants in Sofia – June 2018

### Research problem and aim of the research

The research problem is defined by the main project objectives, namely:

- a/ to research, analyze, classify and compare levels and trends in online hate speech against migrants;
- b/ to correlate the levels of online hate speech in the respective countries with indexes demonstrating social, cultural and economic ranking of the participating countries.

The research will cover the period 2014-2017. The research will use diverse relevant public resources already produced in the participating countries: media monitoring reports, media content analysis surveys, etc., as well as specially developed tools.





**POSITIVE MESSENGERS**

## HS Index Correlations



This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

- A number of studies on online media hate speech have been done in individual countries and across the EU, less attention has been devoted to the online hate speech “co-produced” by media and individual users: the forums with readers comments supported by the online platforms of media outlets, the social media content (with comments) of main media outlets.
- The media content analysis with the innovative correlation with other existing indexes like Freedom of Press, Human Development Index, etc., will not only be complementary to the 1.1 deliverable: Mapping out the national context with assessment of the prevention and responses to hate speech incidents in each country, but will also deepen the understanding of the links between xenophobic discourse, migrant and refugee integration and other aspects of social, cultural and economic country performance.

October 2018

Coalition of Positive Messengers to Counter Online Hate Speech

11



**POSITIVE MESSENGERS**

## HS and Indexes



This project is funded by the  
RIGHTS, EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

Definitions/concepts to be used by all partners throughout the project:

**Open society:** an open society must favour fair competition and business viability, must promote human development and quality of life, must reward talent and freedom of expression, must promote transparency. There is today ample available evidence that is consistently taken on all of these dimensions.

**index:** five Immaterial Indexes can be seen as the indexes measuring in each Country the relevance of the single citizen into his/her Country global dynamics:

- Human Development Index (UNCTAD): How much I may hope in my well being
- Press Freedom (Reporters Sans Frontieres): How much I am free to be informed
- Global Competitive Index (Heritage Foundation): How much I can be an innovator
- Economic Freedom (Heritage Foundation): How much I am free to undertake
- Corruption Index (Transparency International) : How much I am considered by the society

October 2018

Coalition of Positive Messengers to Counter Online Hate Speech

12



Component 2: Range and impact of online hate speech in the respective country,  
Research tools: desk research, literature review, real time monitoring and mapping,  
content analysis

- a. Setting the scene: statistics from previous surveys of hate speech, e.g. PRISM, BRICKs, IHRPEX;
- b. Real time online monitoring (4 months) focusing in particular on online hate speech targeting migrants and refugees/ethnic minorities
- c. Semi-structured interviews with a sample of 15 individuals per country (media, NGO, legal professionals and young people 14-18);
- d. Evaluating the relationship between hate speech and cultural background of individuals interviewed
- e. Content analysis to identify key issues.

- The meta analysis will describe information regarding:
  - classification of OHS content (targets, fears, calls for action)
  - OHS media dissemination channels
  - Trends in OHS in the media
  - Identification of words related with OHS
- Media content monitoring
  - Methodology: choice of media outlets, data collection method, timeframe, data processing, methodology limitations
- The methodology consists of the following steps that correspond to two main analyses: the OHS during an event occurred in 2016 in each partner country and the OHS analysis during 2017. These analyses are preceded by the choice of keywords that will be used to monitor the OHS in each partner country.



## ANALYSIS OF THE CONTEXT OF AN EVENT IN 2016

- Identify an event in 2016 related to immigrants or refugees:

Each partner chooses a particularly important event that took place during 2016. ( an event that may be connected to 'OHS, towards refugees and immigrants.

- Data collection and data processing:

Collect data of social media Facebook and Twitter at the national level, that are connected to the 10 words chosen by each partner. The data will be collected in the original language of each country.

The period for data collection from the two social media includes the month preceding and following the event chosen by each partner.

## ANALYSIS OF OHS IN 2017

This part of the methodology takes into account the OHS social media analysis of the national media.

- Choosing the media:
- Each partner chooses 3 media that have the public accounts of Twitter and Facebook. If a media has only one of the two accounts, then the partner chooses another media, so that proposes in all, three accounts of Twitter and three accounts of Facebook. The choice of the media is based on how they approach the problem of immigrants and refugees: against, neutral and pro.
- The choice of the type of evaluation of the OHS by the media is left free to each partner.
- Each partner sends to IULM the address of the media chosen with a brief description of the type of media (maximum 15 lines for each media, in English).





**POSITIVE MESSENGERS**

## Definitions HS



This project is funded by the  
RIGHTS EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

Definitions/concepts to be used by all partners throughout the project:

**Hate speech:** "all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, migrants and people of immigrant origin" (Council of Europe)

**Hate speech online (Cyberhate):** any use of electronic communications technology to spread anti-Semitic, racist, bigoted, extremist or terrorist messages or information. These electronic communications technologies include the Internet (i.e., web-sites, social networking sites, 'Web 2.0' user-generated content, dating sites, blogs, on-line games, instant messages, and E-mail) as well as other computer- and cell phone-based information technologies (such as text messages and mobile phones) (Anti-Defamation League)

**Freedom of expression vs. hate speech:** two fundamental rights in conflict: freedom of speech, to protect opinions stated in public and the prohibition of discrimination, protecting persons and collectives from behaviours which lack respect, humiliate or depreciate them in relation to certain features, such as ethnicity (Rey Martinez 2014).



**POSITIVE MESSENGERS**

## Culture and HS



This project is funded by the  
RIGHTS EQUALITY AND  
CITIZENSHIP PROGRAMME  
of the European Union

The role of culture in contemporary society

- a. The interaction between culture, health and psychological well-being: Data mining from the Italian Culture and Well-Being Project", *Journal of Happiness Studies*, doi: 10.1007/s10902-011-9254-x.
- b. The contribution of cultural participation to urban well-being. A comparative study in Bolzano/Bozen and Siracusa, Italy, *Cities*, <http://dx.doi.org/10.1016/j.cities.2015.10.009>

Comparative analysis suggests that the impact of culture on subjective well-being in a context of high cultural supply and substantial cultural participation is much more relevant with respect to low-endowment and low-participation cases, thus suggesting the possibility of a culture/well-being positive feedback dynamics leading to urban 'cultural poverty traps'.

- c. Cultural Participation, Relational Goods and Individual Subjective Well-Being: Some Empirical Evidence, *Review of Economics & Finance*, Article ID: 1923-7529-2014-03-33-14

The role of cultural participation as a source of individual subjective well-being in terms of the sociability orientation of different cultural activities. Cultural participation allows individuals to engage in non instrumental forms of social interaction, which are conducive to genuine forms of interpersonal relations.



Veronika Bajt, Slovenia - Anti-hate speech council in Slovenia

## Anti-hate speech council in Slovenia

Dr. Veronika Bajt  
Peace Institute  
@VerBajt

### Anti-hate speech council

- Established in 2015 within a project led by the Peace Institute, in cooperation with the Ombudsman's Office, Spletno oko (University of Ljubljana), and Radio Television Slovenia's Multimedia Centre
- Responding to Hate Speech – Activation of an Independent Conjunctive Body (ACT)
- <http://www.mirovni-institut.si/en/projects/responding-hate-speech-activation-independent-conjunctive-body-act/>



## The process of establishing the Council

- Public call
- Public national assembly
- Professional selection
  
- Troubleshooting
- Public response
- Backlash with a „counter-council“

### Anti-hate speech council: 9 members + coordinator

1st mandate (2015-2016)

Mitja Blažič,  
Zlatan Čordiċ – Zlatko,  
Ciril Horjak – Horowitz,  
Metka Mencin Čeplak,  
Lija Miheliċ,  
Nataša Pirc Musar, Brankica  
Petkoviċ,  
Jernej Rovšek,  
Lea Širok.

2nd mandate (2016->)

Liana Kalċina,  
Andrej Motl,  
Mojca Pajnik,  
Nina Perger,  
Arjan Pregl,  
Barbara Rajgelj,  
Andrej Rozman – Roza,  
Lea Širok,  
Boris Vezjak.



## How it works:

- Independence and professionalism
- Awareness-raising
- Public reactions
- Public submissions of cases
- Council's own decisions to act
- Public events (press conference, roundtables)

## Public responses

- <http://www.mirovni-institut.si/govor/>



Irina Drexler, Romania - No Hate Speech Movement in Romania



NO HATE  
SPEECH  
MOVEMENT\*  
\*în România

Irina Drexler

No Hate Speech Romania

irina.drexler@patrir.ro

No Hate practitioners' meeting. Mainstreaming best practices  
1 – 4 March 2017

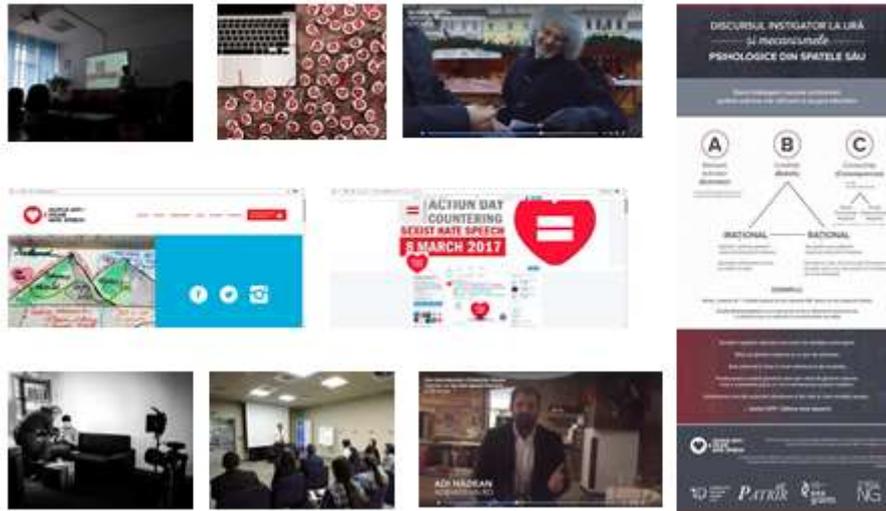
Best practices:

1. ...as part of the project team for the **“Switch OFF/Online Hate Speech”** project – financed through the SEE Grants 2009-2014 within the NGO Fund in Romania and implemented by PATRIR (Romanian Peace Institute)
2. ...as **European online activist** of the No Hate Speech Movement
3. ...as part of the National Campaign Committee (NCC) of the **No Hate Speech Romania** (coordinator)





## 1. "Switch OFF/Online Hate Speech" project



## Most important results and achievements? Why was the project successful? (I)

- ♥ 1 new study on **online** hate speech in Romania & methodological shortcomings >>> suggestions
- ♥ 10 video debates/interviews with Bob
- ♥ 1 video: ambassadors, 1: SHS, 1: social experiment
- ♥ 12 infographics
- ♥ 117 articles published on the website
- ♥ 513 765 (+) people had seen our posts on Facebook
- ♥ 450 pupils, students, teachers informed
- ♥ 3 conferences
- ♥ Trainings on 4 topics with 20 opinion makers



## Most important results and achievements? Why was the project successful? (II)



- ♥ Very high attendance to 3<sup>rd</sup> conference (150%)
- ♥ Partnerships with the Faculty of Political Science and Communication (Babeș-Bolyai University, Cluj Napoca), ZeList,
- ♥ Support from local radio & TV stations
- ♥ Awareness that caught the attention of 2 known national radio stations, which contacted us (Guerrilla, RFI Romania)

## Most important results and achievements? Why was the project successful? (III)



- ♥ Joining the NHSM as online activist >>> understanding the processes, legitimacy, ...
- ♥ Revitalising the Romanian NHSM
- ♥ Relaunching No Hate Speech Romania
- ♥ Taking on the coordination of the Romanian campaign
- ♥ Our website & social media channels used for official communication of the NHSM in .RO





## 2. European online activist

- **Action Days:** focus on specific topics – this practice can be customized for the necessities of each country (eg: HS ethnicity, race, ...) + evaluation at the end (G. Hangouts, G. Form)
- **Concept Note:** can be used for advocacy (policy amendments)
- **Working with related CoE documents:** expertise at national level
- **Ambassador:** Mme Anne Brasseur, former President of PACE.



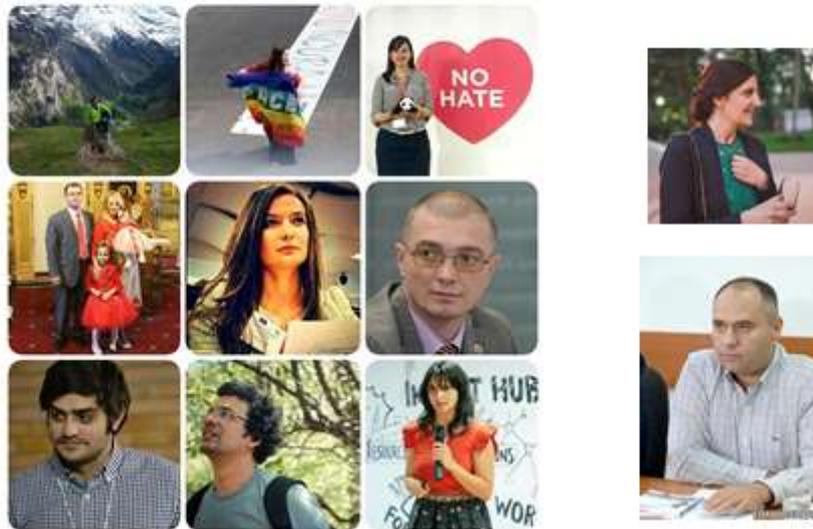
- ! Always wear the No Hate pin
- ! Always have some spare ones + some flyers
- ! Visibility is very important



- **Team structure:** European coordinator + Online community Manager + Activists  
→ this practice can be adopted at national level (€?)
- **Blog:** articles, film suggestions, exercises from Bookmarks, ...
- **Visual content**
- **Twitter** used to foster communication with stakeholders/public
- **A mascot**



### 3. No Hate Speech Movement in Romania 2016 – 2017



### No Hate Speech Movement in Romania 2016 – 2017



**Ardelean Adriana Flavia** – Centrul de Voluntariat Cluj-Napoca (CVCN)  
**Cordoș Andra Camelia** – GO FREE – Asociația pentru Sprijinirea Societății Civile  
**Drexler Irina** – Institutul Român pentru Pace – PATRIR  
**Mereuță Laurenția Mariana** – AEPADO – Asociația Europeană pentru Apărarea Drepturilor Omului  
**Novacovici Andreeas** – Fundația Student Plus Timișoara  
**Răileanu Radu-Cristian** – Asociația ActiveWatch  
**Georgiana Roșculeț** – Salvați Copiii România  
**Șari Constantin-Florin** – Federația Română de Fotbal  
**Ștefan Veronica** – Centrul de resurse pentru Adulți și Tineri/Social Doers  
**Cristian Jura** – Consiliul Național pentru Combaterea Discriminării – CNCD  
**Vera Ularu** – Fundația pentru Dezvoltarea Societății Civile – FDSC



### 3. No Hate Speech Movement in Romania 2016 – 2017



LOCUL SA ILUSTRĂZĂRII ÎN MEDIUL ONLINE: 14 DECEMBRIE

### No Hate Speech Romania 2016–2017



- The first study on Hate Speech in Romania (2014) inspired other studies as well



Fundația pentru  
Dezvoltarea  
Societății  
Civile

- Attending events on behalf of the No Hate Speech Movement → expertise
- Website, Twitter, Facebook → radio stations & local TV stations became interested and sent invitations
- Facebook became interested
- Schools became interested



**DO!** 👍

Your feedback and your comments online are important for a culture of democracy.

When you are using criticism, be polite, constructive and stick to facts.

Your humor and your opinions will be appreciated.

Share them with us! ❤️

**DON'T!** 🗨️

When you don't like something, don't insult others, and remember: you are communicating with other people.

Let's focus together on finding solutions and maintain a safe Internet.

Racism, sexism and other scornful criticism does not belong online either. ❤️

**ACTION DAY UNITED FOR BETTER INTERNET**

[www.nohatespeechmovement.org](http://www.nohatespeechmovement.org)



URA NU ESTE O  
OPINIE !

FĂRĂ  
URĂ

nohatespeech.ro

ZI DE ACȚIUNE  
PENTRU DREPTURILE OMULUI ÎN MEDIUL ONLINE

10  
DECEMBRIE  
2016

## What does **not** work

- Can't expect miracles or perfection from a team that's working on NHSM as a 2<sup>nd</sup>, 3<sup>rd</sup>, 15<sup>th</sup> priority (€?)
- Limited time available for good quality volunteering
- Short deadlines
- Uncertainty about continuous funding opportunities (€?)

On the plus side... we **did** learn **a lot** about hate speech since the launch of the NHSM in 2012!

Q: What next?

## Recommendations for others planning to implement similar projects?



**NO HATE  
SPEECH  
MOVEMENT\***  
\*in România



## Isotta Rossoni, Malta - Hate speech is a crime

### WHO ARE WE?

- ✦ Victim Support Malta is an NGO which provides support to victims of crime
  - + Emotional Support
  - + Legal information
  - + Practical Support



### HATE SPEECH IS A CRIME

*Is hate speech a crime?*

*Is hate speech, hate crime?*



## MALTESE LAW

Article 82A(1) of the Code says that “whosoever uses any threatening, abusive or insulting words or behaviour, or displays any written or printed material which is threatening, abusive or insulting, or otherwise conducts himself in such a manner, with intent thereby to stir up violence or hatred against another person or group on the grounds of gender, gender identity, sexual orientation, race, colour, language, ethnic origin, religion or belief or political or other opinion or whereby such violence or racial hatred is likely, having regard to all the circumstances, to be stirred up shall, on conviction, be liable to imprisonment for a term from six to eighteen months.



## MALTESE LAW

- Maltese law also includes provisions regarding condoning, denying or grossly trivialising genocide, crimes against humanity and war crimes directed against a group of persons or a member of such a group.
- In addition any planning, preparation, initiation, aiding, abetting, or wagging of hate crimes also triggers criminal law. (Criminal Code of Malta: Article 82A, B, C; see OSCE Office for Democratic Institutions and Human Rights 2014)



## POLICE VS. NORMAN LOWELL



## SUPPORTING HATE CRIME VICTIMS THROUGH INFORMATION PROVISION

### SISS SCHEME - 01/02/14 - 30-07-14

- Desk research on national and EU laws pertaining to hate crime
- Interviews with stakeholders
- Focus groups with victims and support workers to determine common FAQ's
- Drafting of content
- Focus groups to review, evaluate and refine content
- Finalisation of content, translation into Maltese, uploading on website
- PR and Facebook campaign



## FAQ'S

- What is hate crime?
- Where and how do I report a crime ?
- What are my rights as a victim of crime?
- Where and how can I access support services ?
- Are there any requirements about the residence status a victim needs to have for getting support?
- What is the applicable criminal justice system? (including the rights and the role of the victim in the system )
- What protection measures are available for crime victims, in particular victims of hate crime?
- Am I entitled to legal aid and assistance ? How do I contact the legal aid office?

## FAQ'S

- Am I entitled to criminal injuries compensation ?
- Am I entitled to Interpretation and translation ?
- What are the applicable cross-border arrangements?
- Are there any restorative justice services available?
- Can I claim reimbursement of expenses ?
- Which agencies can help me with my case? What are their contact details?
- Where and how do I submit a complaint if my rights are not respected ?



## FACEBOOK CAMPAIGN



## HATE NO MORE - 2017

- ✦ *Training for criminal justice officials (the police, judges, lawyers) & practitioners*
- ✦ *Awareness-raising among the public & potential victims*

Eleni Evagorou, Cyprus - Confronting hate speech, behaviour and crime in Cypriot society

# “Confronting hate speech, behavior and crime in Cypriot society”

April 2014- October 2015



Project funded from the EEA Grants and Cyprus Republic

Stock on image? Get over it!

## Hate against immigrants



Stock on image? Get over it!



## Hate against immigrants



**Stock on image? Get over it!**

## Hate against Turkish Cypriots



**Stock on image? Get over it!**



## Hate against Turkish Cypriots



**Stock on image? Get over it!**

## Hate against LGBTs



**Stock on image? Get over it!**



## Hate against LGBTs



**Stock on image? Get over it!**

## What we did?

### Έκθεση

Ρητορική, Συμπεριφορές  
και Εγκλήματα Μίσους στην Κύπρο

### Book in Greek



**Stock on image? Get over it!**



## What we did?

Kıbrıs'ta Nefret Söylemi,  
Davranışları ve Suçları ile ilgili  
Rapor



**Book in Turkish**

**Stock on image? Get over it!**

## What we did?

**Anti-discrimination videos campaign**



**Stock on image? Get over it!**



## What we did?

### Anti-discrimination videos campaign



**Stock on image? Get over it!**

## What we did?

### Anti-discrimination videos campaign



**Stock on image? Get over it!**



## What we did? Educational Tool



Stock on image? Get over it!

## What we did? Educational Tool



Stock on image? Get over it!



## What we did? Educational Tool



**Stock on image? Get over it!**

## What we did? Website



**Stock on image? Get over it!**



## What we did?

### Website



Stock on image? Get over it!

## What we did?

### Website



Stock on image? Get over it!



**Find more:**

<http://www.confronthatecy.com/>

<http://www.promitheo.eu/>

<https://www.youtube.com/channel/UC59cZHDHjQKbvUxRPqjYSfQ>

**Stock on image? Get over it!**



**Stock on image? Get over it!**



Delia Nita, Romania - Hate speech from a social psychology perspective

# HATE SPEECH

Delia Niță, Center for Legal Resources



## Effects of hate speech

- On the victim's mental health
- On the victim's family
- On the community
- On relations among communities
- On society at large



## Context of hate speech – who perpetuates the speech

- Hate groups
- Regular people
- People with a large audience
- Media
- **Politicians (elected or appointed)**

## Context of hate speech – who is the audience?

- Low or high level of tolerance to such speech (it can also depend on the group)
- Romanian example:

2009 poll commissioned by the equality body: 72 percent of the population agree that most Roma break the laws; 48 percent consider that Roma represent a thing of shame for Romania; 56 percent feel uncomfortable around Roma and 64 percent consider Roma to be more violent than other ethnicities; asked what comes first to their mind when they think about the Roma, 23 percent thought of crime, theft, beggary, 10 percent about uneducated, filthy, uncivilized, 5 percent about disdain and repulsion; and only 16 percent about neutral words

2015 poll commissioned by the “Elie Wiesel” Institute, the Roma are the most rejected ethnic group: only 6 percent would have them as a family member, and 30 percent consider Roma should not come to Romania



## Context of hate speech – who is the audience?

**INSOMAR**  
Principalele rezultate ale studiului  
PERCEPȚIILE PRIVIND ȘTIINȚA, ÎNȚELEGEREA ȘI  
\*Dependenta de cunoaștere în percepția de pericol 58% și simțirea nevoii de acțiune mai ridicată decât în cazul de  
\*73% din populație se declară de acord cu faptul că nu este mult rău decât să nu știe. 58% consideră că este un  
\*58% dintre respondenți declară că au simțit nevoia de acțiune în percepția de pericol din cauza științei, înțelesului și  
\*Aproximativ 62% din populație nu are nici un fel de încredere în știința care este în discuție sau în știința care este în  
\*74% din populație este de acord că în unele cazuri știința este folosită în mod rău. 52% dintre respondenți au  
\*După ce au analizat nivelul și nivelul de cunoaștere în știință, au descoperit că este mai ușor să se vorbească în  
\*După ce au analizat nivelul și nivelul de cunoaștere în știință, au descoperit că este mai ușor să se vorbească în



## High level discriminatory speech

- <http://www.red-network.eu/?i=red-network.en.items&id=721>

**High-level discriminatory speech**

**Abstract**  
May 19, 2007

**Category** Romania  
Racism and discriminatory phenomena: anti-Semitism, Islamophobia, Anti-racial xenophobia

**General type** Racial/discriminatory Discrimination  
Groups affected: Intellectuals in Romania & Transylvania, Ethnic minorities, Religious minorities  
Keywords: Discrimination, Racism  
Key Areas: Political Parties organizations - Social & Ideological/Discourse

**Timeline**

19/05/2007

**Romanian president Traian Basescu calls a journalist "filthy gypsy"**

In May 2007, on the day of the referendum for his re-election as president (he had been re-elected by Parliament), president Basescu went shopping in a supermarket. The price was following him. Apparently excited in conversation, he watched the phone of a woman journalist who was filming and recording him after calling her "foul" while saying her if she had nothing else to do that day. He got in the car with his wife and left without noticing that the phone was still recording in the car.



## What to do with it? – CLR experience

- Press statements
- Legal action
- Monitoring and reporting
- <http://www.crj.ro/en/antidiscrimination/>

## The questions

- What to do with the context?
- Are we fighting in all the right places? What about education?
- Are we fighting all the way?
- On how many levels do we have to fight? (national, international; all stakeholders in one field: teach teachers and schools not to discriminate – how about the parents?)
- Resources (both financial and knowledge-wise: what is our Academia up to these days?)
- How strong are victim groups? How to build strength and solidarity?
- How to determine those responsible for implementing the law to implement a zero tolerance policy, when we live cultures prone to tolerating hate speech and discrimination?
- **How to break the vicious circle?**



Adam Bulandra, Poland - Media monitoring methodologies



## AIM of RESEARCH

Determination of 3 social groups,  
which in 2014 had been most exposed to hate speech



## DEFINITION OF HATE SPEECH

- Expressed with negative intent or plan to attack
- Aimed on group or individual reduced to plural feature
- Uses the feature that constitute the element of someone's identity as negative label justifying discrimination





## DISCRIMINATION REASONS

Faith

Ethnicity

Sexual  
orientation

Sex/gender

Age

Nationality

Disability



## WHAT WAS THE SUBJECT OF RESEARCH?

In research we made assumption that the level of each group exposure to hate speech is indicated by the intensity of presence of the hateful language in the publications about these groups.





## WHAT GROUPS HAD BEEN ANALYZED?

Jewish Minority  
Russian Minority Ukrainian Minority  
Muslim Minority Catholics  
Feminists and Gender related groups Roma Minority Sexual Minority  
African descent minority



## WHAT MEDIA HAD BEEN ANALYZED?

### - National daily press

„Gazeta Wyborcza”, „Rzeczpospolita”, „Dziennik Gazeta Prawna”, „Nasz Dziennik”, „Gazeta Polska Codziennie”, „Fakt”, „Super Express”

### - National weekly magazines

„Polityka”, „Wprost”, „Newsweek Polska”, „Gość Niedzielny”, „Niedziela”, „Do Rzeczy”, „Uważam Rze”, „W Sieci”, „Przegląd”, „Tygodnik Powszechny”, „Najwyższy Czas”, „NIE”, „Gazeta Polska”





## HOW MANY TEXTS WAS ANALYZED?

**26 501 articles**

Published between January 1st and December 31st 2014



## WHAT WAS THE SCORE?

Muslim minority: 5,61

Jewish Minority: 1,71

Sexual Minority: 1,18

Ukrainian minority: 0,69

Feminists: -0,57

Russian minority: -0,66

African Minority: -1,08

Roma Minority: -3,87 (distortion – low number of articles)

Catholics: -7,37

Indicator of proportion between intensity of presence of hate speech related words near the words naming certain groups and intensity of presence of hate speech related words in normal journalist language dictionaries.





## IS RESEARCH CREDIBLE?

- consistent with the latest research on the level of hate speech in society
- consistent with homophobic slur research made by KPH Poland
- Consistent with the research on racism and anti-semitism including academic longitudinal analyses.
- consistent with international research „Auseinandersetzung mit dem Rechtsextremismus” focusing on different aspects of discrimination in certain UE countries in 2008
- consistent with results of 4th and 5th monitoring cycle of ECRI (EU Commission) (*ECRI Report on Poland*)



## Why is it important for media not to be hate speech agent?

There was observed connection between media news and social views

- agenda setting theory
- cultivation theory





## What is the content of the press hate speech – Qualitative analysis of the press

### Analysis pattern:

- The research was limited to three groups indicated in the quantitative research
- analysis scope – 1914 texts on Muslims, 3638 texts on Jews, 4330 texts on sexual minorities
- detailed analysis material – random sample: 350 articles on Muslims, 450 articles on Jews, 500 articles on sexual minorities
- Results: 149 articles comprising the hate speech definition



## Hate Speech Definition in Qualitative Research

### Expression that spread, support or justify:

- racial hatred,
- xenophobia,
- anti-semitism or
- other forms of intolerance

Undermining democratic safety, cultural cohesion or pluralism





### Additional conditions

- reduction of the individual or group to plural feature that labels, with exclusion of any internal diversity within this group or any other individual differences,
- Collective identity is negatively stereotyped or labeled with negative feature that characterise collective identity or define it.
- negative perception is caused or justified by the feature that is subject of labelling.
- intentionally aims to attack the person because of its plural identity (nevertheless real or perceived). The reason of attack is to humiliate, insult, offend, deteriorate, show supremacy or accuse.
- justify discrimination, or not equal treatment of a person because of the plural status or group identity



### What is characteristic in press inspired hate speech?

- some titles focus on certain groups more often
- the repeatece of the journalist names – authors of the hate speech texts
- damming of hate – joint aggression towards diferent groups
- connecting the issue of gender with sexual minorities – criticism
- gender hate speech has homophobic background
- Jewish people are ultimate evil





## Characteristics of hateful language in press?

- It is not as brutal as internet/social media hate
- it is more based on context, nuances, often use metaphores or eristic figures
- Uses internal minority criticism voices in order to justify discrimination against the group
- uses generalisation or simplifications
- manipulate with statistic data or research (misinterpretation of results) to justify untrue thesis



## Characteristics of the Muslim oriented hate speech

- politization of Islam
- showing Islam as oppsed to Christianity – negative labelling, accusation of persecution, and killing Christians.
- Accusation of Christians and its' traditions displacement and inconsistency with the secular tradition of Europe
- focusing on terrorism and identification of islamic fundamentalism with the religion definition
- describing Muslims as „holy cows” of political correctness





### Characteristics of Jewish Related Hate Speech

- exploitation of all anti-semitic patterns – historical, traditional, conspiracy and modern (anti-Israel)
- competition on suffering and victimization (in the context of centemporary history)
- Revision of historical reality – communist crimes attribution to Jews without recourse to historical context
- eksploitation of post-jewish property and Holocaust industry accusations
- treating Jews as not Polish people, enemies of the Polish interests
- treating Jewish people as universal comparison to anti-Polish criticism



### Characteristics of sexual minorities related hate speech

- sexual minorities creates the threat to Polish family, traditional values and marriage
- connecting homosexuality with gender issues treated as civilization threat – especially for minors
- acceptance of homosexuality is acceptance of „all deviations and perversions” (this is the first accustomed product of gender ideology)
- equality demand are in fact demands of privileges
- there is accusation that emancipation movements create the discrimination cases in order to gain political recognition.
- demoralization of children nad youths



Dražen Hoffmann, Croatia - Monitoring hate speech in the media

## About the project



- Dosta je mržnje! (*Enough with the hatred!*)
- monitoring, identifying and de-normalizing hate speech
- advocating for a more comprehensive approach by the official bodies
  - regulatory body
  - ombudspersons
  - professional associations

## What was monitored

- Speech constituting:
  - hate,
  - discrimination (promoting or normalizing),
  - harmful stereotyping,
  - degrading representation,
- ...targetting:
  - national and ethnic minorities,
  - LGBTQI persons and their rights,
  - migrants and refugees,
  - women's participation in the public sphere.



## How it was done (I)

- Sample of media with national reach
  - 5 daily papers
  - 4 weekly papers
  - 6-7 news portals
  - 6 TV shows
  - 1 radio show
- both mainstream and marginal
- Working definitions given to team
- [Online database](#)

## How it was done (II)

- Subjects:
  - national and ethnic minorities
  - LGBTQI persons and their rights
  - migrants and refugees
  - women's participation in the public sphere



## How it was done (III)

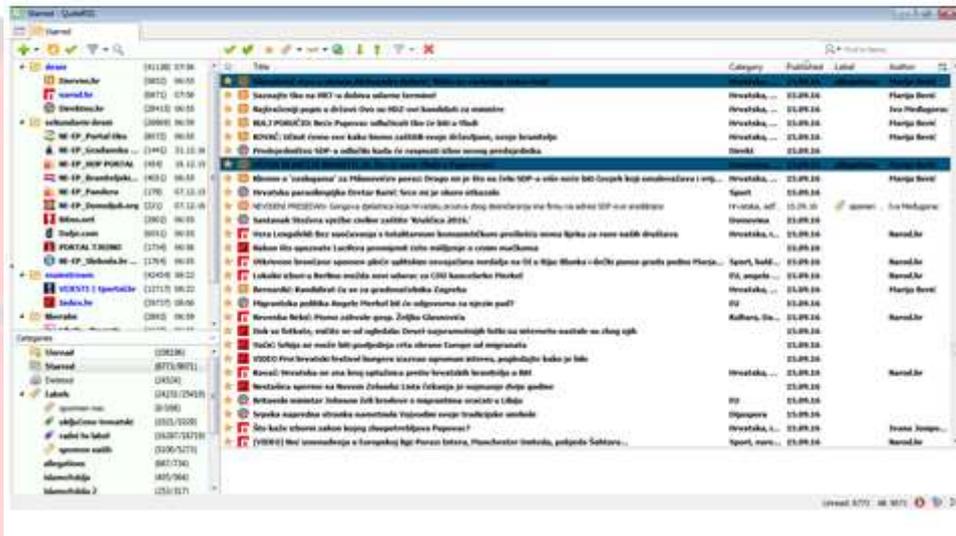
- Team (coordinator + volunteers)
- Media buying and distribution
- Monitoring:
  - manual media monitoring (by hand, eye and ear)
  - automated media monitoring (RSS aggregation, scraping websites or social network posts)
  - receiving reports from other stakeholders
- [Reporting](#)

### RSS aggregation

- „Rich Site Summary”, automatized content sorting archiving and filtering
- enables article categorization by keyword
- free tools available ([QuiteRSS](#))
- look for:
  - necessary terms and variations (e.g. „muslim”, „refugee”, „gay”, „LGBT/LBGT”)
  - word stems (e.g. „arab-”, „serb-”, „rom-”)
  - slurs (!)



## QuiteRSS in action



## Taking reports from others

- DostaJeMrznje.org
  - EnoughWithTheHatred.org
  - A platform for quick and easy reporting of hate speech in **the public space**
    - Media
    - Websites
    - Public spaces (graffiti, billboards, defacements)
- <http://www.dostajemrznje.org>



Vedat Sevincer, Norway - Media communication competence building



*Until the story of the hunt is told by  
the Lion, the hunter will always have  
the best part of the story.*

***MEDIA LITERACY AND HATE  
SPEECH PRACTICE FROM  
NORWAY***

*Media as Enemy or Ally*

**NorSensus  
MEDIAFORUM**



## Protagonist VS. Storyteller

## NORWAY CASE - An Utopia?

- A relatively good working legal mechanism.
- An increased awareness at societal level.
- Strong foundation of NGO sector
- Solidarity and debate culture
- National action plan against Hate Speech and Mobbing in 2015



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- 22 July 2011 Breivik terror.
- Killing of Benjamin Hermansen in 2001.
- Top ten notorious internet trolls.
- Mobbing



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- Prime Minister dyslexia and overweight comment, and threats

*"fat bastard", "Erna Solberg is fat" and "it must be difficult to think when the woman is 99.9 percent fat with just a head on top for decoration".*



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- Nazi March and weapon training



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- Hygge-racismen:

Racist remarks uttered swiftly in a relaxed/cozy setting (among friends) often without a hurtful intend.



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- **Freedom of Speech vs Hate Speech:**

Any discussion on hate speech must start with the protection of the freedom of speech. Most speech is permissible in Norway and freedom of expression is an essential principle in Norwegian law.

The Criminal Code prohibits certain types of serious hate speech, but there is a high threshold for a statement to be considered illegal.

## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- **Legal Frame:**

The Oslo Police District defines hate crime as: "[...] offenses wholly or partly motivated by negative attitudes to a person's actual or perceived ethnicity, religion, sexual orientation, gender expression and/or disability. On equal footing are also criminal offenses motivated by negative attitudes, committed against persons whose political engagement

Oslo Police District. In 2014, the Action Plan against Radicalisation and Violent

The purpose is to prevent recruitment to violent extremism and the action plan outlines a series of proactive measures. This action plan is necessary and important, but it contains no coherent strategy regarding hate speech and it omits hate speech that is not motivated by extremism, such as hate speech motivated by sexual orientation, disability, gender, Sami origin, etc.



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- Punishable?
- On 6 June 2012, extreme right blogger Eivind Berge has been jailed for two weeks charged with death threats against police and hate talk on his blog.
- Supreme court revered based on freedom of speech.



## NORWAY CASE - An Utopia?

NorSensus  
MEDIAFORUM

- NRK comment system
- Dagbladet correct article
- <http://www.trollfighters.com/>



## Protagonist VS. Storyteller

NorSensus  
MEDIAFORUM

- What is our role?
  - Preaching
  - Ethic Policing
  - Criticizing
  - Educating
  - Facilitating
  - Storytelling



NorSensus  
MEDIAFORUM

## Media Literacy and Storytelling

NorSensus  
MEDIAFORUM

- Rational vs emotional
- Access to information
- Representation
- Hearing stories
- Pure Undisputable statistics
- Social media bubbles/ghettos

## Media Literacy and Storytelling

NorSensus  
MEDIAFORUM

- Media and Media professionals as ally not enemy or people to be policed
- Building bridge and reconciliation between people and media
- Sharing the burden with media and universities
- Media capacity building for NGOs



## FAKTUELL

- 56 youth between 13-19
- Inv. Journalism, visual storytelling, ethics
- Mentorship
- Practice



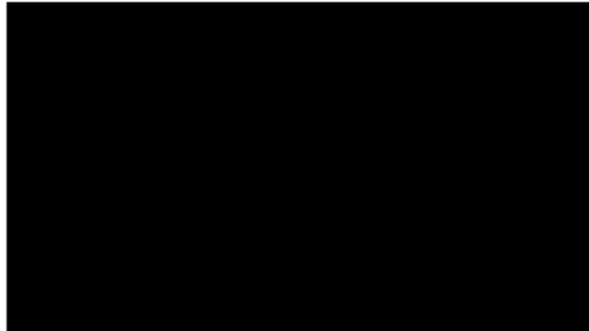
## FAKTUELL

- Production
- Syndication
- By Youth for all
- Not only youth or immigrant issues



## FAKTUELL

- 22 Juli video



<https://www.youtube.com/watch?v=aYMZAAGzqJE>

## NGO Development

- Involvement of media professionals
- Bridging



Petar Kanchev, Bulgaria - Methodology against hate speech and discrimination for primary school



safenet.bg

ARC FUND



# Children, Parents, and Teachers Against Hate Speech and Discrimination

A CLASSROOM METHODOLOGY FOR 1-4 GRADE



## Combating Hate Speech

**Prevention** by developing...

- Critical Thinking
- Emotional Intelligence
- Tolerance
- Teamwork
- Conflict Resolution



(Digital and Media Literacy)

... from an **early age**.

safenet.bg



## About The Methodology

Goals	Content	Characteristics	Impact
<ul style="list-style-type: none"> <li>Prevent hate speech and discrimination from an early age.</li> <li>Integrate the methodology into the study curriculum.</li> </ul>	<ul style="list-style-type: none"> <li>Interactive methods manual</li> <li>10 lesson plans</li> <li>10 homework assignments</li> <li>2 community sessions</li> </ul>	<ul style="list-style-type: none"> <li>Holistic approach</li> <li>Developed by teachers for teachers</li> <li>Engagement with children at school and at home</li> </ul>	<ul style="list-style-type: none"> <li>500 teacher books</li> <li>10,000 student books</li> <li>180 schools</li> <li>77 Bulgarian towns</li> </ul>

sofenet.bg

## Structure



sofenet.bg



## Simulation



When you want to express your emotions, what words do you use?



Write **one word**, naming the emotions under each picture:



sofenet.bg

**Game 1: "Count and Clap"**

**Group 2: "Foreign Words"**

sofenet.bg



**Group 1:** *Eva and Tanya are friends. Eva didn't buy a snack, but there are only 5 minutes until the beginning of next class. Eva asks Tanya to go with her to the snack shop, which is a 5-minute walk from school. Tanya should:*

- a) ... refuse Eva without explaining why.
- b) ... tell Eva: "Sorry, but I can't go with you because I don't want to be late for class. We can go during next break, if you want."
- c) ... go with Eva, even though she doesn't want to be late for class

**Group 2:** *Alex and Michael are classmates. Michael often calls Alex a "dirty gypsy". Alex should:*

- a) ... tell Michael: "Yes, I am a Roma (Gypsy). However, I am not dirty, and I don't like it when you offend me because it makes me sad".
- b) They will turn around and kick him.
- c) They will tell Nicky: "We don't like it, when you push us because it hurts us. Please stop it; we don't feel good about it."

**Group 3:** *The students from 4<sup>th</sup> grade are getting in a line by two to go to lunch. Nicky constantly teases, pushes, and annoys Lilly and Emma, who stand in front of him. Lilly and Emma should:*

- a) ... tell the teacher about Nicky's behaviour.
- b) ... turn around and kick him.
- c) ... tell Nicky: "We don't like it, when you push us because it hurts us. Please stop it; we don't feel good about it."

## Game 1: "The Power of Words"

## Group 2: "Colours and Conflicts"

The pictures below show 3 conflict situations. Next to each picture, draw your version of a positive outcome from each situation.








sofenet.bg

## Guidelines for Developing Classroom Methodologies



- Tie topics with educational standards and design activities to be applicable within concrete subject areas (e.g. literature, math, social sciences, natural sciences)
- Design structure as a teacher (formulate lesson goals; describe materials; design a variety of activities; add homework assignments; **be practical**)
- Emotions, conflicts, and tolerance are tricky subject areas – think about problems that might arise in the classrooms; consider competency level of teachers; consult psychologists and pedagogical experts.

sofenet.bg



Alya-Nedyalka Vede, Bulgaria - Communities and migrants working together against the hate speech

## Reach Out for a Helping Hand (ROHH) Foundation, Bulgaria

# Together For Better Future for All

### Ehlibehte Mehmetaj - the Inspirer

Albanian by nationality, with migrant background  
(as a child gone with her family through Greece and  
Turkey on the road to Bulgaria to settle)

Born in May 1990

Since first year student she started working in support of  
refugees

2008-2009 in **Bulgarian Red Cross** (consultant social  
activities)

2009-2015 in **Council of Refugee Women in Bulgaria**  
(Deputy Chair)

March – December 2010 in the **UN Refugee Agency** in  
BG, writing texts for UNHCR webpage in Budapest



## When and Why did ROHH appear?

- **In 2014** as an attempt to activate the legally residing migrants in Bulgaria in support to newcomers – it was in Bulgaria the year of “**zero integration**” (no National Program for Integration)
- It was a civil effort to contribute **to fill a gap** in social services
- ROHH started building its **mixed pairs and teams of volunteers** for humanitarian assistance and integration support
- **In 2014** the number of refugees in Turkey reaches **1.6 million**, **10.8 million** people in Syria in need of humanitarian assistance
- **In 2014** Council of Europe e-pubs its **Manual on Hate Speech**
- “European migrant crisis” began **in 2015** with rising numbers of illegal migrants arriving in Europe to apply for refugee status and the right of asylum, though many of them economic migrants

## The first group of volunteers



## The Human Face of the Crisis

- As early as March 2015 Al Jazeera reported hate speech and hate crimes in Bulgaria are on the rise.
- Migrants received threats on social media and faced harassment on streets.
- ROHH response – silent march of local and migrant women with babies together: “Are we all not humans?”



## Good practices established

- Recruiting volunteers from both migrant and local communities
- Arranging meetings for finding common interests and psychologic compatibility
- Providing initial training for intercultural competences
- Establishing mixed pairs and teams and testing them in delivery of humanitarian assistance
- Additional training in awareness raising and debates



## Dinner together in ROHH office after a hard day of aid delivery



## Lessons Learned

- Hate speech often results from **ignorance** and **unsubstantial fear** – these are the enemies! Use facts and figures!
- **Youth** could be more easily motivated but **elder** **should not be left behind** – their attitudes matter as often they are family influencers
- “Is it a sin to look for a Life?” **Try to put people in your shoes** – in Bulgaria a total of 58 034 have applied for status since the first surge of migrant crisis in 2013 when over 1 million Bulgarians have left their country





## How ROHH activists counteract Hate Speech

- Our message – **we are not powerless** in the face of hate! **Be active and creative!**
- Remember and repeat: **Good people are more than the bad ones! Be good!**
- Raise your intercultural competence and develop the intercultural competence of your friends and in your community. **Fighting ignorance you fight hate speech!**
- Give human face to migrants. **Depersonalization is one of the tools of the hate speech.**
- Connect migrant and the receiving community members in daily life situations – **expand the mixed social network!**
- Volunteer in community initiatives – **be active citizen!**
- **Help everyone in need**, not only migrants!
- Work with schools - **young carry lessons learned forward into adulthood.**



## Most important ideas from the participants present at the meeting

- Good know-how sharing forum;
- Closed FB groups and national councils against hate are a good idea;
- Europe is deeply challenged with hate, yet great initiatives to combat it exist and are in place;
- Assertive attitude;
- Solidarity;
- Tools;
- Keep work on the anti-hate speech path;
- Find good educators/ambassadors to spread the word;
- Build/join an international platform;
- Sharing methods;
- Building skills from early age but also for parents;
- Making mixed groups of volunteer teams;
- Hate Speech situation is similar in the countries present at the event;
- Using litigation as a “teaching” method to tackle Hate Speech;
- Need to collaborate with institutions to systematically tackle Hate Speech;
- Art can help us in combating hate speech;
- I will think and try to implement some media monitoring within the activities of my organisation;
- I will build, cooperate & partnership with some organisations that are present here;
- Network and practitioners;
- End products presented here by implementers;
- The holistic approach in educational project presented;
- The Arts as a means to counter Hate Speech;
- Though risky, involving haters in combating Hate Speech can be efficient;
- Cool idea to combat Hate Speech by developing emotional intelligence of school children;
- Using litigation to get media space;
- Interactive;
- The “good people” are more than haters;
- Love-only love;
- Work together (NGO’s + local communities + institutions);
- Support each other;
- Create online communities for people to share their experiences;
- Inspirational talks;
- I’m a storyteller, not a protagonist;
- I’ll use art therapy;
- A small group can make a big difference;
- No country is perfect but we must keep trying;
- There are many other people out there working for better protection of human rights;
- Council against hate-Slovenia;
- Competency exchange between LGBTQ and anti-racism;
- Volunteering and active citizenship training for NGOs;
- To transfer some of the good practices to our national context;
- To diversify approaches;
- Influence of social media;
- Importance of media on public awareness;
- Children’s empowerment through emotional IQ;
- I will work with my students (11-15 years old);
- Some lessons learned here-workshops, presentations etc.;
- Connection between generations;
- Sharing ideas, projects, and activities;



- **LOVE;**
- **Importance of education in human rights;**
- **Develop life skills;**
- **Methodology against hate speech;**
- **Counting hate speech is very important in raising awareness;**
- **Education is the best way to tackle hate speech;**
- **Sharing with my colleagues;**
- **Implement more action on Hate Speech;**
- **Learn more about Hate Speech;**
- **Specific ideas to implement –a bit of FAQ’s for the migrants about their rights etc. on the work page;**
- **The importance of media literacy;**
- **That there’s always a way;**
- **Rhythm therapy;**
- **Emotional intelligence exercises;**
- **Distinction of definition of hate speech;**
- **New contacts;**
- **Knowledge about the situation in other countries;**
- **A little bit of new methods;**
- **There needs to be clear criteria for Hate Speech;**
- **Use positive messages and long-term prevention for fighting Hate Speech;**
- **Improved network;**
- **Need systematization;**
- **Creating umbrella;**
- **There are good initiatives being applied on the field but still have place to grow;**
- **The West and the East experience really different approaches;**
- **Cultural Identity/ European Identity-something I have to search more about;**
- **Support each other;**
- **Get out of the “NGO bubble”;**
- **Peer education in schools- The example of Poland;**
- **Artists as human rights advocates;**
- **Media monitoring methodologies;**
- **Hate Speech is a serious problem everywhere;**
- **There are many effective ways to tackle Hate Speech;**
- **There is always room to learn new things;**
- **Use public figures to achieve higher goals;**
- **Art and sports unite people well;**
- **There are plenty of good people to work with in all around the world;**
- **RSS aggregation tool for media monitoring;**
- **Facebook forums (the queer chat example from Iceland) + constant support;**
- **Litigation can be a tool for mainstreaming Hate Speech.**

