A New Era for INHOPE

This last year has seen a lot of changes for INHOPE in a short amount of time. A new Secretary General has been installed, we have hired new staff members, we have focused our efforts on developing better relationships with our stakeholders and we continue the ongoing development of an INHOPE Advisory Board and much more. This long term strategy is taking time but we are beginning to see the fruits of our labour emerge.

It has taken a lot of commitment from this Board and its members to get us moving in the right direction. The help that we have received from the EC has been invaluable, and without their support, success would have been much harder. We are of one mind, focused on moving forward, with a plan for the future of INHOPE that will benefit all. With the new Secretary General Birgit Roth and staff members who have a focus on positive change and moving forward, I am encouraged by the future.

The INHOPE Network agreed to implement an Advisory Board comprised of representatives from law enforcement, child welfare advocates, Internet industry and others that would benefit the goals and objectives of INHOPE. This collaboration, especially between industry and law enforcement, is vital if we are to move forward and make a difference. The Stakeholders event in London was the first step in that direction. In June 2008 at the Palace of Westminster, several senior industry representatives from Microsoft, Google, Yahoo, AOL, Vodafone, GSMA, Liberty Global, Telefonica, MySpace, and other related services attended our first Stakeholders Meeting. This event was our effort to ask the question of the industry “How can INHOPE and the industry work together in the future”. I have always been of the mind that we are more effective if we all work together in efforts of mutual agreement and benefit.

I believe that the discussions and outcomes from this event will generate the interests and ongoing commitment from the industry. Many of the representatives from these companies have already voiced their interest in participating in our Advisory Board. INHOPE and its membership can only benefit from the collective professionalism, support, experience and knowledge that these experts can bring to our organization.
Their contribution is to be applauded and together with our new Secretary General we will engage our prospective partners in projects to benefit the mission of INHOPE and its members.

Currently, INHOPE has 33 member Hotlines from 29 countries and its network continues to expand. INHOPE is focusing on identifying and welcoming new members from the European Union and around the world.

INHOPE has a great opportunity now to grow and prosper. New leadership, new focus, new partnerships and new momentum. I welcome your support and encouragement in our future.

Ruben Rodriguez
President
INHOPE
September 2008

Update from the Secretary General

I have to admit the first five months with INHOPE were exciting. Firstly, we decided to rearrange some of the workflows in the office, to reconfigure the team and to get two new staff members. As you already know Adrian Dwyer started in May 2008 as the new Hotline Coordinator and in August, Jane Boulton joined us as our Project Coordinator and I would like to say a very warm welcome to her. I am confident that these changes will have a positive effect on how INHOPE addresses its mission and achieves its objectives. If you have any questions in this regard please don’t hesitate to contact me.

I am also delighted to announce that we will now be providing more Training Courses for you than was previously the case. From now on we will allocate a “Tracing Training Course” for Member Hotlines every quarter of a year. This means that new staff will have the opportunity to receive this specialised training much earlier than before. Please contact Denton Howard if and when you would like to attend. There will also be at least one “Advanced Training Course” and we plan to offer other useful and interesting topics during the next year, like Peer 2 Peer.

It is fantastic to see the Members’ newsletters full of Hotlines’ news and developments. Good communication within the network is vital and I would like to thank the Members for assisting Kerry Gordon in this important task. It is important to acknowledge the support of the stakeholders who have helped Kerry publish two impressive Stakeholder Newsletters with their high profile contributions.

I also would like to say thank you to Barbara Schlossbauer (Stopline; Austria) and John Shehan (Cybertipline; US) for hosting my visit to their respective Hotlines and teaching me about some of the things you, the Hotlines, are challenged with every day. Now it’s much easier for me to understand the huge differences between the Hotlines.

"The project is co-funded by the European Union, through the Safer Internet plus programme".
For more information visit: http://ec.europa.eu/saferinternet
Whilst in the USA I also discussed many topics with our INHOPE President Ruben Rodriguez and I’d like to take this opportunity to thank Ruben for his endless generosity with his time and expertise in supporting both me personally and our Network.

The good news is that INHOPE is growing steadily. The more power and strength we have to fight against child sexual abuse images on the internet the better. Congratulations to our newest Members of the Hotline network, Portugal, Czech Republic, Latvia, Lithuania and Cyprus. The fact that we have members from all regions of Europe and from as far away as Asia and Australia clearly demonstrates that we are facing a fight against crimes that do not recognise or respect borders. The only possible answer to this truly global threat is a global Alliance. This is exactly where the strength of our Members lies. The Hotlines combine the knowledge of the Internet, direct connections with Law Enforcement, and good and effective contacts to industry and child welfare organisations. All of this makes the INHOPE organisation an effective and appropriate way of answering the challenges of online child sexual abuse, although there is still so much to be done.

There has also been another meeting of the Financial Coalition chaired by the Directorate General Justice, Freedom and Security. The European Commission has already given political support to this initiative and they are now in the process of applying for financial support.

In relation to the World Congress III Against Sexual Exploitation of Children and Adolescents we have delivered a proposal for a workshop. Together with Save the Children Denmark, a member of the German Parliament, a representative from Law Enforcement, a specialist from a University, and the Mobile Industry we will present our efforts in fighting illegal content on the internet, the trends and challenges we face in the future, as well as the success and importance of strong and dynamic global alliances.

Also bolstering the efforts of INHOPE is the opportunity to attend the Safer Internet Forum in Luxembourg on the 25th and 26th September. This will offer us the chance to learn more on a wide variety of topics including: online social networking, age verification, results of research on children’s use of new technologies and cross-platform/cross-media rating and classification. All of this gives us vital, up to date information on latest developments and trends in these fields, along with a great opportunity to talk to many different experts.

It would not have been possible to reach this point and to build up the INHOPE network without the EC, the Safer Internet Program and the activities of Richard Swetenham. In this regard you might also be interested to know that the INHOPE network is further supported and enhanced by the news that our proposal for INHOPE VI has already been recommended or EC funding.

Very shortly we will have the next Members’ meeting in Portugal and I look forward to seeing you all there. With your help we will try to make the Internet a safer place, especially for children and young people.

Take care

Birgit
INHOPE is the International Association of Internet Hotlines.

The mission of the INHOPE Association is to support and enhance the performance of Internet Hotlines around the World; ensuring swift action is taken in responding to reports of illegal content making the internet a safer place.

Who are INHOPE?

INHOPE, the International Association of Internet Hotlines, was founded in 1999 under the European Commission’s Safer Internet Action Plan to combat these growing concerns.

INHOPE represents and co-ordinates a global network of Internet Hotlines, supporting them in their aim to respond to reports of illegal content to make the Internet safer.

Goals:

- To maintain a worldwide network of national Hotlines.
- To ensure rapid and effective response to illegal content reports by developing consistent, effective and secure mechanisms for exchanging reports between Hotlines internationally and ensuring a coordinated approach is taken.
- To implement INHOPE policies and best practice standards for Hotlines and encourage exchange of expertise.
- To expand the network of INHOPE members and provide consultation and training to meet INHOPE best practice standards.
- To educate and inform policymakers and stakeholders at an international level, including government, law enforcement, child welfare groups, Industry and other related bodies, with the aim of achieving better co-operation internationally.
- To raise awareness of INHOPE and member Hotlines as a "one stop shop" for global reports of illegal content.
- To identify new trends in cyber crimes and develop solutions.
INHOPE is working towards a safe environment for Internet users which will protect our children and respect the privacy and dignity of our citizens.

Illegal use of the Internet

Over the last decade the Internet has changed the way we communicate, the way we do business and ultimately the way we live. Unfortunately, as with many new forms of technology, there is also a downside to the Internet and in the mid 1990’s concerns were raised over the new types of illegal content being found online, the key areas of concern being: Online Child Sexual Abuse Images, Hate Speech and Online Grooming.

Hotlines have a key role to play in tackling the problems mentioned above and therefore making the Internet a safer place.

What is a Hotline?

Internet Hotlines have proven to be an effective first line of defense against illegal activity online. Through a Hotline, Internet users can make a report of something they suspect to be illegal on the Internet – mainly via email or web-interface. The Hotline will investigate these reports to determine if they are illegal, and if so, trace the origin of the content.

If the content is illegal, the Hotline will refer this onto law enforcement agencies in the country and also the Internet Service Provider for removal. Hotlines have the support of their national government, Internet industry, law enforcement, and Internet users in the countries of operation and offer effective transparent procedures for dealing with complaints. INHOPE was established to support and co-ordinate Internet Hotlines around the world in dealing with illegal content online.

International Cooperation

Illegal activity on the Internet is a cross border problem that no one organisation can effectively tackle alone. This is where the INHOPE network demonstrates its effectiveness. Often material reported to Hotlines is hosted beyond the borders of their own country or the perpetrator is located abroad. International coordination between Hotlines is essential.

Board Members

At the AGM in May 2008, held in Dublin, the following representatives were elected to form the new board. The previous Board was thanked for their hard work and the continued development of the Association under their stewardship.

President – Ruben Rodriguez

Mr Ruben Rodriguez from the US National Center for Missing and Exploited Children Hotline (NCMEC) was re-elected to the position of President. Mr Rodriguez has been
with NCMEC since 1990 firstly as the Supervisor of the case analysis unit, then as Director of the Exploited Child Unit in 1996. In September 2003, Mr Rodriguez was promoted to the newly created position of Director, Domestic and International Law Enforcement Affairs, International Center for Missing and Exploited Children (ICMEC).

Prior to joining NCMEC Ruben was a Detective with the Metropolitan Police Dept in Washington DC where he was assigned to the intelligence division. From March 1985 to June 1990 he was assigned to the FBI as an Intelligence Officer dealing with organised crime.

Vice President – Frank Ackermann

Mr Frank Ackermann from the German ECO Hotline was re-elected to the INHOPE Board in the position of Vice President. Mr Ackermann, Attorney at Law has worked within the Content Department of ECO since 2003.

Treasurer - Rytis Rainys

Mr. Rytis Rainys from the Lithuania Hotline was elected to the position of Treasurer. Mr Rainys is at present the Head of Network and Information Security Division within the Communications Regulatory Authority and Liaison Officer of ENISA in Lithuania.

Board Member without Portfolio - Francis Kim

Mr Francis Kim from the South Korean Hotline Korean Internet Safety Commission (KISCOM) was re-elected to the position of Board Member without Portfolio. Mr Kim joined KISCOM in 2005 as a coordinator of International Affairs. Currently Coordinator of International Affairs at the Korean Communications Standards Commission (KCSC).

Board Member without Portfolio – Mari Laiho

Ms Mari Laiho, Project Manager of Save the Children Finland Internet Activities was elected to the position of INHOPE Board Member without Portfolio. Ms Laiho has a Master of Economics and Business Administration and a Bachelor of Health. She has been working for Save the Children Internet Activities since 2006.

Staff Members

Secretary General

Ms Birgit Roth joined INHOPE as Secretary General in April 2008. Prior to joining INHOPE Ms Roth was Public Policy manager, Government Relations & Regulatory Affairs for Deutsche Telekom AG. She realized business models and minimized regulatory requirements in the field of media legislature, children’s media and user protection as well as security issues. Her role included the development of strategic company positions regarding relevant legislative initiatives in coordination with all parties involved and communication with multipliers (federal and state parliament members and state media institutions).
Ms Roth was previously a Member of the German Parliament for the Speyer-Neustadt constituency, Berlin as Deputy Spokesperson for the Tourism Advisory Committee.

Membership Coordinator

Mr Adrian Dwyer is the Membership Coordinator for INHOPE. He retired from the Metropolitan Police in 1999 following 23 years service. He was appointed as the IWF’s first full time Internet Content Analyst in 2001 and in February 2006 he was appointed Hotline Manager. Adrian was previously a member of the INHOPE board and served as Vice President until April 2008.

Communications Coordinator

Ms Kerry Gordon joined INHOPE as the Marketing and Communications Coordinator in February 2007. Originally from the UK, Kerry studied BA Hons in International Relations and Politics. She has worked in sales and marketing for several years and her most recent position was Marketing Manager within the Tourism sector in Ireland. This involved the development, coordination and implementation of a marketing plan for the region. Key successes have included awareness raising and the generation and development of business leads within a variety of competitive sectors.

Training Coordinator

Mr Denton Howard has been the INHOPE Training Coordinator since October 2005. Previously he was a Senior Training Consultant with IMPART KNOWLEDGE. In this role he was involved in all elements of the training process including: Client Services, Training Needs Analysis, Course Development and Training Delivery. Denton is a graduate of both NUI Maynooth and University of Wales – Glamorgan, a member of the Chartered Institute of Personnel Development and a CompTIA i-Net Certified Professional.

Project Coordinator

Ms Jane Boulton joined INHOPE as the Project Co-ordinator in August 2008. Educated in Australia and the UK, Jane holds a Master of Arts and has ten years blue chip experience in the financial and legal sectors. In addition she has also worked as a project co-ordinator in the public health sector in Ireland where she was responsible for a team of around seventy. Immediately prior to starting with INHOPE, Jane worked as a Content Analyst for the Irish Hotline.

INHOPE Membership

Although part funded through the European Commission, INHOPE has always had a global focus and any Hotline can apply for INHOPE membership and be subject to the INHOPE membership vetting process. All INHOPE members enjoy benefits of the association including access to best practice papers, training programmes, knowledge management systems as well as members’ meetings.

To qualify for membership Hotlines are evaluated in line with Article 5 of the INHOPE articles of Association and must meet the following criteria:

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• Provide a mechanism, other-than reporting channels provided by law enforcement agencies for receiving complaints from the public about alleged illegal content and/or use of the Internet
• Have effective transparent procedures for dealing with complaints
• Have the support of government, industry, law enforcement, and Internet users in the countries of operation
• Co-operate with other members in exchanging information about illegal content and use and share their expertise
• Make a commitment to maintain confidentiality
• Respect the procedures of other members

There are three levels of INHOPE membership:
• Provisional Membership
• Full Membership
• Associate Membership

Provisional Membership

As the name suggests, provisional membership is the entry level membership to INHOPE. Once the new Hotline co-coordinator and the INHOPE Secretary General are confident the criteria have been met, a recommendation will be made to the Board of Directors to approve the new Hotline as a provisional member.

At the General Assembly, INHOPE members vote on acceptance of the new provisional member. The new member is often subject to meeting certain standards over the period of provisional membership.

The period of provisional membership is typically one year however this can be extended in certain circumstances if standards or obligations have not been met.

Full Membership

The progression from provisional to full membership is acknowledgement that the Hotline has now met INHOPE best practice standards.

Over the period of provisional membership the Hotline will receive training on specific areas that have been identified. This training may be conducted directly from INHOPE or be provided by mentoring and coaching through more experienced Hotlines in the Bursary and Mentoring programme.

Progress will be monitored over the period and once the criteria have been met the Board of Directors will recommend the Hotline be approved for full membership. The General Assembly will then vote on their promotion to full members.
If all criteria have not been met over the course of provisional membership this may be extended for up to another 12 months.

Full member Hotlines have full voting rights as well as an official accreditation from INHOPE.

**Associate Membership**

Associate membership of the association may be given to corporate bodies or private individuals if, at the sole discretion of the General Assembly, the association has a strong interest in their admission.

Associates may be:
- Organisations whose work is of relevance to the association;
- Experts in issues which are of concern to members.
- Organisations which qualify for full membership under Article 5 are not eligible to apply for associate membership.

Associates must make a commitment to maintain confidentiality. Currently there are no Associate Members of INHOPE.

**INHOPE Members**

INHOPE has grown significantly in membership over the past number of years. Today there are 33 members in 29 countries.

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## Activities

- The INHOPE Association has had a very successful year. Five new Member Hotlines were welcomed into the Network: the Our Child Foundation from the Czech Republic, the FCCN Hotline from Portugal, the Cyprus Neuroscience and Technology Institute from Cyprus, the Latvian Hotline from Latvia and the Lithuanian Hotline, Communications Regulatory Authority of the Republic of Lithuania.

- INHOPE will endeavour to enlarge the network of Hotlines to cover all EC Member States and encourage new Hotline initiatives world wide. INHOPE is prioritising countries where illegal material can potentially be hosted or produced.

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• F – Full Membership  P – Provisional Membership
and countries which are deemed to be important in the fight against illegal and harmful material online.

- Safer Internet Day is a vital global drive to promote a Safer Internet for all users, especially young people. With a global and integrated approach, the INHOPE network fully supported the event in February 2008 with INHOPE members from Australia and Asia to Europe, Canada and the USA also offering full support.

- INHOPE hosted an Industry Stakeholder Event at the Palace of Westminster, London in June 2008. The aim of the event was for a select group of Industry leaders and the European Commission, at the invitation of INHOPE to collaborate in a round table discussion on illegal content on the Internet. The event opened by Baroness Thornton, was an opportunity to discuss the objectives and strategic goals of INHOPE, whilst engaging in Industry expertise.

  It was the first step in developing an INHOPE Advisory Board, which will ultimately be comprised of representatives from law enforcement, internet industry, child welfare advocates and others that would benefit the goals and objectives of INHOPE. Richard Swetenham was the keynote speaker and reiterated that the Safer Internet plus programme seeks to bring together different stakeholders whose co-operation is essential for the implementation of the proposed actions.

- The Bursary Programme, one of the most successful projects in INHOPE, continued. The financial assistance from the program allows staff members from an INHOPE member Hotline to visit another member Hotline to allow for the exchange of skills and experience. Nine Hotlines availed of this invaluable programme in the last year.

- The Vanguard Programme allows new Hotline initiatives to visit and take part in an INHOPE General meeting. This enables prospective members to meet the INHOPE membership and experience the organisation at work, whilst building contacts and gaining useful operational knowledge from established Hotline members. eSlovensko (Slovak Republic) attended the INHOPE Conference in Ireland in May 2008 under the Vanguard program to further their understanding of developing a Hotline.

- In September 2007, INHOPE published their landmark Global Internet Trend Report. A global increase in child pornography on the Internet was reported with a staggering 9,600 confirmed reports of child pornography processed per month. The INHOPE trend report represents a major milestone in the work of INHOPE and the history of the Internet.

**INHOPE on the International Stage**
Further to this INHOPE attended and presented at many major conferences including:

- Central & East European Safer Internet Conference – Prague, Nov 2007
- Be Safe Be Webwise launch – Dublin, Feb 2008
- EC Information Day – Luxembourg, March 2008
- Octopus Interface Conference – Strasbourg, March 2008
- IWF, Annual Report – Brussels, April 2008
- Safer Internet Plus – Budapest, April 2008
- ICMEC – Dublin, April 2008
- Financial Coalition – Brussels, May 2008
- UNICEF Conference – Berlin, June 2008
- FPB Conference – Johannesburg, June 2008
- INTERPOL - Specialist Group on Crimes against Children Sydney, June 2008
- INHOPE Stakeholders Meeting – London, June 2008
- Law Enforcement Seminar on illegal content on the Internet - Reims, June 2008
success stories

protegeles

Due to the unique nature of the INHOPE network many reports from INHOPE Members assist in Law Enforcement investigations worldwide. For example, the Spanish Hotline, Protegeles, have aided in one of the largest operations by the Brigada de Investigación Tecnológica of the Spanish National Police against child sexual abuse images on the Internet in Spain, with over 55 people arrested and 179 hard discs intervened. These Internet users, some of them minors, from various social backgrounds were not only distributing child sexual abuse images on the Internet, but they were also producing this type of material.

With the LOBOS Operation, the Brigada de Investigación Tecnológica continues to unveil the channels and “modus operandi” of those who commercialize and benefit from child pornography on the Internet. One of the novelties observed in this operation is that a high number of those arrested were using encryption programs. Furthermore, the LOBOS Operation has exposed that paedophiles continue to be successful in their “grooming” and “cyber harassment” techniques, where they deceive minors into sending them erotic images of themselves so that they can latter use these same images to threat and coerce them.

Cybertipline & IWF

In February 2006, Cybertipline (USA Hotline) received a report from the Internet Watch Foundation (UK Hotline) regarding a website reportedly featuring sexually abusive images of children. An Exploited Child Division (ECD) analyst reviewed the site, carefully documented the content, and, based on a registrant look-up, determined that the site appeared to be registered in Wisconsin. Public database searches corroborated the possible registrant’s location. The report, along with three subsequent reports on the same domain, was forwarded to the Wisconsin Internet Crimes Against Children Task
An investigation by the Wisconsin ICAC led to the arrest of a 51-year-old male from Monroe. Upon executing a search warrant on the suspect’s residence, law enforcement found large volumes of sexually abusive images of children. A laptop computer was seized, and was found to contain over 16,000 images and over 1,000 video files depicting children – many of whom were between the ages of two and ten years old - being sexually assaulted. Unfortunately, it was revealed that this was only the tip of the iceberg. Investigators soon discovered that the suspect possessed home video equipment that he was using to record himself sexual assaulting three minor children.

The suspect admitted to sexually assaulting the children, ages three, four, and five, and a fourth victim about 20 years prior. On June 20, 2007, he pled guilty to manufacturing child pornography in Federal court. He was sentenced on August 29, 2007 to 60 years in Federal prison, without the possibility of parole. This was the highest possible sentence that could be imposed under Federal law. The suspect is currently facing additional charges for possession of child pornography in Winnebago County and for the sexual assault of a child in Green County.

**Effectiveness**

- In the coming year INHOPE is looking forward to assisting in the further development of new and existing Hotlines in the EU and worldwide to help combat illegal content on the Internet. The partnership and collaboration between national Hotlines continues to grow and is enabling the INHOPE network to be a central figure in the global efforts to combat illegal content.

- This past year has proved to be another successful year for INHOPE and it has worked closely with INSAFE on issues of Internet safety awareness and education throughout Europe, culminating in Safer Internet Day. This is a partnership which is growing stronger and will help provide a safer environment. INHOPE will continue to collaborate with INSAFE to allay the growing concern from all sectors including government, the civil sector, the public and media on the importance of educating young people to use online technologies safely and effectively.

- Effective media coverage occurred around the globe with the Trend Report receiving coverage on every continent. INHOPE representatives took part in television debates, conferences and print press from Europe to Asia to South America.

- INHOPE are in the process of developing a central URL database which will be operational August 2009. The database will reduce duplication of reports to Law Enforcement enabling targeting offenders and resources.
INHOPE will provide detailed global figures as to the extent of Child Sexual Abuse images distribution over the Internet. The unique dataset & statistics provided by the INHOPE database will enable a cross sector approach to tackling the issue of child sexual abuse images being distributed commercial & non commercial on the Internet.

Finally INHOPE would like to thank the European Commission and in particular Richard Swetenham for his support and guidance over the past year which has enabled the Association to become not only a European but a World leading organisation.