INHOPE

Annual Report 2024





A LOOK BACK

Letter from the Former President

Dear colleagues and partners,

As I reflect on my time as President of the INHOPE network, I am both proud of what we have achieved and mindful of the challenges that lie ahead. The fight against online child sexual abuse material (CSAM) is ever evolving, and while we have made significant progress, much work remains to be done.

In 2024, we strengthened our network by welcoming new members and deepening our partnerships. These steps have expanded our reach and improved our capacity to address CSAM globally. However, it is equally important to acknowledge that we are navigating a complex and rapidly changing landscape. New regulatory frameworks, shifting policies by key stakeholders, and the evolving digital environment all pose significant challenges to hotlines. These developments require us to rethink how we collaborate, share information, and advocate for effective measures to protect children online.

Our sector is under increased scrutiny, and the expectations placed on INHOPE and its member hotlines continue to grow. Ensuring that our network remains resilient and adaptable will be key to our future success. It is essential that we remain united in our mission and open to embracing new strategies to strengthen our impact.

As we face this challenging period, the support of our member hotlines and partners is more crucial than ever. The work we do cannot continue without sustained collaboration and financial backing. I urge each of you to stand together to lend your voices and resources to this shared mission, and to help us build a stronger, more sustainable future for INHOPE.

Working alongside this dedicated network of professionals has been a privilege, and I am grateful for the unwavering commitment shown by each member hotline and partner organisation. Your efforts make a real difference in protecting children worldwide.

As I step down from my role, I pass the torch with the hope that the incoming leadership will continue to drive forward the vital work we do, addressing the challenges head-on and ensuring that INHOPE remains a trusted leader in the fight against CSAM.

Thank you to the Executive Board, the Secretariat, and all our partners for your support and dedication.

Together we must face the future with resilience and resolve to protect the most vulnerable.

With gratitude and best wishes, INHOPE Former President, Sean Lyons

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BEFORE WE STAR

Opening from the Executive Director

Welcome to the INHOPE 2024 Annual Report. INHOPE is driven by a vision, and in 2024 we worked tirelessly towards that vision.

The year saw INHOPE continue to grow and evolve, which was only possible thanks to the unwavering support and hard work of our network of hotlines, the INHOPE Board, staff, and our partners. Together we achieved significant progress across all key areas of our long-term strategy, with a particular emphasis on People and Technology.

The INHOPE network grew to include two new member hotlines, further expanding our global footprint.

Extensive development work was also carried out in multiple countries, paving the way for continued growth into 2025 and beyond.

Our technical platform, ICCAM, underwent continual enhancements, enabling more effective and efficient exchange of CSAM data between member hotlines. Under the EU-funded CPORT project, data-sharing capabilities with law enforcement partners were also extended, further strengthening collaborative efforts.

The Universal Classification Schema project, supported by Safe Online, continued its development, promising a transformative impact on the use and sharing of CSAMrelated hash data in the future.

INHOPE delivered unprecedented capacity-building resources in 2024. We hosted more online and inperson training sessions, peer-to-peer exchanges, and workshops than ever before, fostering collaboration and skill development across hotlines, law enforcement, and industry partners.

The 2024 INHOPE Summit, generously hosted by Microsoft at its New York headquarters, brought together international technology organisations under the theme, "Knowledge is Power, Reporting is Action" exploring key themes of government-backed action for child online safety and the value of financial services contributing to the collective fight against CSAM online.

Throughout the year, INHOPE maintained active advocacy efforts in support of the Draft EU CSAM Regulation and the recast of the 2011 CSAM Directive. While these legislative processes are ongoing, our advocacy has ensured that hotlines remain prominently featured in draft legislation, significantly increasing their visibility and strengthening their role in online child protection.

With the conclusion of several projects and a newly established Board, 2024 marked the beginning of INHOPE's organisational reshaping. These changes will bring improved efficiencies in 2025, ensuring we remain well-positioned to deliver on our mission.

As you read this report, you will see in greater detail that 2024 was a year of improvement, growth, and development for INHOPE. As we move forward, we remain steadfast in our commitment to our vision: a digital world free from child sexual abuse material.

INHOPE Executive Director Denton Howard





Executive Summary

In 2024, INHOPE marked 25 years of global action against online child sexual abuse and exploitation. Our network expanded to 55 hotlines across 51 countries, reaching its largest scale yet, and allowing us to combat this crime more effectively. Throughout the year, INHOPE hotlines processed nearly 2.5 million media files from reported URLs, marking a staggering 218% increase from the previous year. These files of suspected illegal and harmful material, were traced across 86 countries, underscoring the global scale of the issue.

This sharp increase in reported content reflects not only the evolving tactics of perpetrators but also the emergence of several alarming trends. INHOPE analysts observed a growing sophistication in self-generated and AI (Artificial Intelligence) generated child sexual abuse material (CSAM), the increasing use of "Invite Child Abuse Pyramid" sites and encrypted messaging platforms to facilitate criminal activity, and a rise in both the financial and sexual exploitation of minors. As the

threat grows, INHOPE's hotlines remain at the forefront, working tirelessly to process reports and strengthen collaborations across sectors.

But tackling the rising level of CSAM reports, is only part of the fight. In 2024, the network also prioritised capacity building, raising public awareness about the role of hotlines and fostering stronger multi-sectoral collaboration in child online safety. By equipping stakeholders with the necessary tools and knowledge to combat exploitation online, INHOPE reinforces a global coordinated response to the increasingly complex borderless issue. As online threats evolve, INHOPE remains determined and continues to lead global efforts to safeguard children from online harm.

The year 2024 was marked by heightened cooperation and determination, as INHOPE continues to lead the global effort to protect children from online harm.



Terminology

CSAM: Child Sexual Abuse Material online has different legal definitions in different countries. The minimum defines CSAM as imagery or videos which show a person who is a child engaged in or depicted as being engaged in explicit sexual activity.

CSEM: Child Sexual Exploitation Material online refers to sexualised content depicting minors that is exploitative in nature but does not fall within the classification of nationally illegal CSAM. It can also include non-illegal images in a series with CSAM as exploitation material, due to its investigative relevance and the context of exploitation in which it was generated.

ICCAM: INHOPE's secure software solution to process, exchange and categorise CSAM reports. ICCAM is used by INHOPE hotlines in different jurisdictions and INTERPOL.

Report: a URL that has been reported to a hotline by a member of the public or industry that contains potentially illegal images or videos.

Record: individual media file, such as image or video depicting suspected CSAM, which is identified in the URLs reported to hotlines.

Exchanged records: the number of media files per URL shared among hotline members via ICCAM. These represent content reported in countries other than where it was hosted.

New records: the number of media files for newly reported content depicting child sexual abuse that has been assessed and found to be previously unseen.

Content is considered new if it doesn't match any existing records in ICCAM.

Illegal records: the number of media files processed in ICCAM that were confirmed by analysts to contain CSAM, including both known and new content.

LEA: Law Enforcement Agency

HP: Hosting Provider

CDN: Content Delivery Network refers to a network of proxy servers and their data centres, spread across different geographical locations.

NTD: Notice and Takedown procedure for asking a hosting provider or other relevant internet service providers to remove or disable access to illegal content hosted on their services.

Baseline: a classification for CSAM set by INTERPOL used as a de facto international standard considered illegal in any country. To be considered as Baseline, the material must show the following: a real child (not animated or rendered), appearing to be younger than 13 years old, who is involved in or witnessing sexual activities, or where there is a clear focus on the child's genital or anal area.

NCII: Non-Consensual Intimate Imagery refers to intimate photos or videos that are captured, published or distributed without the explicit consent of the person(s) depicted in those images.

Self-generated CSAM: sexually explicit content created by and featuring individuals below the age of eighteen. These images can be taken and shared intentionally by minors but are in many cases a result of online grooming or sexual extortion. NCII and self-generated CSAM are often interchangeable, while self-generated content can refer to both consensually and non-consensually produced intimate images.

Al-generated CSAM: child sexual abuse material artificially created by AI, including deepfakes and AI CSAM modelled on real children.

ICAP: Invite Child Abuse Pyramid site refers to a new type of illegal commercial platform designed for the exchange, sale, and reproduction of CSAM. These sites operate on an invitation-based model, where users gain access by distributing invitation links to others. In return, they receive increased access to more abusive material, creating a self-sustaining cycle of exploitation and distribution.

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CHAPTER 01

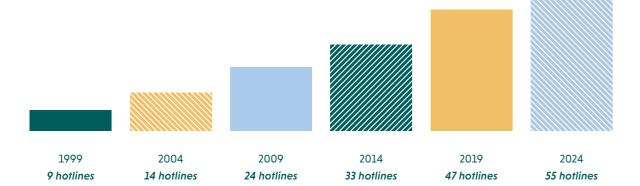
INHOPE

NHOPE was created by nine founder hotlines in 1999 with a primarily European focus which has now developed into a global network of 55 hotlines - with a shared vision of a digital world free of CSAM.

THE ORGANISATION

Who We Are

INHOPE is a global network of hotlines working to eliminate CSAM from the internet. Since 1999, INHOPE has provided a safe and anonymous way for the public to report suspected CSAM online and ensure that it is reported to the country where the content is hosted. This guarantees that the illegal and harmful material can be removed from the internet as fast as possible. Over the last 25 years, the network has grown from nine European hotlines to 55 hotlines in 51 countries, united by the mission of protecting children and creating a safer digital environment.



Vision

Our vision is a digital world free of child sexual abuse material

Mission

Our mission is to support and enable INHOPE hotlines in the rapid identification and removal of child sexual abuse material from the digital world.

The role of hotlines

At the core of this mission are hotline analysts—dedicated professionals who review and assess reports of suspected CSAM. These trained professionals work to identify and classify illegal content, ensuring its swift removal from the internet. Every time CSAM is shared

online, the child involved is re-victimised, making rapid removal essential. Analysts collaborate closely with internet service providers and law enforcement agencies (LEAs) to remove the content and support investigations that lead to the identification of offenders.

Hotlines operate within diverse organisations, from government bodies and non-profits to industry associations and regulatory authorities. Each member of the network is unique, sharing the common goal of protecting children by removing harmful content from the internet as rapidly as possible.

The roles and responsibilities of hotlines are continuously evolving to keep pace with the shifting digital landscape. As their role in combatting online child sexual abuse and exploitation becomes ever more critical, they are receiving growing legal recognition. In 2024, several EU hotlines were officially designated as Trusted Flaggers under the Digital Services Act (DSA), marking a significant step in the formal acknowledgment of the INHOPE network's efforts to address online child exploitation.

How the Network Functions

At the heart of INHOPE's operations is its secure ICCAM platform, which enables the swift and seamless exchange of CSAM reports between hotlines and across jurisdictions. This possibility to securely exchange CSAM between hotlines facilitates a faster removal process of harmful material online. ICCAM provides a service to hotlines worldwide that assists them in classifying reported images and videos according to international standards (INTERPOL's criteria) as well as national laws. In 2024, ICCAM's functionalities were expanded with the launch of CPORT, a portal that enables national law enforcement agencies to exchange information directly with national hotlines. The tool is currently being piloted or actively used in 15 countries.

A strong and connected network closely linked to other key stakeholders is essential to effectively combat CSAM on a global scale. This helps ensure a more coordinated and impactful response, leveraging resources and expertise from multiple sectors. INHOPE is dedicated

to fostering this sense of community among its member hotlines by supporting their growth and collaboration within and outside the network. Through initiatives like the Peer-to-Peer Exchange Program, Best Practice Guidelines, Quality Assurance Program, Annual General Meeting, international cross-sectoral events, Members Meetings, Monthly Q&A sessions, annual webinar series, and training sessions, INHOPE empowers hotlines to strengthen their expertise and adopt innovative approaches to their work.

Hotlines frequently highlight the immense value of being part of the INHOPE network. The connections, shared expertise, and sense of working together towards a common goal are consistently recognised as its greatest benefits. By fostering collaboration and facilitating the exchange of ideas and best practices, INHOPE ensures its network remains at the forefront of tackling CSAM worldwide.



Our Values

Transparency

Commitment

Collaboration

Responsibility

THE ORGANISATION

Our Objectives

To achieve its mission and vision, INHOPE focuses on five key objectives:

01 Raise awareness

to guide the public on what to report and where, as well as inform policy makers at the international level, including government, law enforcement and other related bodies, with the aim of achieving better international cooperation.

02 Grow partnerships

to work with a diverse mix of government agencies, inter-governmental organisations, civil society organisations (including child welfare), industrysponsored initiatives and other private sector partners.

03 Expand our global network

to expand the network of INHOPE hotlines around the world. Identifying and supporting new hotlines to become members by providing consultation and training to meet best practice standards.

04 Exchange expertise

to establish policies and best practice standards for hotlines and encourage the exchange of expertise among members and relevant stakeholders through fostering trust and good working relationships.

05 Quality assurance

to ensure effective response to illegal content reports around the world by developing consistent, effective, and secure mechanisms for exchanging reports between hotlines internationally, and ensuring a coordinated approach.

Our Impact

With a global reach and a strongly connected hotline network, INHOPE is in a unique position to support the crucial exchange of information on CSAM, gather critical data and insights from around the world, and provide a comprehensive view of the evolving threat landscape. NHOPE and its member hotlines serve as vital resources or policymakers, law enforcement, and industry partners, enabling them to make informed decisions and ake timely actions. This impact is fundamental to shaping effective, coordinated responses that can protect children and ensure a safer online environment globally.







CHAPTER 02

Data & Trends

A review of data and trends collected by our networl of 55 hotlines across 5 continents in 2024.



BEHIND THE NUMBERS

Key Data and Trends 2024

Every year, INHOPE presents annual figures to highlight the critical reality of the battle against CSAM. In 2024, INHOPE member hotlines exchanged almost 2.5 million individual media files from reported URLs containing suspected illegal and harmful material related to child sexual abuse and exploitation. Each of these URLs may include an image or video that victimises a child, underscoring the urgent need for collective action to protect children of all ages and genders worldwide.

Throughout this report, individual media files (such as images and videos) identified in the URLs exchanged by INHOPE member hotlines via ICCAM (INHOPE's secure platform for collecting, exchanging, and classifying CSAM reports) are referred as "confirmed online records of CSAM" when the content has been classified as illegal. When the legality of the content is still under investigation, the URLs are referred as "suspected online records of CSAM."

Key Insights and Technological Challenges

The INHOPE network, with 55 member hotlines worldwide, gathers annual insights on trends and challenges related to CSAM reporting. This section highlights the primary data trends identified by hotline analysts through the year.

In 2024, analysts observed notable shifts in CSAM distribution tactics, driven by new technologies and increasingly sophisticated evasion methods by perpetrators. Key developments include changes in content creation, distribution channels, report types, and international collaboration among threat actors. The trends below summarise the most critical challenges and changes identified over the past year.

Insights from the Network

The INHOPE network collectively processed an unprecedented volume of at least 2.5 million online records of CSAM

The overall number of online records observed by the INHOPE network in 2024 is unprecedented, reaching record numbers that have never been seen before in the 20 years since INHOPE started to collect and publish data.

In an open-ended survey, the hotline analysts working on the removal and assessment of this material, reported that similarly to previous years, a substantial volume of CSAM reports involves self-generated material, commonly distributed through mainstream platforms and encrypted messaging apps. This trend highlights a continuation of a shift in how content is created and shared, which can be driven by sexual extortion or social manipulation of children and minors.

An additional observation is the increasing realism and sophistication of Al-generated CSAM. Analysts noted a significant rise in manipulated, virtual, and composite images, which are often photo-realistic and harder to distinguish from genuine material. This trend poses challenges for both hotlines and law enforcement agencies, as the complexity of analysing and triaging such material continues to grow.

An analyst from an INHOPE member hotline estimated that in 2024 alone, their hotline handled online records depicting at least 30,000 children. A chilling reminder that these records document real crimes affecting real children.

Image hosts and forums remain the most prominent means of distribution

The data recorded for all exchanged online records of child sexual abuse in 2024 shows that image hosts and forums remain the primary platforms where these images are found. iCAP sites (Invite Child Abuse Pyramid sites) have emerged as a prominent channel for CSAM distribution, alongside traditional image-hosting platforms. These sites operate through affiliate-style structures and exploit social media for dissemination. Access to such platforms is often facilitated through forums, comment sections, or adult content websites.

Additionally, new evasion tactics, such as the use of link shorteners, browser apps, and streaming platforms, have been adopted by perpetrators.

Distribution through public forums, adult sites, and illegal browser applications is also on the rise.

These developments demonstrate how perpetrators adapt quickly to new technologies and tools, making it more difficult to disrupt their operations.

BEHIND THE NUMBERS

Abuse at Scale

Encrypted messaging platforms, such as Telegram, X (formerly Twitter), and Instagram, are increasingly used for CSAM distribution and grooming.

Simultaneously, there has been a rise in sexual extortion and more broadly, of financial exploitation of children.

Perpetrators are leveraging advanced tactics, such as:

- o Using YouTube comment sections to share CSAM.
- o Generating illegal content through AI prompts.
- Coercing children into exploitative sexual activities for purposes of sexual extortion and manipulation.

These evolving tactics underscore the adaptability of criminal networks and their ability to exploit technological advancements.

Hotlines Increasingly Rely on Network Collaboration

While some hotlines have observed a decrease in public reporting and overall report volume, the cases that are reported have become more severe and complex.

In turn, cooperation between hotlines within the INHOPE network has significantly increased. Many cases are now shared across the network, reflecting a shift toward a more coordinated effort among hotlines to complement public reports. This collaborative approach allows for more efficient identification and response to these critical cases.

Understanding the ICCAM Reporting Process

Why aren't all reports included in the Annual Report?

ICCAM is the technology platform used by INHOPE network hotline analysts to exchange information on CSAM reports. If a hotline analyst assesses a report as not illegal, they may choose not to enter it into ICCAM, as no data exchange with another member organisation is necessary. Additionally, many INHOPE members have mandates to also remove other types of harmful content or to conduct proactive searches. As a result, analysts at our member hotlines have classified and accelerated the removal of more content than that exchanged within the

INHOPE network. The total number of reports processed by the network, therefore, is higher than the number of reports recorded in ICCAM.

All INHOPE network hotline analysts are trained to assess content and using their expertise to classify the content's illegality. Their primary focus is identifying and prioritising CSAM to ensure its swift removal from the internet.

All reports exchanged among hotlines undergo thorough assessment to ensure that no suspected incidents of online sexual exploitation of children are overlooked.

Additionally, ICCAM is designed to handle content for removal from the open web. This means that any material hosted on TOR/onion sites, typically associated with the dark web and not publicly accessible, is not included in the data presented in this annual report.

What happens to the suspected online records of child sexual abuse?

A total of 2.497.438 suspected online records of CSAM were entered into the INHOPE system, ICCAM, and assessed for exchange with other hotlines in 2024. An online record is an individual media file (video or image) with its own URL, hosted on the Internet. Once records are in ICCAM, an analyst from the host country reviews them against national jurisdiction. The analyst classifies the content as either baseline (illegal globally), national (illegal in the host country), not illegal, or undetermined (requiring further review). Depending on national legislation, content classified as illegal is reported to law enforcement and to the hosting provider for takedown. As a result, the number of confirmed online records of CSAM removed from the internet is lower than the number of reports received.

Why is hosting so different across countries?

Hosting countries refer to the country that the suspected CSAM was traced to, which relates to distribution, and not its production. The amount of CSAM hosted varies greatly from country to country depending on factors like IT infrastructure, pricing, and availability. This imbalance results in a small number of hotlines receiving the majority of reports.

In 2024, INHOPE's hotlines traced suspected online records of CSAM to 86 countries—a slight increase from 84 in 2023, and a notable increase from 49 countries since 2020. The large number of hosting countries directly highlights the importance of growing the INHOPE network. By extending the hotline model to high-risk locations, the INHOPE network is better equipped to address emerging threats, particularly

as criminal activity may be shifting to less-legislated countries to evade regulations and preventive measures elsewhere.

Illegal content is often moved between hosting providers to evade detection, even after material was removed. This means that a single CSAM report could require multiple rounds of repeating the tracing and processing before successful removal. The scale of INHOPE's global network guarantees that online records of CSAM can still be tracked and removed, even when criminals work hard to avoid detection.

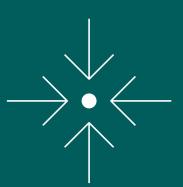
How is CSAM taken down? What is a Notice and Takedown?

Once the content is assessed as containing child sexual abuse, the analyst identifies the relevant hosting provider (HP) and sends a Notice and Takedown order to get the content removed. A Notice and Takedown order is a procedure for asking a HP or other relevant internet service providers (such as, platform or search engine providers) to immediately remove or disable access to illegal material hosted on their services.

When illegal content is hosted through a content delivery network (CDN), getting images or videos removed requires additional steps and time. A CDN is a network of proxy servers and their data centres, spread across different geographical locations. Analyst must first contact the CDN to find the hosting provider, which delays takedown processes. Once the correct hosting provider is identified through the CDN, the analyst can send out a Notice and Takedown order. Both INHOPE and individual hotlines have agreements with the most prevalent CDN providers to speed up this process.

With the significant increase of reports received by hotlines comes an increase of analytical work and workload. But the number of analysts does not always increase. This in turn has consequences for the time it takes to process reports, send Notice and Takedown orders, and get the content removed from the internet.





CHAPTER 0

Key Figures

2024 saw unprecedented levels of CSAM records processed by our network of hotlines - the highest number in INHOPE's 20 year history of collecting and publishing data. DATA INSIGHTS

Number of Records

Almost 2.5 million (2.497.438) suspected online records of CSAM were identified and exchanged through INHOPE hotlines in 2024, a 218% increase compared to 2023 when 785,322 records were reported. This figure represents the number of pieces of content—meaning single images and/or videos—that were input into ICCAM.

The sharp increase in reported content can largely be attributed to a single European hotline, SafeNet Bulgaria which contributed 1.6 million of the total 2.5 million records. A significant portion of this content originated from a cluster of a few known forums and abuse sites, where links to abusive content are uploaded in large volumes. After discussions with SafeNet, several key factors were identified as drivers of this surge. Perpetrators have become more organised, focusing

their activities on a few major forums, which allows for more efficient identification but also reveals the vast scale of unreported content. Additionally, a change in criminal practices have led to a sharp increase in reported content, as offenders now upload individual video frames rather than composite images, drastically inflating the number of items per page. Finally, technological and workflow improvements, particularly CCAM's processing speed and SafeNet's optimised internal procedures, have enabled a higher reporting capacity. While this surge underscores the scale of the issue, it is important to note that this exceptional increase was driven by specific factors, such as the concentration of content on a limited number of platforms, and should not be seen as an indication of a new norm in future years.

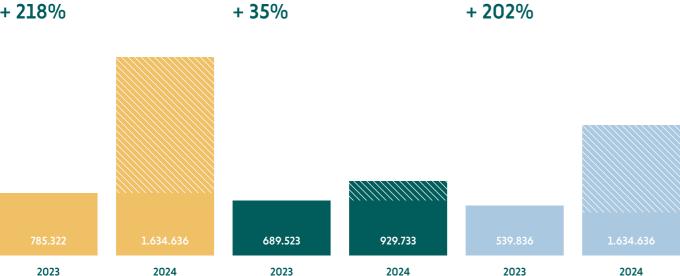
An alarming trend is the increase in illegal records, which saw a 202% jump, from 539,836 records in 2023 to 1.634.636 in 2024. This represents 65% of all exchanged records in 2024, further emphasising the urgent need for stronger action against illegal material circulating online.

These figures highlight a striking escalation in both the quantity and identification of online records related to child sexual abuse in 2024.

Suspected records + 218%

New records

Illegal records



A look through the years

- o **Exchanged Records:** reports of exchanged records in 2024 (2,497,438) show a 218.0% increase compared to 2023 and have exceeded the peak recorded in 2020 by 140.6%, indicating a remarkable resurgence in reporting activity across the network.
- o New Records: reports of new records in 2024 (929,733) reflect a 34.8% increase compared to 2023 and have surpassed the peak levels seen in 2021 (760,054) by 22.4%, demonstrating a significant rise in the identification of previously unseen materials.
- o Illegal Records: reports of illegal records in 2024 (1,634,636) represent a 202.8% increase from 2023, marking the highest levels recorded in the past five years and emphasizing a critical need for action.

	Exchanged Records	New Records	Illegal Records
2020	1.038.250	683.890	492.961
2021	910.642	760.054	443.391
2022	587.852	497.001	402.601
2023	785.322	689.523	539.836
2024	2.497.438	929.733	1.634.636



DATA INSIGHTS

Location of The Records

This section outlines the location of suspected online CSAM records, focusing on both geographical distribution and the types of platforms hosting this content.

It covers two key aspects: the global spread of hosting locations and the specific platform types involved.

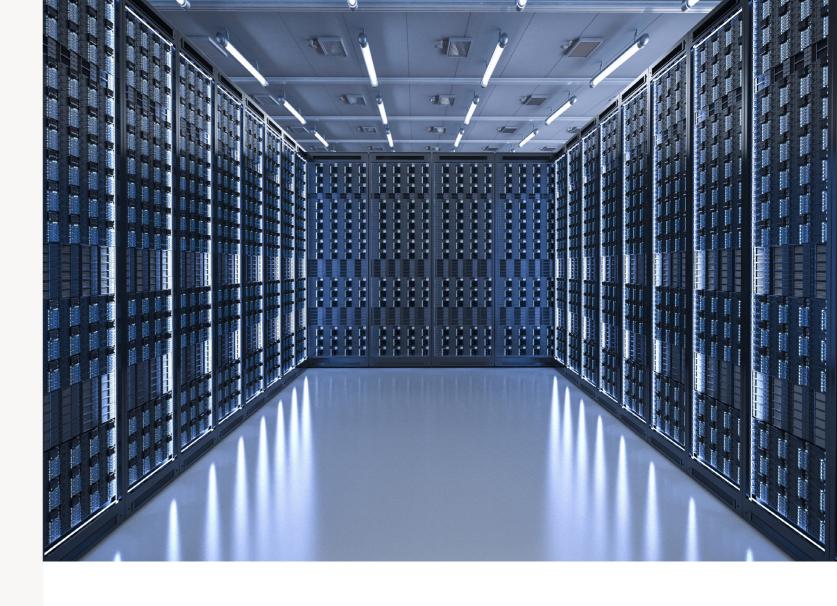
Additionally, it examines the geographical patterns of confirmed illegal child sexual abuse material, as detailed in the subsection 'Illegal Patterns and Distribution'.

Suspected online records of CSAM were traced to 86 countries, 50 of which INHOPE is actively engaged in – either through an established hotline or through an organisation in the process of becoming a hotline. The number of hosting countries reflects an increase compared to 2023 (84 countries), and marks a significant rise from 2020, when CSAM material was detected in 49 countries. Efforts are currently underway to establish hotlines in targeted regions such as Africa, Southeast Asia, and South America.

*1-3% - Romania, Germany, Hong Kong, Russian Federation, Malaysia, France, Sweden, Lithuania, Vietnam

*Less than 1% - Moldova, Ukraine, Canada, China, Luxembourg, Austria, Panama, Latvia, Czech Republic, Poland, Switzerland, Finland, South Korea, Australia, Costa Rica, Vanuatu, Japan, Brazil, Italy, Singapore, Azerbaijan, Estonia, United Arab Emirates, Armenia, New Zealand, India, Norway, Peru, Portugal, South Africa, Belgium, Spain, Ireland, Serbia, Turkey, Cyprus, Dominica, United Kingdom, Hungary, Indonesia, Iran, Montenegro, Netherlands Antilles, Denmark, Iceland, Belarus, Mauritius, Saudi Arabia, Albania, British Virgin Islands, Kazakhstan, Bouvet Island, Qatar, Taiwan, Mexico, Anguilla, Croatia, Antigua and Barbuda, Thailand, Bangladesh, Colombia, Iraq, Israel, Kyrgyzstan, Algeria, The Bahamas, Chile, Ethiopia, Nicaragua, Uruguay, Venezuela, Georgia, Bosnia and Herzegovina.

3.96% Slovakia 3.27% Bulgaria 21.09% Others*



A Look through the years

- o Consistency in Hosting Patterns: the Netherlands and the United States have consistently remained the top two hosting countries for reports of suspected CSAM from 2020 through 2024, reflecting entrenched trends in hosting locations.
- o Shifts in Third Position: the third-ranking country has fluctuated over the years, with Russia being replaced by Slovakia in 2022, Hong Kong in 2023, and again Slovakia in 2024 indicating shifts in hosting infrastructure or reporting patterns.
- o **2024 Overview**: the Netherlands and the United States continue to be the primary hosting countries, while Slovakia's position highlights evolving dynamics in global CSAM hosting trends.

Top Hosting Countries	01	02	03
2020	Netherlands	United States	Russia
2021	Netherlands	United States	Russia
2022	Netherlands	United States	Slovakia
2023	Netherlands	United States	Hong Kong
2024	Netherlands	United States	Slovakia

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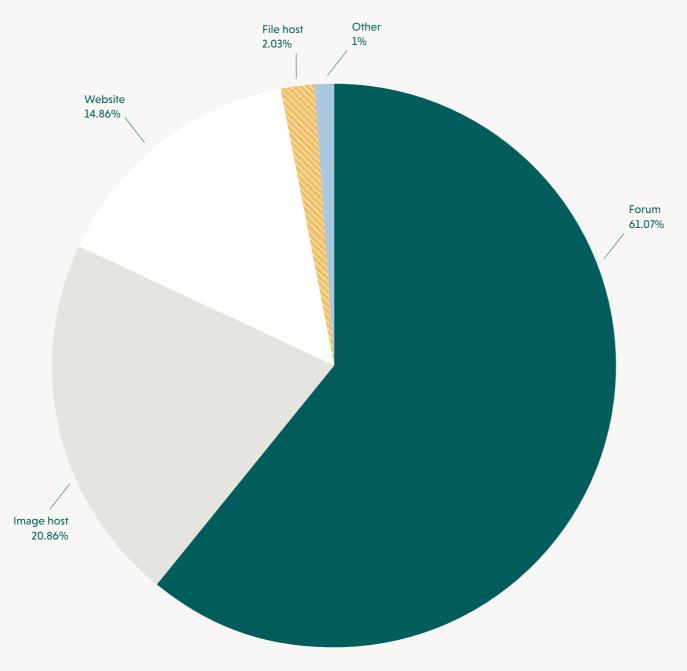
DATA INSIGHTS

Site Type

This section presents the distribution of CSAM across various site types reported to INHOPE hotlines during 2024. Forums have become the most used platform, accounting for 61.07% of reports, a sharp rise from 8.79% in 2023. This growth has significantly reduced the share of image hosting sites, which now represent 20.86% of reports, down from 39.36% in 2023. Similarly, websites, which were the leading site type in 2023 with 42.65%, have further declined to 14.86% in 2024, making them the third most common platform for CSAM distribution.



Other (banner site, social networking, blog, web archive, search provider, link site, redirector)



Illegal Patterns and Distribution

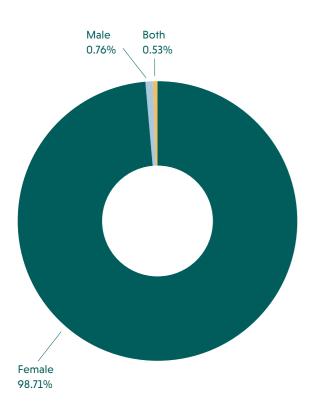
The nature of illegal and harmful activities online varies by country, which impacts how child sexual abuse reports are handled. National laws differ in defining what constitutes a "child" and what qualifies as CSAM. INHOPE, with support from the European Commission, advocates for legislation that protects children, including initiatives to ensure that child sexual exploitation material (CSEM) is defined within national laws where applicable, aiming to strengthen child protection and address harmful or privacy-violating content.

The 2024 data show a stable pattern in illegal content patterns and distribution, with the Netherlands and the United States remaining the top hosting countries for confirmed online records of CSAM.

14.63% United States 4.45% Slovakia 3.67% Romania

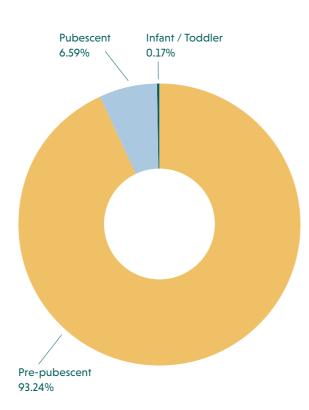
DATA INSIGHTS

Biological Sex



Female victims continued to be overwhelmingly represented, comprising 98.71% of reported cases, an increase from 94.60% in 2023. In contrast, the percentage of male victims has decreased significantly, dropping from 3.66% in 2023 to just 0.76% in 2024. Cases involving both sexes have also declined slightly, representing 0.53% of reports. These trends highlight the persistent disproportionate representation of female victims while reflecting a sharp decrease in male victims and a minor reduction in cases involving both sexes.

Age of Victims

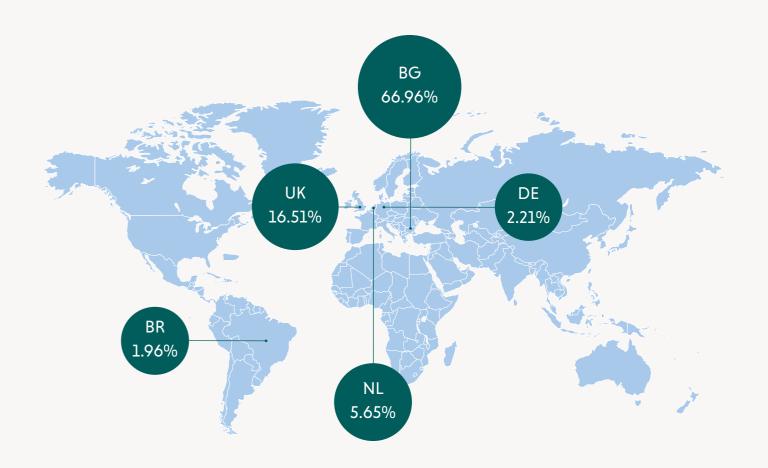


In 2024, 93.24% of CSAM victims were pre-pubescent (ages 3-13), up from 90% in 2023, continuing to represent the vast majority of cases. Pubescent victims (ages 14-17) decreased to 6.59%, down from 10% in 2023, showing a notable decline. Infant and toddler victims (under 3 years old) accounted for 0.17%, a slight drop from 0.34% earlier in the year. These trends underscore the continued predominance of pre-pubescent victims.

Worldwide Reporting Countries

41 countries within the INHOPE network reported suspected records of CSAM via the ICCAM portal.

*Other: Colombia 1.14%, Czech Republic 1.00%, Austria 0.68%, Finland 0.61%, France 0.52%, Australia 0.47%, Sweden 0.45%, Ireland 0.42%, Luxembourg 0.38%, Poland 0.32%, Belgium 0.21%, Mexico 0.10%, Portugal 0.09%, Taiwan 0.06%, Denmark 0.06%, Romania 0.03%, Ukraine 0.03%, Latvia 0.03%, Hungary 0.03%, Greece 0.02%, Japan 0.02%, Thailand 0.02%, Argentina 0.02%, Cambodia 0.01%, Lithuania 0.01%, Serbia 0.01%, Moldova 0.01%



DATA INSIGHTS

Global Reporting Times

In 2024, 74% of URLs hosting illegal records were reported to national Law Enforcement Agencies (LEAs) within three days of a Notice and Takedown order, down from 82% in 2023. The percentage of same-day reports decreased by 8%, while reports made within 2-7 days increased to 23%, up from 11% in 2023.

Regarding content removal, 33% of URLs were removed within 24 hours, an improvement from 23% in 2023. However, removals after seven days fell to 30%, compared to 44% in 2023, reflecting overall faster removal times, although delays in some cases persist.

These trends show progress in law enforcement reporting and content removal times, underscoring efforts to improve efficiency, particularly in regions without national hotlines or where ISP engagement is challenging.

Note: The breakdowns are based on the number of online records of child sexual abuse material which have been sent to Law Enforcement Agencies (LEA), Hosting Provider (HP) and/or have been removed from the internet.

LEA Reporting Times HP Reporting Times Content Removal Times 74% 73% 33%

These graphs refer to content reported or removed within 24 hours.

Reporting Times in Detail

	LEA Reporting	HP Reporting	Content Removal
Same day	74%	73%	33%
2-7 days	23%	23%	37%
7+ days	3%	4%	30%

Compare and **Contrast**

The value of the INHOPE network is particularly evident when comparing data from countries within the network to those without a national hotline, as outlined in the following infographic.



INHOPE

Hotline

No Hotline

1.4 days is the average CSAM removal time within the INHOPE network (best case scenario). This contrast highlights the benefits of the support and resources of a mature and resourceful international network.

Stakeholders

Each organisation processing CSAM reports operates within its national context, following laws on consent, CSAM illegality, classification, and proactive searches. Organisations with the fastest removal times typically have clear mandates and effective collaboration with law enforcement and hosting providers.

Capacity

Depending on their structure, each organisation faces unique challenges, including funding constraints and fluctuating workloads. Being part of the INHOPE network means they can rely on capacity building, training, and knowledge exchange, helping them grow and adapt even in the face of limited resources.

Network

The strength of INHOPE lies in the commitment of its membership to work together in its mission towards a world free of CSAM. This is supported by the development of common best practices and standard processes of exchange, classification and removal of online CSAM. The collected statistics prove that this approach works.





CHAPTER 04

Our Network

Child sexual abuse and exploitation online is never confined to one country or region, and perpetrators often exploit jurisdictional gaps. By creating a global hotline network, INHOPE ensures that CSAM reports are swiftly addressed, regardless of where they are hosted.

EXPANDING OUR REACH

Hotlines Welcomed in 2024

Child sexual abuse and exploitation online is never confined to one country or region, and perpetrators often exploit jurisdictional gaps. By creating a global hotline network, INHOPE ensures that CSAM reports are swiftly addressed, regardless of where they are hosted.

The INHOPE network expansion team continuously works on expanding this network to ensure that all regions, particularly those that face emerging digital threats have the resources to effectively address them. In 2024, the INHOPE Network continued to grow and strengthen its global impact through the addition of new hotlines, regional expansion efforts, and collaborative initiatives.

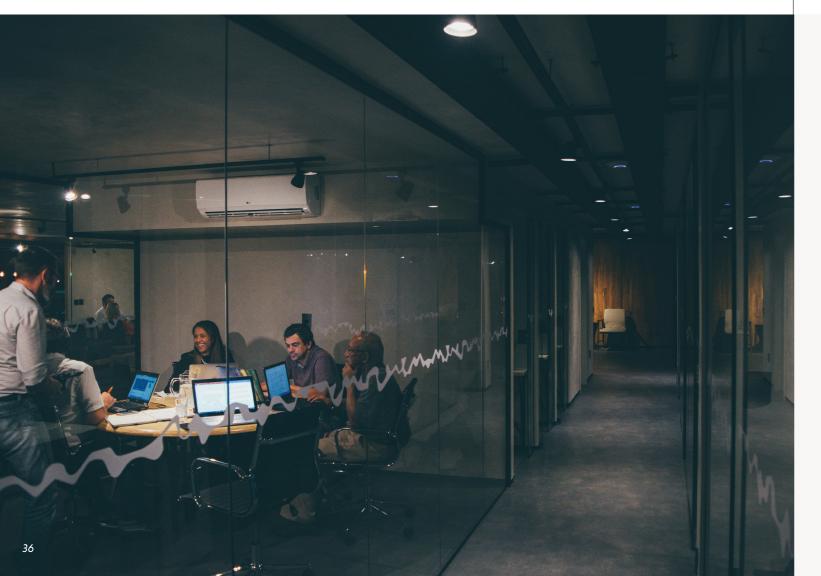


is a women-led nonprofit organisation dedicated to ending sexual violence against women and children, with a strong focus on empowering and protecting girls. Established in 2016, ACSAI seeks to transform societal responses to violence through education, advocacy, sensitisation, and awareness-raising initiatives.

In 2024, ACSAI launched a national hotline with key support from the Nigerian Police Force (via an MoU), the National Agency for the Prohibition of Trafficking in Persons (NAPTIP), and the Cyber Police Unit. Following unanimous approval by the INHOPE Board in April 2024, ACSAI joined the network as a provisional member with full membership anticipated by Spring 2025.

ACSAl's programmes include outreach, advocacy, survivor support, and mechanisms for reporting online child sexual abuse material. Their inclusion strengthens INHOPE's efforts to combat CSAM and advance child protection on the African continent.







The Internet Hotline Centre (IHC), operated by Pole to Win Inc. (PTW), serves as Japan's national hotline for reporting online child sexual abuse material.

Founded in 1994, PTW is a Japanese company specialising in game testing, localisation, and quality assurance, boasting over three decades of expertise in customer experience and technology services. In April 2024, PTW received the mandate to take over the hotline operations and start running it with the endorsement of ECPAT/Stop Japan, UNICEF Japan, and the Safer Internet Association. Since then, PTW has provided online users with a secure, anonymous platform for reporting CSAM in the country. It collaborates closely with key authorities, including the Ministry of Health, Labour and Welfare, and the National Police Agency (NPA), to ensure swift responses to CSAM reports, furthering its commitment to child welfare and human rights in the digital sphere.

In November 2024, IHC was unanimously approved as a provisional member of the INHOPE network, with expectations to become a full member in Autumn 2025.

With the addition of ACSAI and IHC, the INHOPE network now spans 55 hotlines across 51 countries.



Network expansion efforts

INHOPE is dedicated to network expansion, which is guided by multiple key factors, the main one being the level of CSAM hosting as revealed by our hotline analysts through ICCAM. The increasing interest from organisations worldwide, reaching out to INHOPE for guidance on establishing hotlines, reinforces our goal of expanding the network and advancing child protection efforts globally.

Africa: while Africa is still underrepresented in our network, INHOPE is committed to increasing the number of hotlines on the continent. With Nigeria as a member, INHOPE now has two active African hotlines, and progress is being made in Sub-Saharan countries, with Zambia making notable advancements in transitioning to a fully operational hotline. Other countries, including Ghana, Zimbabwe, and Cameroon, have key NGOs driving engagement with all stakeholders to establish hotlines, signalling positive momentum for future expansion.

Americas: interest in establishing hotlines is rising across the Americas, particularly in Spanish-speaking countries, with negotiations underway in Bolivia and initial discussions taking place in Costa Rica.

Asia and the Pacific: the addition of Japan in November 2024 has expanded INHOPE's reach to eight countries in the Asia-Pacific region, with Nepal expected to join the network in early 2025.

Middle East and North Africa: INHOPE's Network Expansion team has been invited by key regional stakeholders to introduce our work in this region. Following recent visits to Tunisia and the UAE, initial efforts to establish hotlines in the region are now underway. The Middle East and North Africa have been prioritised for 2025, with concentrated efforts to accelerate the establishment of hotlines across the region.

Regional Chapters and Their Impact

INHOPE is committed to combatting CSAM worldwide and acknowledges the unique challenges faced by different regions. Hotlines within the same region often encounter similar challenges and opportunities, and by facilitating regional collaboration, INHOPE strengthens the effectiveness of its global network. This is achieved through Regional Chapters, which promote cooperation among hotlines that operate under similar regulatory frameworks, addressing shared concerns, priorities, and needs. This initiative helps us stay connected to local contexts, drawing on first-hand insights from members to better tailor our services to regional requirements.

- O Africa: due to underrepresentation in Africa, our focus remains on expanding the presence of hotlines before formalising a chapter in the region. In the meantime, INHOPE facilitates communication between our African members, supporting mutual assistance and enhancing knowledge exchange. Once more regional hotlines are established, we will have a strong foundation for future chapter development.
- o Asia Pacific: led by eSafety Commissioner, our hotline member in Australia, this chapter has seen structured initiatives that regularly bring members together through virtual calls and meetings. 2024 marked the first anniversary of the Asia Pacific Regional Chapter launch, a milestone that allowed us to identify common priorities, set goals for 2025, and provide a platform for knowledge exchange. A key achievement this year was the peer-to-peer exchange organised by eSafety, which brought regional members together for three days to share insights and learn from one another.
- O Europe: INHOPE's efforts in Europe in 2024 were focused on three key areas: 1) providing continued support in advocacy and policy initiatives to strengthen the role and work of hotlines within the EU and regional human rights mechanisms; 2) collaborating with relevant actors in European territories without a hotline, with notable progress with Andorra and Switzerland; and 3) assisting countries where hotline operations are being transferred to other organisations, with Bulgaria being one example of this ongoing support. These efforts will continue into 2025, ensuring the further development and establishment of hotlines across the region. Most European hotlines are already connected through Safer Internet Centres. Late 2024 marked the beginning of discussions to identify shared priorities and objectives that are not yet addressed, that should be discussed at a broader European level, and that can shape the European chapter. In 2025, the discussion on establishing a chapter will continue.
- O Latin America: launched in May 2024, the Latin America Regional Chapter gathered representatives from existing members and potential candidates in Bogotá, Colombia. The INHOPE Secretariat introduced the chapter and outlined its functioning for the remainder of the year. A central focus for the chapter's development was fostering internal communication, including creating dedicated pages within INHOPE communication platforms and hosting Spanish-language meetings. Looking ahead to 2025, we aim to consolidate the chapter further, deepen engagement with potential candidates, and involve additional stakeholders in the region.

EXPANDING OUR REACH

Coming Together as a Network

Members Meetings and Annual Assemblies

In 2024, the INHOPE network convened twice for Members Meetings and related Assemblies: the first in April in Warsaw, Poland, and the second in November in Amsterdam, the Netherlands.

These events provided members with valuable opportunities to connect with each other and engage in sessions focused on innovations in child protection, critical areas of hotline operations and global, collective efforts against CSAM. Participants explored how to enhance advocacy and lobbying efforts using recent INHOPE publications, attended workshops with INTERPOL representatives on fostering cooperation with external stakeholders, and gained insights into groundbreaking projects successfully implemented by other hotlines. Additionally, members participated in sessions addressing high-level developments on ICCAM, legal concerns, and funding challenges and

opportunities. Each Members Meeting concluded with a members-only General Assembly, where key decisions impacting the network's operations were voted and agreed on. In 2024, these included granting full membership status to four organisations (Grooming Argentina, SigurOnline in Moldova, Ochran Ma in Slovakia, and NGO Magnolia in Ukraine), welcoming new members to the INHOPE Board (see Governance for further details), and approving the budget for the 2025 INHOPE operations.

Peer-to-Peer Exchanges

The Peer-to-Peer Exchange initiative facilitates visits between hotline analysts to share knowledge, best practices, and operational insights. In 2024, a total of 10 exchanges were conducted, including two regional exchanges in Latin America and Asia Pacific, alongside eight in Europe.

	Visiting hotline	Hosting hotline	Location
01	Latin America regional group	Te Protejo Colombia	Bogotá, Colombia
02	Asia Pacific regional group	eSafety Commissioner	Sydney, Australia
03	SafeLine Greece	Internet World Foundation	London, United Kingdom
04	Hotline.ie	Linha Internet Segura	Lisbon, Portugal
05	FSM	ECPAT Sweden	Stockholm, Sweden
06	Jugendschutz.net	ECPAT Sweden	Stockholm, Sweden
07	Save the Children Finland	Report It (AnmeldDet)	Copenhagen, Denmark
08	SigurOnline	InternetHotline	Budapest, Hungary
09	Ochran Ma (Slovakia)	Offlimits	Amsterdam, the Netherlands
10	Centar za Nestalu i Zlostavljanu Djecu	Child Focus	Brussels, Belgium

Feedback from 2024 underscores the Peer-to-Peer Exchange as one of the most highly regarded initiatives offered within the network, with up to 90% of participants rating their experience as "excellent." The exchanges are particularly valued for three key outcomes: strengthening relationships among hotlines, keeping participants updated on tools and trends to combat child sexual abuse material, and fostering a shared understanding of the challenges and complexities within the child protection sector. INHOPE recently published one-on-one interviews with participants who benefitted from these exchanges, such as SafeLine Greece, Hotline.ie, and ECPAT Taiwan.

Quality Assurance Programme

The Quality Assurance Programme (QAP) is an initiative through which INHOPE ensures that member hotlines uphold high-quality operations. Regular reviews assess critical areas such as report handling, stakeholder engagement, and staff wellbeing, ensuring consistent compliance with network standards. After each visit, hotlines receive tailored recommendations and requirements, which must be addressed within six months. Non-compliance with these standards may lead to withheld certification or impact membership status.

To support members in meeting these requirements, INHOPE provides access to valuable resources offering best practices and guidance for implementing necessary changes. These resources, regularly updated by the Secretariat with member supervision, cover essential areas such as reporting, stakeholder relationships, hotline operations, and compliance with membership standards

In 2024, INHOPE conducted nine QAP visits: six funded by the European Union and focused on European hotlines, and three international visits supported by internal funding. Among these was an assessment of Japan's IHC, which successfully joined the network in November 2024.

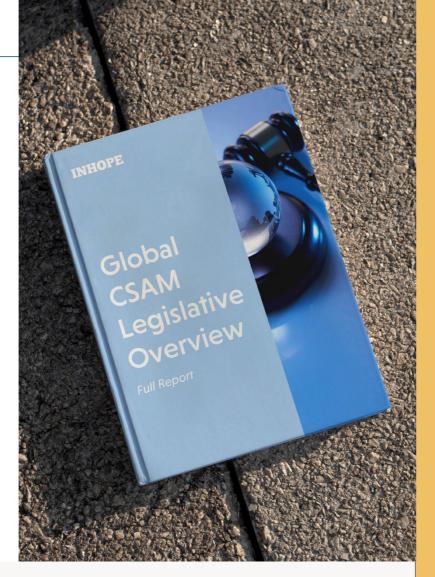
	Reviewed hotline	
01	Safernet Brazil	Brazil
02	Offlimits	Netherlands
03	Telefono Azzurro	Italy
04	Save the Children Italy	Italy
05	Eco	Germany
06	Jugendschutz.net	Germany
07	FSM	Germany
08	Internet Hotline Centre (IHC)	Japan
09	Te Protejo Colombia	Colombia

Overall, the QAP reaffirmed the high standards of operations across the network while providing actionable insights to ensure continuous improvement and excellence. No further issues were identified, and INHOPE has already begun coordinating regular QAP visits in 2025.

Activities Highlights

In 2024, INHOPE launched a series of impactful publications, events, training sessions, and campaigns with the goal of addressing the rising level of CSAM online. Specifically, our goals were to: (1) enhance the knowledge, tools, and skills of key stakeholders in the fight against CSAM, (2) facilitate collaboration and information exchange within and across relevant sectors, and (3) raise public awareness.

The initiatives were conducted through numerous projects funded by the European Union (BIK, CERV, DIGITAL, ISF) and Safe Online. This could not have been achieved without the unwavering support of our hotlines, funding partners, and above-mentioned donors.



Publications

- O Global CSAM Legislative Overview: this resource provides an in-depth analysis of the national laws in 61 countries regulating child sexual abuse and exploitation online. It also maps the operations of hotlines across the world, offering a comprehensive understanding of global legal frameworks and their impact on CSAM prevention. The guide is available in English, French, Spanish, and Greek.
- O Digital Literacy Guide: this guide equips young users with actionable advice on online safety, security, and wellbeing, helping them manage their online presence responsibly. It offers guidance on recognising risks, engaging respectfully, and seeking reliable support. Although targeted at youth, the guide is also a valuable resource for parents, educators, safer internet centres, and hotlines, broadening its impact across communities. The Guide is available in English and Greek.
- Legislative Changes: this practical guide supports hotlines in navigating advocacy and legislative processes. It offers step-by-step instructions tailored to regional and international contexts, empowering hotlines to

protection and safer online environments.

o Guidelines on Advocacy & Initiating effectively influence policy changes that promote child

Events





EXPANDING OUR REACH

Products

- o <u>Universal Classification Schema</u>: Version 2 of the Universal Schema, a harmonised classification system for CSAM, was released in March 2024. this updated version incorporates feedback to better address emerging trends in CSAM detection and classification. Available in six languages, the Schema is designed to improve global consistency and efficiency in identifying and triaging
- c CPORT: The Law Enforcement portal into ICCAM was finalised and put into production in February 2024. The portal facilitates a direct data and information exchange between hotline content analysts and law enforcement officers to streamline the removal of CSAM and make the interorganisational communication quicker, safer and easier. By the end of 2024, CPORT is used or piloted in 15 and tested in 3 countries.

Trainings & Webinars

- o Experts Insights Webinar Series: with over 1360 attendees, this series of seven webinars tackled critical topics such as Al-generated CSAM evolving perpetrator tactics, and innovative prevention strategies. Featuring experts from academia, law enforcement, and industry, the sessions facilitated knowledge-sharing on the latest developments in child online safety.
- o Universal Classification Schema Training: the inaugural training session in Warsaw was followed by three additional sessions in Colombia, Zambia, and the Netherlands, engaging over 150 participants, including hotline staff, law enforcement, and industry representatives. These trainings focused on improving the understanding and application of the Universal Classification Schema in detecting and handling CSAM.

- o Joint Insafe-INHOPE Training Meeting: held in Warsaw, Poland, this in-person meeting brought together over 200 participants from hotlines, helplines, awareness centres, and youth groups. Discussions centred on the impact of AI on online safety, the challenges of implementing the Digital Services Act (DSA), and the importance of incorporating youth perspectives in policymaking.
- o Online Hotline Training Meeting: this virtual training attracted 90 global participants, addressing legal and technological challenges surrounding Al-generated CSAM, strategies for boosting resilience among hotline staff, and adapting operational models to tackle evolving online risks.
- o CPORT Trainings: INHOPE, in collaboration with INTERPOL, organised three in-person trainings for hotline analysts and law enforcement officers. These sessions, attended by 77 professionals, focused on enhancing skills in handling CSAM reports, processing them efficiently and identifying victims from reported materials within the global multi-stakeholder framework. The trainings also provided a detailed guidance on the use of the newly developed law enforcement portal into ICCAM—CPORT.
- o Advanced Analyst Workshop: bringing together 9 experts from European hotlines, this workshop focused on addressing the pressing challenges faced by analysts in processing CSAM reports. The outcomes included the development of training materials and best practices aimed at enhancing analysts' skills and knowledge for more effective daily operations.



Campaigns

o Hotline of the Month Campaign: every month, INHOPE highlights the incredible work of one of our members. This initiative recognises their vital role in tackling CSAM and the unique challenges they face in their local contexts. While processing reports is at the core of their work, many hotlines also run awareness campaigns, create educational resources, and drive policy change - combining reactive and preventive approaches to protect children online.

Each featured hotline is spotlighted every Friday throughout the month on our social media channels. In 2024, we celebrated the outstanding contributions of Ihbar Web Turkey, Ora de Net Romania, eProtectKids Philippines, CyberTipline United States, FSM Germany, Linha Internet Segura Portugal, Internet Watch Foundation United Kingdom, La Strada Moldova, Vihjeliin Estonia, Svarus Internetas Lithuania, Grooming Argentina Argentina, and Magnolia Ukraine.

o Every Click Counts: Every Click Counts aimed to raise awareness about the importance of reporting suspected CSAM encountered online and to facilitate global reporting through the webpage www.reportCSAM. com. The campaign gives simple rules on what people need to keep in mind when coming across CSAM online. The campaign is one of the most successful INHOPE has run, reaching over 5 million people on Instagram and Facebook. It generated almost half a million clicks, generating awareness and promoting reporting of suspected CSAM across 4 continents.

EXPANDING OUR REACH

Legislative Highlights

The Digital Services Act

A significant focus for INHOPE in 2024 was supporting the rollout of the <u>Digital Services Act (DSA)</u>, particularly Article 22, which establishes the Trusted Flaggers mechanism. This provision empowers certified organisations to flag illegal content online more efficiently and reliably, granting them prioritised status with online platforms to ensure swift action on reported issues. INHOPE has worked closely with the European Commission to provide guidance on this process, recognising the <u>pivotal role of member</u> hotlines as Trusted Flaggers under the DSA.

INHOPE's European Virtual Forum 2024, themed "A Network of Trusted Flaggers," was a cornerstone of these efforts. Held in April, it brought together over 300 stakeholders, including Safer Internet Centres, national Digital Services Coordinators, policymakers, and industry leaders.

Key discussions included:

- Progress updates on the DSA rollout and its implications for online safety.
- Insights from Digital Services Coordinators
 on certification and the operational role of
 Trusted Flaggers.
- Guidance for organisations aspiring to achieve Trusted Flagger status, including practical advice and support.

The forum highlighted the importance of collaboration and provided hotlines, helplines, and other key stakeholders with actionable steps to engage in this transformative process. Participants left with a clearer understanding of the Trusted Flaggers mechanism and its potential to strengthen online safety systems and were provided the opportunity to feed back to the Commission on what a successful DSA implementation will look like in practice.

Based on the discussions held during the EVF, INHOP developed a Good Practice Guide on Obtaining and Maintaining Trusted Flagger Status, offering hotlines and helplines a roadmap to navigate the application process. This resource includes detailed requirements operational tips, and strategies for sustaining the high standards expected of Trusted Flaggers, empowering members to succeed under the DSA framework

Five member hotlines—Greece, Hungary, Romania, Sweden, and Finland—have already achieved Trusted Flagger status, demonstrating the network's capability to adapt and excel under this new regulatory framework. These hotlines are now sharing their experiences with others in the network, providing invaluable insights and advice to support the broader INHOPE community in achieving this status.

The Trusted Flaggers mechanism represents a critical step in enhancing the effectiveness of content moderation and ensuring safer digital spaces within Europe. INHOPE is focused on supporting the success of the DSA by providing comprehensive guidance, resources, and fostering collaboration across its network.

The Recast Directive on combatting CSAM

In February 2024, the European Commission put forward a proposal to amend Directive 2011/93/EU1, aimed at strengthening efforts to combat child sexual abuse and exploitation (The Recast Directive). The proposal seeks to broaden the scope of offenses, impose stricter penalties to perpetrators, and set specific requirements for prevention and victim support.

The Recast Directive also establishes a legal foundation that enables INHOPE member hotlines in the EU to directly process CSAM reports and collaborate with national law enforcement and cross-border hotlines to swiftly remove harmful content from the internet. INHOPE has long advocated for greater collective EU action in tackling CSAM, and this update marks a positive step towards formalising the role of hotlines in this crucial work

Key provisions in the proposal (Article 5 and Paragraph 45 of the preamble) will require EU Member States to ensure hotlines are empowered to act in the public interest by carrying out essential activities such as:

- o Receiving and analysing reports: the Recast
 Directive will allow hotlines in all EU Member States
 to receive, process, and analyse reports of suspected
 CSAM, which will significantly reduce the burden on
 national law enforcement and expedite the removal of
 illegal content.
- Notifying law enforcement: hotlines will be legally required to promptly notify relevant law enforcement agencies in the country where the material is hosted, creating a clear and stable legal framework for collaboration.
- o Cross-border collaboration: the updated directive ensures that EU national laws will facilitate and support cross-border cooperation among hotlines, allowing for a more effective global response to CSAM removal.
- o **Proactive searches**: the proposed Directive will empower hotlines to proactively search publicly accessible material on hosting services, allowing analysts to conduct deeper investigations and uncover additional CSAM that may otherwise go undetected.

This is a significant milestone for the INHOPE network and the team, who have been for advocating for a solid legal basis for hotlines to operate and process CSAM reports for the past two years. In 2024, these efforts continued through our collaboration with Offlimits to host a Member of Parliament and our participation in the European Parliament's Shadow Rapporteurs meeting. Once the Recast Directive is implemented, it will strengthen the role of hotlines in the digital ecosystem and foster closer partnerships with law enforcement and other stakeholders. INHOPE will continue working towards its full implementation in 2025, ensuring a more coordinated and effective global response to this ongoing issue. Once the Recast Directive is implemented, it will not only strengthen the role of hotlines in the digital ecosystem within the EU but also set a powerful precedent for hotlines worldwide.







A Stronger INHOPE

Private and public partnerships have been vital to INHOPE's mission since it was founded 25 years ago. PARTNERSHIPS

A Stronger INHOPE in 2025

For 25 years, INHOPE's partnerships have been central to its ability to combat child sexual abuse material (CSAM) worldwide. Collaborations with law enforcement agencies, governments, and private sector companies ensure the effectiveness of our global hotline network. These partnerships enable swift action, such as the rapid removal of confirmed CSAM and providing support for victims of online abuse. Key partners, including INTERPOL, Europol, UNICEF, and WeProtect Global Alliance, work alongside INHOPE to address online threats comprehensively and efficiently.

Looking ahead, INHOPE's focus remains on deepening collaborations, particularly with private sector organisations, to strengthen operations, advance ICCAM, and safeguard children in an ever-evolving digital landscape.

For over two decades, INHOPE has worked in close coordination with European Schoolnet through the European Union-funded Better Internet for Kids Programme. Together with Insafe, INHOPE has played a pivotal role in developing Safer Internet Centres (SICs) across Europe. These centres, which integrate awareness centres, helplines, and hotlines, serve as essential hubs for child online safety. The collaborative efforts between INHOPE and Insafe extend beyond Europe. The Safer Internet Centre Plus Programme has successfully expanded the SIC model to countries outside Europe, sharing best practices and building capacity to strengthen their national online safety responses.

Partnerships with law enforcement, such as INTERPOL, are vital to INHOPE's mission. INTERPOL facilitates global collaboration among police forces, ensuring that confirmed CSAM reports are acted upon efficiently. By referring only verified reports, INHOPE hotlines help law enforcement save time and focus on rescuing victims and identifying offenders.

Through these partnerships, INHOPE remains committed to fostering collaboration and innovation, ensuring that its network is equipped to tackle the evolving challenges of CSAM in the digital age.





















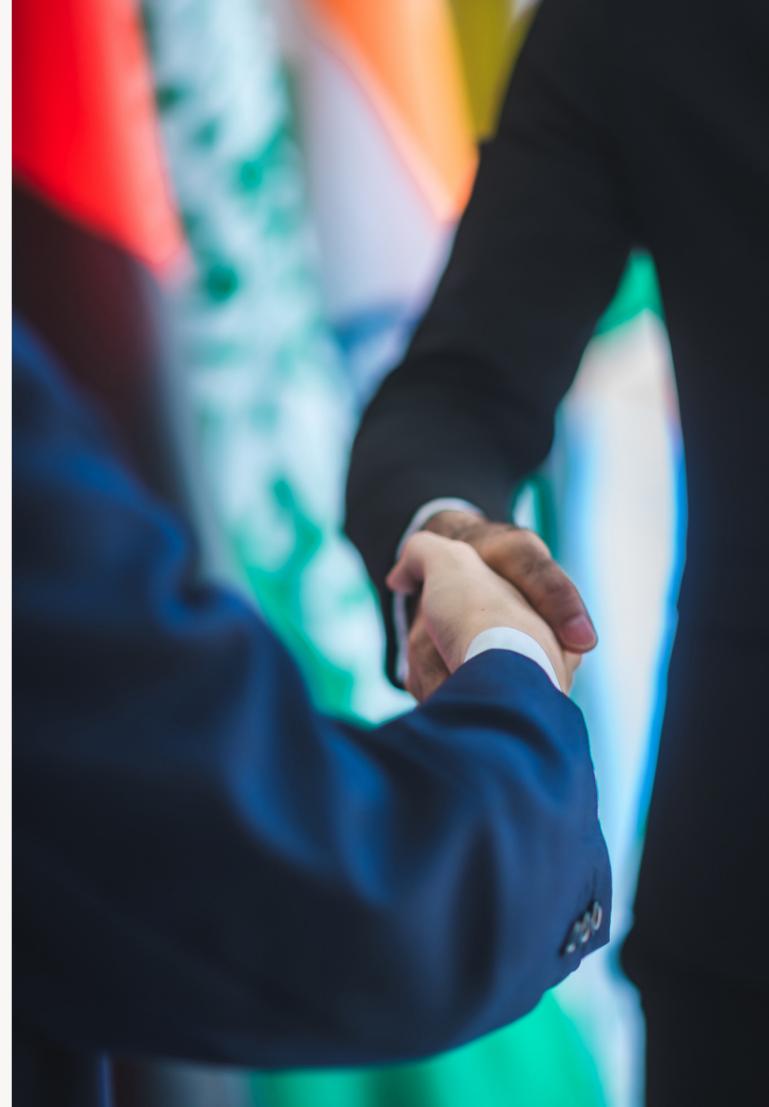












PARTNERSHIPS

Stand With INHOPE

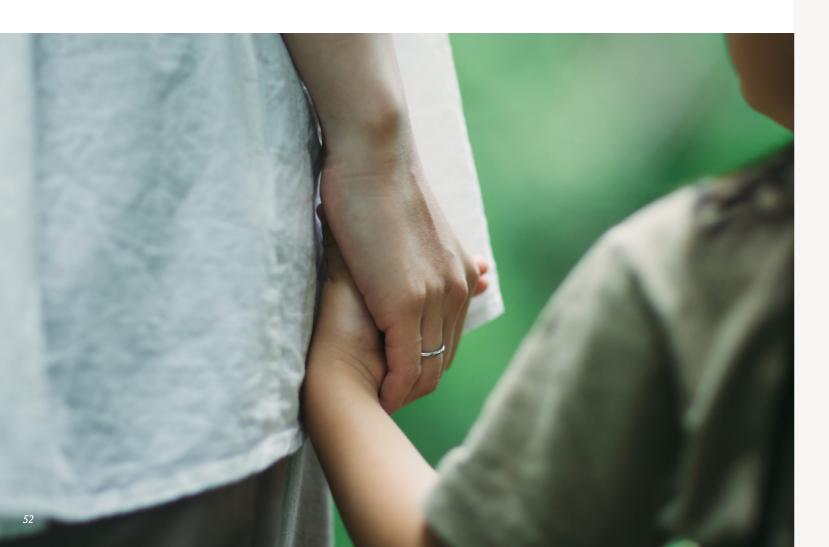
The rising scale of CSAM on the internet demands a unified and refocused response. With almost 2.5 million suspected online records of CSAM processed this past year alone, this is a moment that calls for enhanced cooperation and a unified response. No organisation can face this challenge alone.

The INHOPE network has always drawn its power from collaboration. Our member hotlines form the backbone of our global response, working tirelessly to process and remove CSAM from the internet. Their dedication and expertise remain our greatest asset. To maintain and enhance their effectiveness, we must ensure our core operations and ICCAM platform continue to serve as the foundation that enables this vital work.

As we navigate through 2025, we're focusing our resources where they matter most: supporting our

members, maintaining our critical infrastructure, and fostering the partnerships that will sustain our work for years to come. Through innovative approaches and closer collaboration, we're finding ways to maximise our impact, proving that our network's strength lies in its unity of purpose.

The path forward requires us to think differently about how we work together. It calls for deeper collaboration, more efficient resource sharing, and a renewed commitment from all stakeholders in the digital space. This isn't just about maintaining our operations—it's about evolving them to meet the growing challenges we face. Critical to this evolution is the strengthening of our partnerships across all sectors, as we recognise that the fight against CSAM requires the engagement and support of our entire global community.



A shared responsibility

At INHOPE, partnerships are more than just financial contributions—they are about collaboration, and a collective mission to make the internet safer for children. The fight against CSAM is a shared responsibility that requires the engagement of stakeholders from across all sectors. Together, we can make a lasting impact.

The role of partnerships in sustaining our operations is undeniable. With the support of our partners, INHOPE has been able to:

- Provide training to hotline analysts in over
 50 countries.
- Expand the reach of our network to include new hotlines in regions previously unrepresented.
- Drive forward critical projects that enhance the detection and removal of CSAM.

The need for private sector engagement

Private sector involvement is more critical than ever.

As online platforms and technologies evolve, the responsibility to prevent the spread of CSAM must be shared by those who build and manage digital spaces.

INHOPE calls on companies to recognise their role in safeguarding their users and supporting the global fight against CSAM.

Our message to the private sector is clear: join us in this mission. By becoming a partner, companies can demonstrate their commitment to corporate social responsibility while making a tangible impact on child protection. Businesses that support INHOPE contribute directly to the safety of children online, helping to identify and remove harmful content before it can do further damage.

"Google is deeply committed to the fight against child sexual abuse and exploitation. Our collaboration with INHOPE is absolutely critical to this effort. From supporting their annual summit to working alongside their hotline network to address illegal content, we value INHOPE's expertise and the crucial insights they provide. We're proud to stand with them in protecting children and look forward to continuing our partnership."

John Buckley, Head of Child Safety Policy, Google

PARTNERSHIPS

How to Become a Partner

We invite private companies to join us as Annual Funding Partners, contributing to the financial stability of INHOPE's hotline network while actively participating in the fight against CSAM. Becoming an Annual Funding Partner means becoming a vital part of the solution. As the global distribution of online CSAM continues to expand, INHOPE addresses these challenges by focusing on four key pillars:

- Advancing technology solution
- Expanding our network into regions with rising internet use (Asia Pacific, South Asia, Latin America, the Middle East, and Africa)
- Building capacity within the network
- O Strengthening political and legislative engagement

We offer various levels of partnership, allowing organisations to engage with our mission in a way tha aligns with their capabilities and goals. These include:

- Silver Partner: Supporting the general sustenance of all aspects of the INHOPE network, enhancing the everyday work of analysts worldwide.
- O Gold Partner: Providing core financial support with additional benefits, including invitations to speak at international bi-annual members' meetings and increased brand visibility.
- Platinum Partner: Offering substantial support with enhanced engagement opportunities, such as
- <u>Diamond Partner:</u> Our highest level of partnership granting exclusive benefits, including tailored training sessions and impact reports.

INHOPE achieves its mission. Whether through financi support, technical expertise, or policy advocacy, our partners are critical to our success.

If you want to learn more about ou partnership packages and discove what the possibilities for your organisation are to partner up with INHOPE, please visit our website.

"Snap is deeply committed to the safety and privacy of our Snapchat community, specifically our younger users. Preventing, disrupting, detecting, and reporting child sexual exploitation and abuse imagery (CSEAI) is a priority for us, and we are honoured to work with INHOPE and to participate on INHOPE's Advisory Council.

INHOPE's global network of hotlines is not only a critical resource in combatting CSEAI, but also in raising awareness on these issues and creating a safer online environment for young people around the world. We thank INHOPE for all of their ongoing efforts and look forward to continuing to collaborate."

Jacqueline Beauchere, Global Head of Platform Safety at Snap Inc.

























Building a Sustainable Future Together

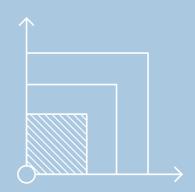
Looking forward, our focus will be on maintaining core operations, supporting our hotlines, and securing the future of our network. This can only be achieved through continued partnerships and sustainable funding.

We remain committed to providing our partners with regular updates on our progress and impact, ensuring transparency and accountability. In return, we ask for their continued support—both financially and through active collaboration.

Together, we can ensure that INHOPE remains a trusted leader in the global fight against CSAM. Partnerships are the key to a safer online world for children, and we invite all stakeholders to stand with us in this vital mission.







CHAPTER 06

Governance & Finance

INHOPE is a members' organisation governed by its members.

LEADERSHIP

Governance & Finance

Governance at INHOPE

The Association is registered with the KvK Netherlands as a *vereniging* and it operates under its Articles of Association. INHOPE members elect a President and an Executive Committee, also known as the Board, which is responsible for the management and administration of the organisation.

Strengthening Governance in 2024

In 2024 the Board introduced a new committee structure to enhance oversight in critical areas. Three key committees were established: the Strategy Committee, the Finance & Budget Committee, and the HR & Remuneration Committee. Each committee comprises two Board members, enabling more focused support for INHOPE's Secretariat while improving the Board's overall governance and decision-making.

o The Strategy Committee

This committee oversaw the conclusion of INHOPE's 2024 strategy and spearheaded the development of initiatives for the next planning cycle. In collaboration with the executive team, the committee identified and prioritised key strategic opportunities and challenges, ensuring alignment with INHOPE's mission and goals. Additionally, it worked alongside the Finance & Budget Committee to shape the Annual Planning cycle.

o The Finance & Budget Committee

This committee provided strategic oversight and recommendations on the allocation of financial resources, focusing on investments in technology, network expansion, hotline support, and training. Its work ensured that financial decisions aligned with organisational strategy and Board priorities. The committee also collaborated closely with the finance

team to prepare for the Annual General Meeting and the upcoming strategic planning cycle.

O The HR & Remuneration Committee

This committee focused on key areas such as executive team remuneration, performance management, organisational structure, and succession planning. It reviewed and recommended changes to INHOPE's structure to enhance efficiency and assessed HR policies and processes to ensure compliance and alignment with best practices.

Board Composition and Diversity

The Board currently consists of seven members. INHOPE members elected five new Board members at the November 2024 Annual General Meeting. This includes Robbert Hoving from Offlimits as the new President, and Bernard Kao from ECPAT Taiwan as Vice-President. The rest of the Board consists of members from Germany, Poland, Greece, Cambodia and Mexico, reflecting the diversity of INHOPE's global network. Each Board member represents their organisation with a shared commitment to advancing INHOPE's mission.

Secretariat and Advisory Council

Based in Amsterdam, the Netherlands, the INHOPE Secretariat handles the day-to-day operations of the Association and reports directly to the Board. INHOPE also benefits from the expertise of its Advisory Council, comprising external experts who provide guidance on key issues.



LEADERSHIP

Let us introduce: Our Board

Robbert Hoving INHOPE President (as of Nov 2024)

Robbert Hoving is the President of Offlimits, an organisation that not only includes the hotline and helpline of the Safer Internet Center in the Netherlands but also works to prevent child sexual abuse with Stop it Now.



Bernard Kao Vice President (as of Nov 2024)

Dr. Bernard Y. Kao is a board member of ECPAT Taiwan and was responsible for founding the hotline in 1999. Since then, he has dedicated significant efforts to child protection projects working towards combatting child sexual exploitation, child sexual abuse content, and human trafficking.



Eduardo Cruz Moguel Board Member (as of Nov 2024)

Eduardo is the founder and board member of Fundacion PAS, an organisation dedicated to preventing child sexual abuse in Mexico since 2010, which also manages the Te Protejo Mexico hotline.

Abusinessman, father of five, engineer, and survivor of childhood sexual abuse, Eduardo has been a social activist for over 15 years.



Martyna Rozycka Board Member (as of Nov 2024)

Martyna Różycka is the manager of Dyżurnet.pl, the Polish hotline team operating within NASK. She is responsible for building relationships with law enforcement agencies and the Internet industry and is involved in social and technological projects. She is an MBA graduate.



Sebastian Fitting Board Member (as of Nov 2024)

With over 11 years of experience, including a decade as a content analyst tackling illegal content, Sebastian Fitting works in child online safety at eco, liaising with law enforcement, leading workshops, and providing legal consultancy.



Paraskevi Fragopoulou INHOPE Treasurer (as of Dec. 2023)

Paraskevi Fragopoulou is the founder and leader of the Greek Hotline SafeLine operating since 2003, and the Greek Safer Internet Center SaferInternet4Kids. She is an Associated Researcher at the Foundation for Research and Technology-Hellas, and a Professor of Computer Science at the Hellenic Mediterranean University.



Seila Samleang Board Member (as of December 2023)

Seila Samleang, Executive Director of APLE, is a go-to expert in child protection and online safety. As a certified content analyst within INHOPE, he also serves as a core trainer for national programs.



Jean-Christophe Le Toquin President (July 2020 - Apr 2024)

Jean-Christophe Le Toquin is an advisor to tech companies, with a track record in developing trustworthy multi-stakeholder initiatives on cybersecurity and against cybercrime. He is co-founder of STITSA (Survivors & Tech Solving Image-based Sexual Abuse), as well as several other online safety initiatives and events.



Sean Lyons Vice-President (Jun 2018 – Nov 2024)

Sean Lyons (Netsafe, New Zealand) is currently the Director of Technology & Partnerships at Netsafe, New Zealand's principle online safety agency. He currently leads Netsafe's work on child sexual abuse online.



LEADERSHIP

Carolina Piñeros Board Member (Mar 2018 - Nov 2024)

Carolina is a founder of Red PaPaz, which is a network of over 500 schools and 650,000 parents in Colombia. In 2016, Te Protejo joined the INHOPE Network. Under Carolina's leadership, Red PaPaz has led several advocacy initiatives to make changes in public policies related to the protection of children's rights in Colombia.



Mashilo Boloka Board Member (Jun 2021 – Nov 2024)

Mashilo Boloka is the Chief Executive Officer of the South African member hotline operated by the Film and Publication Board. He holds a Doctorate in Philosophy, Communication and Media Studies and has extensive experience in policy development, corporate governance and business analysis.



Heidi De Pauw Board Member (Dec 2023 – Aug 2024)

Heidi De Pauw is the Chief Executive Officer at Child Focus, the Belgian Foundation for Missing and Sexually Exploited children. With a background in criminology and extensive experience in child welfare, she spearheads initiatives to safeguard children both offline and online.



Advisory Council

Jason Barry Trust & Safety Manager at Meta

Jacqueline Beauchere Global Head of Platform Safety at Snap Inc.

Fred Langford Director Online Technology at OfCom

Emily Cashman Kirstein Child Safety Manager at Google

Melissa Stroebel Head of Research and Insights at Thorn

Lynette T. Owens Founder and Global Director of Trend Micro's

Internet Safety for Kids and Families (ISKF) program

Governance Reflection of 2024

Alignment and Recalibration: Strengthening the Core

As of December 2024, INHOPE supports 55 member hotlines operating across all continents, with over 200 analysts. This growth underscores the network's expanding global reach the need to redefine our shared identity as a network while addressing emerging challenges.

INHOPE's strategy has enabled the organisation to remain agile and adaptable in a rapidly changing environment. Progress is measured against key targets set under strategic pillars: network expansion, strategic communication, capacity building, sustainability, technology and innovation, and operational excellence

to continue supporting INHOPE hotlines effectively, we recognise the importance of establishing a robust ramework for governance and implementing systems that ensure stability and consistency at all levels of the association. In 2024, the Board, with the advice and expertise of INHOPE staff, undertook a comprehensive eview of its core functions. Key decisions were made egarding infrastructure, staffing, and internal controls to ensure long-term sustainability.

This "back-to-basics" approach has allowed INHOPE to focus on strengthening the interoperability of hotlines and maintaining a cohesive, global network. Internally, we prioritised sustained investment in our technical tool, ICCAM, ensuring it remains a secure and effective platform for the exchange of CSAM reports. We also emphasised the development of our community, enhancing expertise and improving access to shared knowledge across the network

Looking ahead, our long-term vision is to maximise INHOPE's global impact by amplifying recognition and mandate for hotlines on the international stage. By maintaining a focus on governance excellence and fostering collaboration, we are building a resilient foundation for the challenges and opportunities that lie ahead.

Strengthening Financial Controls and Oversight

in 2024, INHOPE undertook a comprehensive review of its internal processes, planning and control cycles, and organisational structures. This initiative was driven by the need to strengthen financial oversight, enhance transparency, and lay the groundwork for long-term sustainability. The review revealed critical areas requiring improvement, leading the Board to start the process of implementing significant changes to internal structures and processes. These changes aim to: (1) strengthen financial controls and ensure accurate and timely reporting to the Board and wider network; (2) enhance the alignment of financial management with INHOPE's strategic objectives; and (3) identify opportunities for cost optimisation and resource reallocation to maximize impact.

his initiative supports INHOPE's "back-to-basics" pproach, focusing on operational efficiency. The projected key outcomes:

- sustainability, emphasising diversified, structural funding streams and improved resource allocation.
- The introduction of a refined budgeting process, ensuring more robust planning and monitoring of financial performance.
- Collaboration between the Finance & Budget
 Committee and the executive team to align financia
 decisions with organisational priorities.

INHOPE's audited accounts for 2024 will be published in in Q3 of 2025. To access a full copy of INHOPE's audit reports, please visit the inhope, or a website.

A LOOK AHEAD

Closing from the President

This past year has tested the resilience of the INHOPE network in unprecedented ways. Our member hotlines processed more CSAM reports than ever before, demonstrating both the growing scale of our challenge and the unwavering commitment of our network. The year also showed us that we needed to make strategic decisions about our organisation's structure and operations to ensure long-term sustainability.

We had to make challenging choices to secure INHOPE's future and its ability to support our core mission. The INHOPE Secretariat in particular has shown remarkable strength and professionalism in adapting to these changes while maintaining essential services to our members.

Despite these adjustments, our mission remains clear and unchanged: supporting our members in building a digital world free of CSAM. This principle of "by its members, for its members" continues to guide every decision we make. The Secretariat maintains its crucial role in supporting our network of hotlines, and our core activities continue uninterrupted.

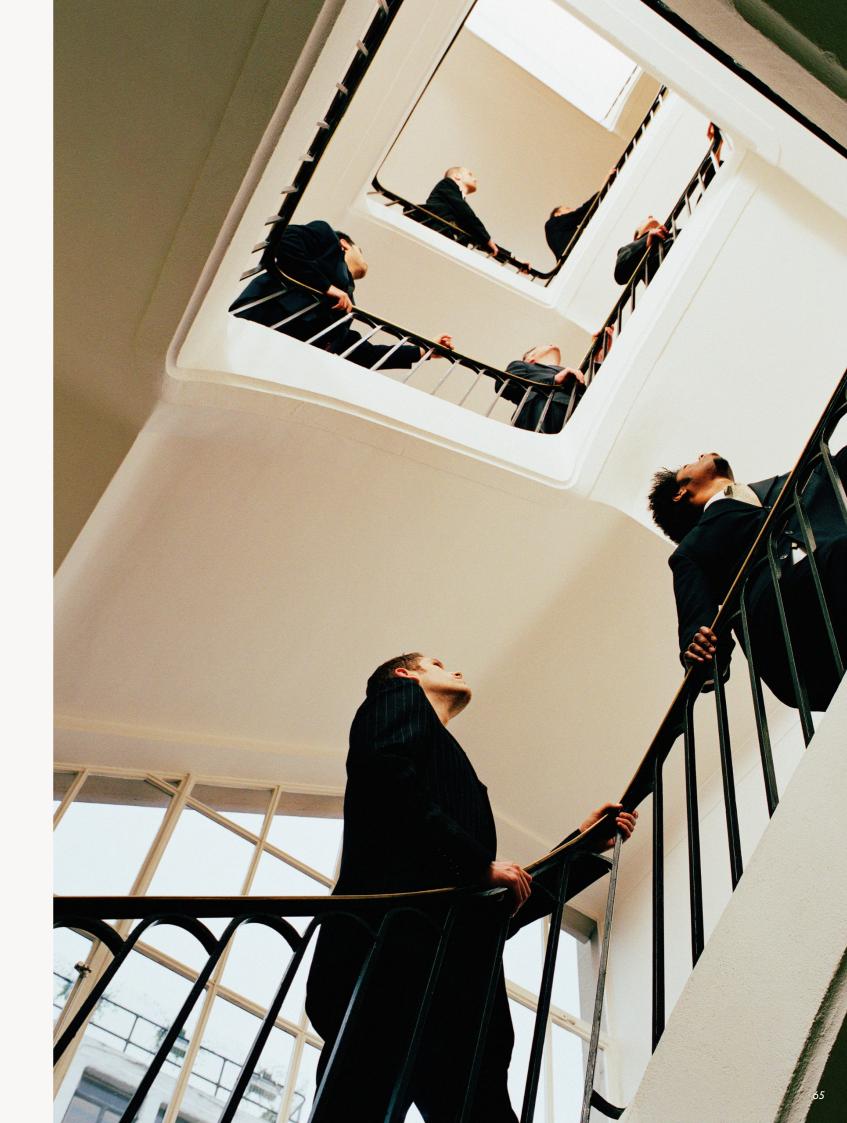
As we look to 2025, we see both challenges and opportunities ahead. While we must remain focused on building sustainable financial and operational stability, we are encouraged by the steadfast support of our partners and the strength of our global network. Every contribution, whether large or small, helps us expand our capabilities and reach.

The road ahead will require dedication and resilience, but I am confident in our ability to face these challenges together. We stand united behind INHOPE's essential mission, supported by an extraordinary network of dedicated professionals, partners, and members who prove every day that we can achieve remarkable things when we work as one.

Thank you for your continued commitment to our shared mission.

INHOPE President, Robbert Hoving





INHOPE Hotlines

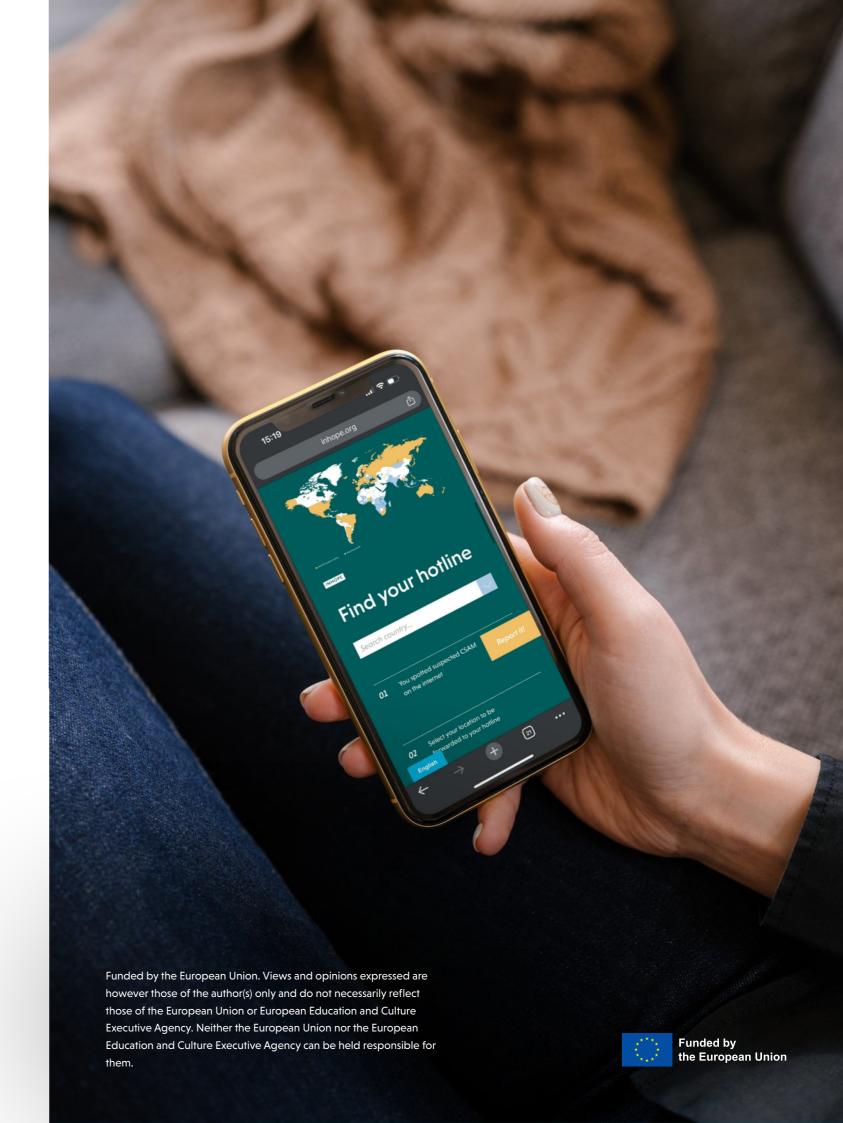
INHOPE's global network brings together hotlines dedicated to combatting CSAM and protecting children online. Our members collaborate with local and international partners, support law enforcement, and drive awareness to create meaningful change.

If you're exploring the idea of setting up a hotline, our hotline development guide is a great place to start. Reach out to us at info@inhope.org for more information.



Country	Hotline	Operated by	Member since
Albania	iSigurt	CRCA/ ECPAT Albania	2021
Argentina	Grooming Argentina	Grooming Argentina	2023
Australia	Cyber Report Hotline	eSafety Commissioner	2000
Austria	Stopline	ISPA	1999
Belgium	Child Focus	Child Focus	2002
Bosnia and Herzegovina	Sigurno Dijete	EMMAUS	2010
Brasil	Safernet	Safernet Brasil	2014
Bulgaria	Safenet Hotline	ARC Fund	2006
Cambodia	Internet Hotline	APLE	2019
Colombia	<u>Te Protejo</u>	Red PaPaz	2016
Croatia	Centar za Nestalu i Zlostavljanu Djecu	CNZD	2013
Cyprus	<u>Cybersafety</u>	Cyprus Institute of Education, Ministry of Education and Culture	2019
Czech Republic	Stoponline.cz	CZ.NIC	2018
Denmark	AnmeldDet	Save the Children Denmark	2001
Estonia	<u>Vihjeliin</u>	Estonian Union for Child Welfare	2011
Finland	<u>Nettivihje</u>	Save the Children Finland	2002
France	Point de Contact	Point de Contact	1999
Germany	Eco	eco – Verband der Internetwirtschaft e.V.	1999
Germany	FSM	FSM – Freiwillige Selbstkontrolle Multimedia-Diensteanbieter	1999
Germany	<u>jugendschutz</u>	jugendschutz	1999
Greece	Safeline	Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH)	2003
Hungary	<u>Biztonsagosinternet</u>	International Children's Safety Service (ICSS)	2019
Hungary	Internet Hotline	National Media and Info- communications Authority	2011
Iceland	Barnaheill	Save the Children Iceland	2001
Ireland	<u>Hotline.ie</u>	ISPAI	1999
Italy	Save the Children	Save the Children	2003
Italy	Clicca e segnala	Telefono Azzurro	2006
Japan	Internet Hotline Centre (IHC)	Pole to Win	2024

Latvia	Drossinternets	Latvian Internet Association	2009
Lithuania	Svarus	RRT	2008
	Internetas		
Luxembourg	Stopline	(KJT) Kanner-Jugendtelefon	2008
Malta	Childwebalert	Aġenzija Appoġġ	2012
Mexico	Te Protejo México	Fundación PAS	2021
Moldova	SigurOnline	La Strada Moldova	2023
Netherlands	Meldpunt Kinderporno	Offlimits	1999
New Zealand	<u>Netsafe</u>	Netsafe	2014
Nigeria	ACSAI	Action Against Child Sexual Abuse Initiative	2024
Poland	<u>Dyzurnet.pl</u>	NASK	2005
Portugal	Linha Internet Segura	APAV	2019
Philippines	<u>eProtectKids</u>	ECPAT	2020
Romania	Ora de Net	Save the Children	2016
Russia	Friendly Runet Foundation	Friendly Runet Foundation	2009
Serbia	Net Patrola	Centre for Missing and Abused Children in Serbia	2021
Slovakia	Ochráň ma – Protect Me	Ochráň ma	2023
Slovenia	Spletno oko	University of Ljubljana, Faculty of Social Sciences	2008
South Africa	Film Publication Board	Film Publication Board	2009
South Korea	KCSC	Korean Communications Standards Commission (KCSC)	2005
Spain	INCIBE	INCIBE	2019
Sweden	ECPAT Hotline	ECPAT	2014
Taiwan	Web547	ECPAT	2005
Thailand	<u>ThaiHotline</u>	Internet Foundation for the Development of Thailand	2019
Turkey	Ihbar Web	Information & Communication Technologies Authority of the Republic of Turkey (ICTA)	2011
Ukraine	Stop Crime	Magnolia	2023
United Kingdom	Internet Watch Foundation	Internet Watch Foundation	1999
United States	CyberTipline	NCMEC	1999





Annual Report of 2024 by INHOPE Association

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Contact us at info@inhope.org