

INHOPE

Annual Report 2023

Fighting to free the
world of CSAM.

Learn more and get involved
inhope.org



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A LOOK BACK

Letter from the President

Let us always be fuelled by our motivation and core objective to support and protect the victims of child sexual abuse and exploitation. Our responsibility is to oversee a global network of 54 hotlines across 50 countries working in unison to eradicate Child Sexual Abuse Material (CSAM) from the digital world. We all recognise the enormity of this task and how each hotline brings a wealth of diverse knowledge and expertise to the community.

As members of the Board, we are relentless in our pursuit to provide value to our hotlines and in particular our hotline analysts who are at the forefront of this fight against all forms of child abuse online. In 2023, our primary focus was to explore our international development, a drive to extend our reach and indirectly bolster child safety. In order to protect children from image-based sexual violence, we must intensify our efforts. Through round tables and conferences, we aim to foster further global cooperation, demonstrating that international development is how we progress, forging a stronger, safer community for all.

How do we create global alignment? What will it take?

At the heart of this goal is required change in legislation and society. We believe that these go hand-in-hand on a national level as they need to align to put safe measures in place for the most vulnerable groups. Often, we hear that legislation is outdated and bureaucracy creates a lag in much needed change; however, we cannot ignore that many countries face societal and economic factors that contribute to systematic child abuse. It is therefore essential that both areas are addressed, which is why every country needs a hotline that can act as the central entity working with all parties to tackle child abuse.

With challenges across the government, legislation, education and more, we need to empower local entities to step up and become hotlines. It is of paramount importance that in every country, hotlines are established locally, so they develop cohesive understanding of the crimes against children occurring online every day.

What are we working on?

INHOPE has in the last 5 years experienced remarkable and unprecedented growth both in terms of its membership and organisational size. This therefore requires a robust and effective governance structure congruent to this growth. Throughout 2023 the board has prioritised the transformation of our governance which included soliciting external expertise. Together with the executive team, we will continue on this transformative path in the new year so that we leave behind a solid foundation for the next Board to continue. We closed 2023 by welcoming three new INHOPE Board Members, elected to replace departing Board members, Peter-Paul Urlaub and Þóra Jónsdóttir. I want to thank all past and present members of the Board for their continued guidance, as well as the INHOPE Secretariat team for their efforts in 2023.

Our steady expansion as a network and Secretariat owes its success to the growing support and sustained funding provided by our esteemed partners. Their commitment to the INHOPE network translates directly into an investment in our core mission: empowering INHOPE hotlines to swiftly identify and remove Child Sexual Abuse Material from the digital world. Funding is the catalyst enabling us to heighten our efforts, facilitating essential regional dialogues, comprehensive training, and crucial network expansion. The impact of the INHOPE network is tied to the support of key stakeholders. Together, we can truly make a transformative impact.

INHOPE President
Jean-Christophe Le Toquin



BEFORE WE START

Opening from the Executive Director

Welcome to the INHOPE 2023 Annual Report. INHOPE is driven by a strategic vision and in 2023 we worked tirelessly to deliver on that strategy. 2023 saw INHOPE rapidly grow and evolve, which was only possible with the full support and hard work of the INHOPE network of hotlines, the INHOPE Board, the INHOPE staff and all our partners throughout the year.

Our continual emphasis on the core strategic objectives set out in the current long-term plan, with a particular focus on People & Technology, resulted in progress across all our strategic pillars.

The INHOPE network expanded and welcomed four new member hotlines – Slovakia, Ukraine, Argentina and Moldova, which expands the global footprint of the organisation. Equally extensive hotline development work was carried out in sub-Saharan Africa and Asia which will drive network growth into 2024 and beyond.

Our ICCAM technical platform saw major development and improvement with the launch and integration of a new API which facilitates more effective and efficient exchange of CSAM data. 2023 also saw the launch of the Universal Classification Schema project with the support of EVAC (SafeOnline), which will have a dramatic positive effect on the use and sharing of hashes in the future.

We also had additional focus on capacity building with more online and in-person training, peer-to-peer exchanges and workshops than ever before, involving hotlines, law enforcement, and industry working together to share, learn, and improve skills across the anti-CSAM ecosystem.

2023 also saw the launch of the European Union-funded CPOR project which will allow participating law enforcement agencies, including INTERPOL, to access relevant ICCAM data directly and support more effective law enforcement responses.

In Q3 of 2023 the INHOPE Data Portal was launched via the public website which now allows readers to see and query up-to-date data regarding issues such as hosting.

The 2023 INHOPE Summit, held in Boston, enabled INHOPE to convene a large gathering of international technology companies to discuss and explore how product and policy can be leveraged to move from a "safety by experience" to "safety by design" approach, which will deliver better online safety in the years to come.

Throughout 2023 INHOPE was extensively involved in advocacy and outreach activity in support of the Draft EU CSAM Regulation as it progressed through the European Parliament and the European Council. While the CSAM Regulation is not yet in place, through our advocacy efforts, hotlines were successfully included in the Draft regulation and the visibility of hotlines has improved exponentially, which will help and support hotlines in the future.

In closing, as you read this report you will see in more detail that 2023 was a year of positive growth and development for INHOPE. Now as we head in to 2024, we will continue this trajectory toward our vision of a digital world free from child sexual abuse material.

INHOPE Executive Director
Denton Howard



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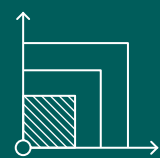
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CHAPTER 01

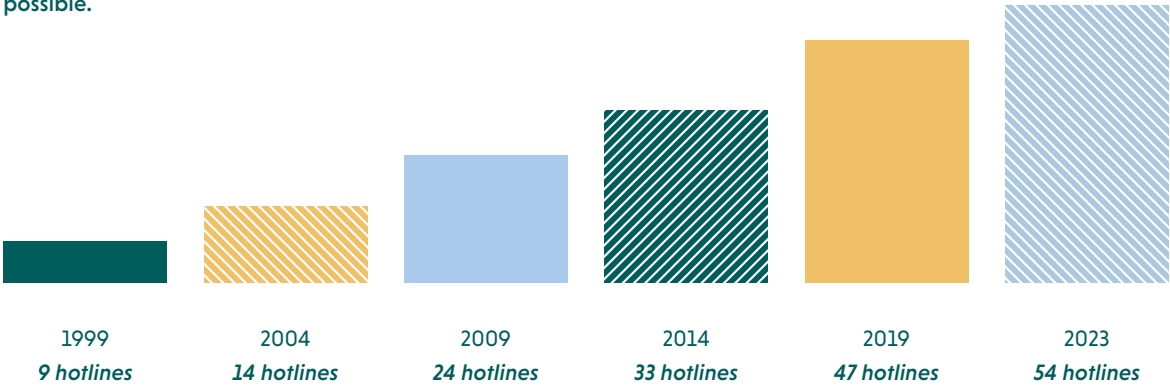
INHOPE

INHOPE was created by nine founder hotlines in 1999 with a primarily European focus which has now developed into a global network of 54 hotlines – with a shared vision of a digital world free from CSAM.

DESCRIPTION

Who We Are

INHOPE is the global network of hotlines combatting online Child Sexual Abuse Material (CSAM). The network consists of 54 hotlines in 50 countries (as of December 2023) that provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by INHOPE and INTERPOL trained content analysts who review and classify the reported material. If confirmed illegal, law enforcement agencies will be advised, and a Notice and Takedown order will be sent to the relevant hosting provider so that the content is removed from the digital world as rapidly as possible.



As a network we support hotlines and their partner organisations through training and ensuring that required quality and operational standards are adhered to. This includes the implementation of mandatory network-wide best practices with a particular focus on staff welfare.

INHOPE provides hotlines with access to ICCAM, a secure platform that facilitates the instant exchange of CSAM reports between member hotlines and INTERPOL.

INHOPE works continually to promote legislative and policy development that supports our vision of a digital world free from CSAM.

Based in the Netherlands, INHOPE and our member hotlines operate across six continents: Africa, Asia, Australia/Oceania, Europe, North and South America.

Online CSAM is a global problem and requires a global response. In a borderless digital world CSAM has global consequences and as its distribution grows, so do our efforts. INHOPE's success has only been possible

with the support and funding from our partners: the European Commission, SafeOnline (formerly known as End Violence Against Children Fund) and our industry donor partners. Join us in the fight!

Vision

Our vision is a digital world free of Child Sexual Abuse Material.

Mission

Our mission is to support and enable INHOPE hotlines in rapid identification and removal of Child Sexual Abuse Material from the digital world.

Our Objectives

Raise awareness: to inform the public of what to report and where, as well as educate policy makers at the international level, including government, law enforcement and other related bodies, with the aim of achieving better co-operation internationally.

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

Expand our global network: to expand the network of INHOPE hotlines around the world by identifying and supporting new hotlines to become members by providing consultation and training to meet best practice standards.

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

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 is taken.

Our Values

Transparency

Commitment

Collaboration

Responsibility





CHAPTER 02

Network

The INHOPE network consists of 54 hotlines spread across the Americas, Africa, Europe, Asia, and Oceania.



THE BASICS

What is a hotline?

A hotline enables the public to anonymously report online material they suspect may be illegal. A hotline analyst will investigate the report and, if confirmed illegal, they will act to have the content removed from the internet as rapidly as possible.

When we think about the ability to report, we can sometimes oversimplify this by just considering the online platform. However, tackling CSAM requires many stakeholders to be truly successful in making a difference long-term. A local presence provides the opportunity for a country to take ownership of the challenge of CSAM. A hotline can be run by a civil society organisation, a trade body, an ISP Association, a regulatory authority, or other appropriate entity.

To ensure scalability and sustainability, it is strongly advised to focus on the creation of a hotline as a service integrated into the operations of an existing organisation, whether it be a civil society organisation, an industry-led initiative, or a government agency.

Country profiles on [page 96](#).

OUR MISSION

Why should every country have a national hotline?

- To ensure Stakeholder responsibility
- It provides your citizens with the ability to report images and videos of child abuse and exploitation.
- It increases public awareness and reporting, enabling early detection and intervention.
- It prevents revictimisation through the rapid removal of harmful and illegal content.
- It improves successful victim identification and the apprehension of perpetrators.
- It establishes a national coordinated and centralised point to fight CSAM.
- It saves law enforcement time, so that police officers can concentrate on investigations.
- It builds intelligence to support law enforcement efforts in identifying trends in CSAM production and distribution.

A hotline's primary goal is the rapid removal of illegal material from the internet. This is done through a [Notice and Takedown procedure](#) where the hotline notifies the hosting provider and reports the case to the relevant law enforcement agency for victim identification purposes.

Hotline analysts are trained by INHOPE, INTERPOL, and national law enforcement agencies. They assess the illegality of the content according to national law and international standards. If the content is classified as illegal, then the hosting location of that content is traced automatically using ICCAM. When the material is

hosted in the same country as the country in which the report was received, the hotline analyst will report it to the national law enforcement agency and the relevant hosting provider in the country, with whom they will already have a relationship.

INHOPE member hotlines are operated by different types of organisations including governmental institutions, non-profit/NGOs, internet service provider associations, domain registries, research centres, or hybrids of any of the above. Hotlines differ in size and range from very small with two staff, to larger organisations with up to forty-five staff.

The unifying factor of INHOPE's member hotlines is that they all receive reports relating to online child sexual abuse material. However, hotlines across the world may also receive reports on topics other than CSAM depending on their mandate. These can include child abduction, child trafficking, adult pornography (and adult pornography accessible to children which might be legal but is potentially harmful content), obscene information, racism, cyberbullying, grooming, sexting, racism, hate speech, information relating to the sale of drugs, prostitution and terrorism, as well as gambling, among other topics.

OUR WORK

The Role of a Network

INHOPE's Network Expansion department supports prospective hotline organisations to set up efficient and secure hotlines every step of the way. We use our prominent voice to assist in the hard conversations with law enforcement agencies, governments, and tech companies to ensure success in establishing a hotline.

A national hotline helps provide the structure to tackle the problem at its core, bringing all stakeholders together. The national relationships built on the ground create a foundation for future cooperation, while being part of the INHOPE network provides continuous growth and long-term support.

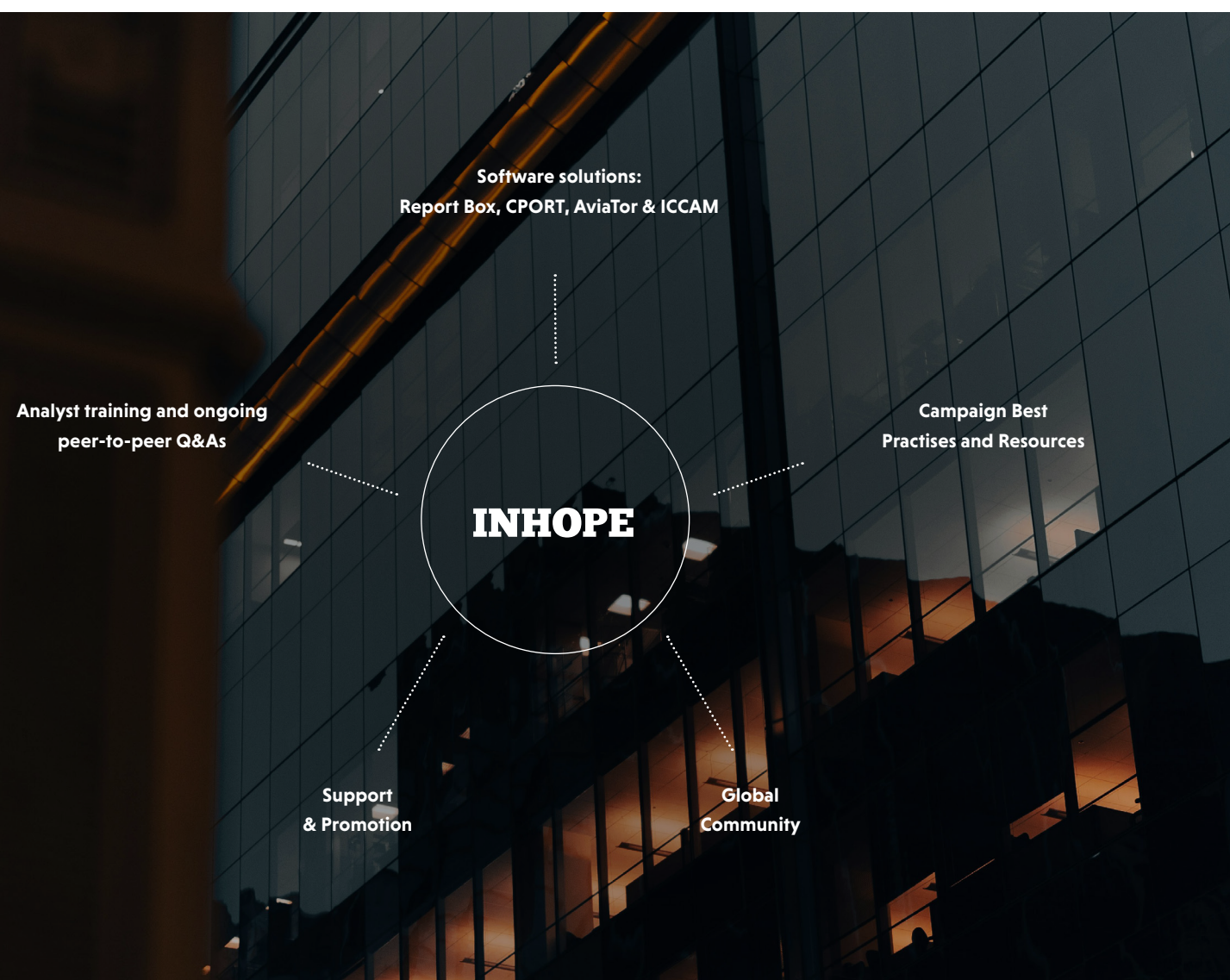
INHOPE hotlines interact with each other through ICCAM, a secure technology platform where reports are exchanged between hotlines. There are also monthly Q&A sessions, scheduled trainings each year and a peer-to-peer program for analysts to have a chance to interact with each other. A new INHOPE hotline can also rely on a "buddy hotline," a more experienced hotline from the

INHOPE network who can guide and advise the new hotline in the beginning of its work as a hotline.

INHOPE hotlines are also known as Trusted Reporters. Complementary to Trusted Flaggers under the DSA, INHOPE's Trusted Reporter Programme work with industry partners outside of the European Union to help them ensure that their services are free from CSAM. Trusted Reporters are good actor organisations trusted by online platforms and internet service providers who receive requests to remove CSAM. This means that requests for removal from hotlines to platforms and ISPs are swift because reports from INHOPE hotlines are often treated as pre-qualified due to the rigorous

criteria an organisation must meet to become an INHOPE hotline. Providing knowledge, expertise, and best practice is how INHOPE continues to support its members while engaging, teaching, nurturing, and growing a network of more than 240 hotline analysts around the world.

With the 2022-2025 Network Expansion Strategy well underway, we will continue to forge ahead growing the network in Africa, MENA and APAC, welcoming more organisations to become INHOPE hotlines tomorrow and beyond for a stronger global response to fighting online CSAM.



MEMBERSHIP

Provisional and Full Members

This year we had the joy of welcoming four new provisional members to INHOPE: Grooming Argentina, from Argentina, SigurOnline, from Moldova, OCHRÁŇ MA from Slovakia and Stop Crime from Ukraine. SIEMPLE Japan and ThaiHotline have also become full members. We look forward to continuing collaboration with these hotlines in 2024.

We are thrilled to support organisations in Slovakia, Zimbabwe, Cameroon, Nigeria, Bolivia, and Ukraine in becoming provisional or full members in 2024.

For more details on our member hotlines please see country profiles on page 96.

STEP BY STEP

Joining the INHOPE Network

Becoming an INHOPE member hotline is a process outlined in our [hotline creation timeline](https://www.inhope.org/EN/hotline-guide), which can be found in INHOPE's Hotline Development Guide (<https://www.inhope.org/EN/hotline-guide>). This timeline was developed to provide a transparent overview of the hotline development process and the roles and responsibilities of INHOPE, and of the applying organisation on its journey to becoming an INHOPE hotline.

The time it takes to create a hotline in each country varies as there are several factors that must be considered. Some organisations can establish a hotline in a year and others take two years or more. This is due to the fact that organisations are more (or less) ready to apply for INHOPE membership, which accepts applications twice a year.

Timeline for Creating your INHOPE Hotline



Once a request to establish a hotline is received, INHOPE conducts a country review using a country assessment framework.

INHOPE undertakes a due diligence mission to establish if the applying organisation is fit for purpose.

If the applying organisation is appropriate for a hotline, INHOPE organises a meeting to provide an overview of what a hotline does, the INHOPE network of hotlines, including a discussion of expectations from both parties.

Approx. time period: Months 2-8

INHOPE schedules monthly meetings with the applying organisation. During this period, INHOPE assists with:

- Organisation of a roundtable with relevant stakeholders
- Preparing the applying organisation to operate a hotline with the support of templates and best practices developed by the network of hotlines
- Preparation of the organisation's application for INHOPE membership

INHOPE holds a training for the applying organisation.

Both INHOPE and the applying organisation together start to plan the timeline for the stakeholder roundtable. The stakeholder roundtable should take place between months 7 and 11.

MONTH 01

MONTH 02

MONTH 03

MONTH 04

MONTH 05

Organisation



Start: Applying organisation contacts INHOPE and expresses interest to establish a national hotline. The process to establish an INHOPE hotline is started here - congratulations!

The applying organisation schedules a meeting with the national law enforcement agency (LEA) to introduce and explain the role of a hotline. Ultimately the hotline requires an official agreement with LEA e.g. Memorandum of Understanding. This agreement allows the applying organisation to analyse online CSAM and send it on to LEA and to Industry for rapid removal. LEA outreach can take a long time so this must be started as soon as process commences. INHOPE assists as necessary.

Approx. time period: Months 2-8

In addition to LEA, the applying organisation must start to gather support and written letters from:

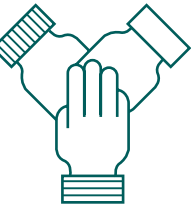
- Government departments (e.g. Ministries of Interior, Education, Digital Transformation)
- Technology Industry (e.g. hosting providers, social media platforms, telecommunications companies and manufacturers)
- NGOs in child advocacy and child protection space

INHOPE will supply example letters to applying organisation

Approx. time period: Months 5-7

The applying organisation ensures a web-reporting form is in place and informs INHOPE. Examples include [Eco Germany Hotline Web-Reporting](#) and [Spanish Hotline Web-Reporting](#). INHOPE will provide a template and best practices for a web-reporting form.

A large amount of energy and time needs to be invested in the first six months of setting-up a hotline in any country. Timelines differ per hotline. INHOPE will assist you through all the months laid out here to succeed in the development of hotline in your country. **#reportit!**



INHOPE

MONTH 06

MONTH 07

MONTHS 08 - 11

MONTHS 12 - 14

MONTHS 15 - 17

MONTHS 18 - 20

MONTHS 21 - 22

Communication Guidance

INHOPE's Communications team assists the applying organisation with awareness-raising campaigns and publicity of the newly-established hotline. This includes guidance and advice on launching a general hotline campaign to ensure that the national public are aware of the need to report online CSA.

Quality Assurance Visit

INHOPE to conducts a Quality Assurance visit to assess the hotline's operations on:

- o Report handling
- o Cooperations with key stakeholders
- o Visibility
- o Staff Welfare
- o Physical & IT security
- o Membership compliance

Approx. time period: Months 2-12

Hotline Training Meeting

The applying organisation is invited to the bi-annual INHOPE Hotline Training Meeting to learn and exchange the best practices with other INHOPE hotlines.

Training

INHOPE conducts CORE Training and INTERPOL Content Assessment Training for the new provisional member.

Full Membership Application

If the provisional member is ready, their application for full membership is discussed with INHOPE's Network Expansion Task Group. The Task Group can recommend the hotline for full membership to INHOPE network.

Organisation



Approx. time period: Month 8-12

Quality Assurance Visit

The applying organisation welcomes INHOPE to conduct a Quality Assurance visit to determine whether or not the applying organisation is ready to apply for provisional membership at INHOPE.

INHOPE Annual General Meeting

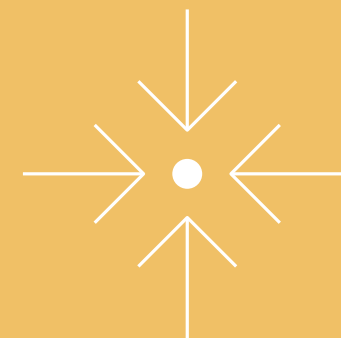
One month prior to an INHOPE Annual General Meeting (AGM), the applying organisation must meet all requirements of the Provisional Membership Checklist. The organisation application for membership is voted upon during the Annual General Meeting by INHOPE members. The hotline is a provisional member of INHOPE.

Recommendations & Requirements

The hotline improves its operations according to the recommendations made during the Quality Assurance Visit and reports back to INHOPE.

Full Membership Application

The provisional member meets all criteria for full membership and submits its application at least one month before the next Members Meeting.



CHAPTER 03

Our Impact

The figures and data captured in this report, while impressive, only capture a glimpse of the hard and smart work of a remarkable network around the world. It's essential to recognise that the true power behind these numbers lie in the dedication, collaboration, and commitment of every analyst in each hotline and every child protection practitioner within our network. Their efforts enable us to effect real change on a global scale.

The INHOPE network is focused on the people and technology which drive effectiveness in our efforts to achieve our mission. People run the hotlines, raise awareness of CSAM and work tirelessly to remove it, while the technology we utilise plays an essential role in ensuring hotlines are prepared to tackle the volume of CSAM online. The role of hotlines is diverse in nature; however, every activity is linked to either people or technology.

Organisational Excellence

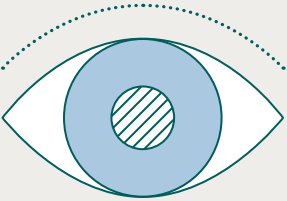


Hotline Training

Two *Hotline Training Meetings* took place in 2023 with more than *200 participants* from INHOPE member hotlines.

Strategic Direction

Mid-term Strategy Review (Strategy 2022-2024) and impact measurement review took place mid 2023.



Growing the Team

INHOPE's team has grown to *25 staff members*

And we created the role of a *Network Community Manager* to strengthen the Secretariat's response to membership needs .

Governance

Our governance supported the Secretariat to ensure effectiveness of our member hotlines through:

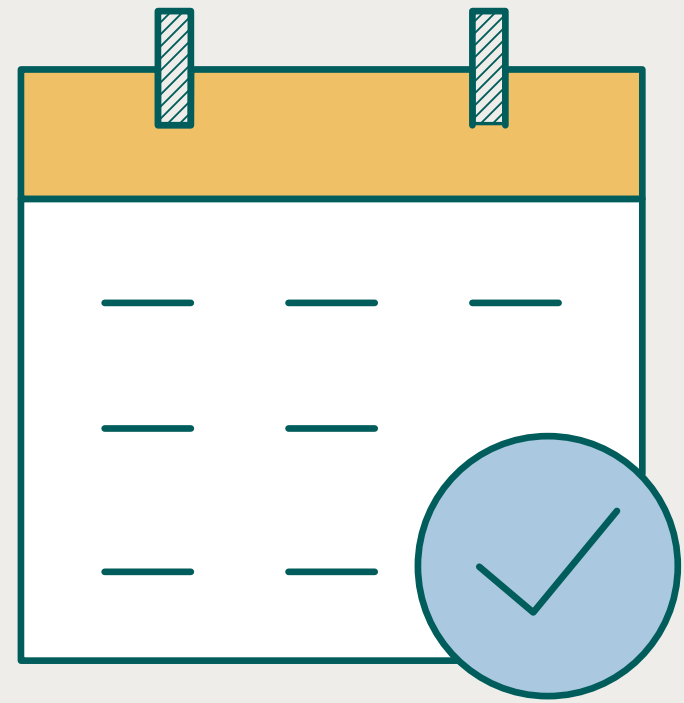


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New Partners

Annual funding partnerships directly support INHOPE's work. In 2023, we welcomed *Grayshift, Tether, Twitch, Discord and Yubo*. They join Amazon, ZEPETO, Snap, Meta, TikTok, Google, Crisp, Cloudflare, Microsoft and Trend Micro in the fight against CSAM.

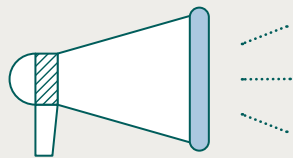
Strategic Communications



We welcomed **300+ participants** (both online and in person) to the **INHOPE Summit 2023**. INHOPE partners, industry leaders, NGOs, law enforcement, and government actors convened at the Meta office in the wider Boston area to explore our theme of “Partnering Product with Policy.” Through presentations, breakout sessions, panel discussions, and interviews, we investigated how we can achieve effective, fruitful cooperation between product and policy teams to facilitate safety by design across global industry. [Read a public recap of the summit.](#)

Knowledge Sharing

In 2023, INHOPE hosted **six Expert Insights webinars**, which brought together over **660 registered attendees** from various backgrounds. Over several weeks, industry experts held webinars on various online child protection themes, from developing wellness and resiliency in trust and safety, to child safety in online gaming environments. [Access all webinar recaps.](#)



Raising Awareness

This year, INHOPE launched **“Stop Scrolling,”** a new prevention campaign created to inform children, parents, educators and online platforms on how to protect young people from sexual exploitation online. Through an informative child safety quiz designed specifically for parents, and videos created for various audiences

“Stop Scrolling” aims to convey important knowledge in an engaging format. [Learn more about the campaign.](#)

Cross Collaboration

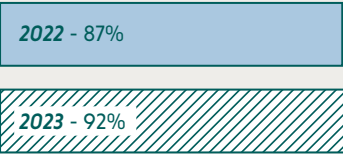
With support from the **Safe Online fund**, INHOPE produced a **step-by-step guide for hotlines**, (and organisations interested in setting up a hotline) on how to create and implement a communication strategy. [Get your copy of the Communications Playbook.](#)



Technology & Innovation

Innovation

A core functionality of the ICCAM system (responsible for scraping content URLs and downloading material) was rewritten based on the **Chromium Embedded Framework**. This update lead to an **increase of downloaded media** coming from reports, and for a more stable **end-to-end workflow**.



Workflow Improvements

The ICCAM platform has been expanded to support a **multi-module architecture**, as a result we have built a law enforcement specific module. This ICCAM Law Enforcement Agency (LEA) module is meant to help hotlines and law enforcement exchange data for incoming cases in a **standardised way**.

The **Report Box platform** offering for new and upcoming hotlines has been **migrated** to an **opensource** cloud environment, strengthening and simplifying the process of creating online reporting forms and connecting them to ICCAM.



ICCAM was upgraded to a new **application programming interface** (API), allowing hotlines that have their own information systems to connect to ICCAM on a **system-to-system level** in a more standardised way. Along with the API itself, there is a **Swagger sandbox environment** for onboarding, and the definition of the API is available under the OpenAPI specification, allowing developers to create the template code for interacting with ICCAM.

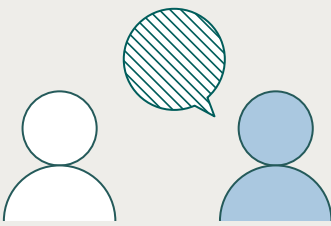
Network
Expansion

International Cooperation

We *evaluated over 100 countries* based on the ability to establish a successful hotline. Based on the results we will focus on four regions around the globe: *Latin America, Africa, MENA and APAC*.

In January 2023 we hosted the *Quarterly Seminar in Spanish*, kickstarting our expansion work in *Latin America*, resulting in more interest from Latin American organisations to join the network.

We launched the *Indo-Pacific Chapter* (IPC) with a group of *8 Asia-Pacific hotlines* that will focus on regionalised support and knowledge exchange.



New Hotlines

In 2023 the Network Expansion team held over 80 online meetings with organisations looking to set up a hotline and participated in roundtables in Slovakia, Vietnam, Argentina, Zimbabwe, Cameroon, Nigeria, India, and Ukraine.

INHOPE is also working with partners in Nepal, Switzerland, United Arab Emirates, Sri Lanka, Israel, India, Mongolia, Laos, Vietnam, Zambia, and Ghana to establish a hotline.

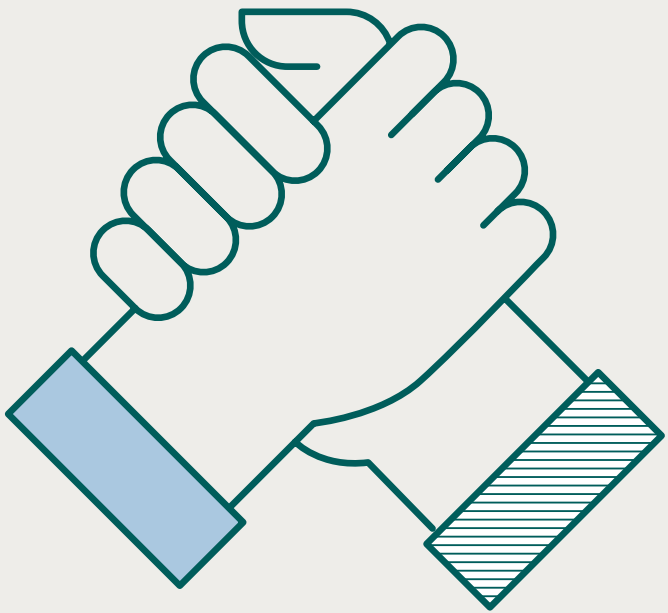
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Full
Hotlines

This year, we welcomed *four new hotlines*: *Grooming Argentina* and *SigurOnline* (Moldova), *Stop Crime* (Ukraine), and *OCHRÁŇ MA* (Slovakia).

INHOPE continues to support the launch of hotlines in 2024 in *Cameroon* (CASAF), *Zimbabwe* (Africa Watch Trust), and *Nigeria* (ACSAI) and in *Bolivia* with the organisation Educo Bolivia. *We are now a network of 54 hotlines, of which 50 are full members.*

Capacity
Building



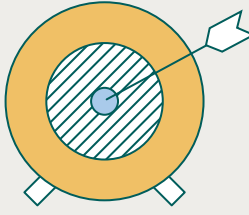
Peer-to-Peer
Exchanges

INHOPE organised *11 successful exchanges* between hotline analysts all over the world. Through the exchange program hotline analysts got to *meet* their international peers, *share* their best practices and *discuss* on most pressing problems.

Supporting Success

13 *Quality Assurance reviews* of its hotlines and all 13 were awarded an INHOPE Quality Assurance Certificate.

In 2023 *INHOPE and INTERPOL* organised three *Content Assessment Trainings*. Topics were assessing CSAM material and age, victim ID training and strengthening regional cooperation.

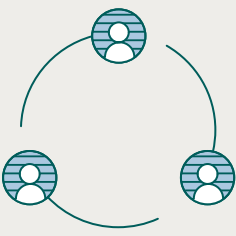


Advancing Analysts

In 2023, a total of *404 participants* were trained by INHOPE, including hotline analysts, LEA and NGO staff.

INHOPE's online learning platform is hosted by Docebo. On this platform analysts find an *online training* with practical training materials. The material is organised in training modules. In 2023 a module on *Tor & the Darkweb* was created for the platform.

In September INHOPE conducted the *Advanced Analysts workshop* in Amsterdam where 9 analysts worked out 4 of the most pressing topics they encounter in their work.



Connecting Hotlines

Monthly Q&A sessions: During 2023, twelve Q&A sessions were organised giving the opportunity to hotline analysts from around the world to *connect*, get a better understanding of *processing CSAM reports* and *bond* with one another.

Project Highlights



The Universal Classification Schema

INHOPE launched the Universal Classification Schema in March 2023 as a part of the Global Standard Project. The Schema was created with input from an International Working Group consisting of more than 80 experts from the child protection sector. After the launch of the Universal Classification Schema, more than 100 stakeholders have requested and received the Schema which will be used as a common language to translate different national and international schemas to classify CSAM.

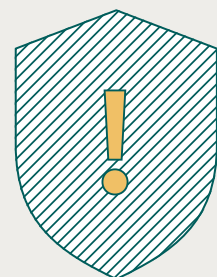
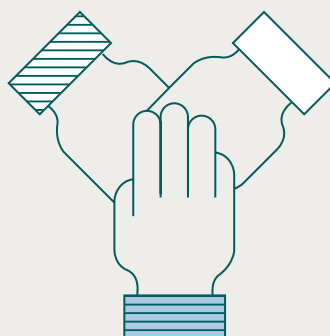
CPORT

INHOPE started a two-year project, **CPORT**, in January 2023 with the main objective to **build a law enforcement portal** into ICCAM to **support hotlines in exchanging data and intelligence** with their national law enforcement agencies in a **quicker** and **safer** manner.

- INHOPE organised **Data Exchange and Intelligence Forum** in September 2023 as part of CPORT that brought together more than sixty child online safety experts from hotlines, law enforcement, industry and non-governmental organisations. The forum focused on how to improve cooperation and information exchange between different stakeholders within the child online protection field.

AviaTor Annual Report

In August 2023, the **second AviaTor Annual Report** was published under the coordination of INHOPE. The report is focused on statistics of NCMEC reports that are processed in the AviaTor tool and presented new trends.



Better Internet for Kids

The implementation of the **Better Internet for Kids Programme** Phase 5 began in 2023 following the successful wrap-up of Phase 4. As part of this programme INHOPE continues to ensure high quality standards of hotline operations in Europe, builds capacity of European hotlines and also participates in the Safer Internet Day celebration together with **organisations from around the world**.

Stronger Together

Taking a Stance

INHOPE started implementing the **"Stronger Together 2023"** project, supporting our operational activities, funded by the European Union Directorate-General Justice and Consumers through the Citizens, Equality, Rights and Values Programme. With this project INHOPE organised six **peer-to-peer exchanges** between hotlines and an **advanced analyst workshop** in September 2023. INHOPE also created a guideline on **"Gender and non-discrimination policy"**.

Handling Complaints

INHOPE published **"Complaint mechanism guidelines"** which provides hotlines with a roadmap for establishing and implementing effective complaint handling mechanisms.



Hotlines via ESCAPE

The **ESCAPE project** ended in 2023, with new hotline members in **Ukraine** and **Moldova** joining the network thanks to support from Safe Online.

INHOPE launched the **Communications Playbook**, a step-by-step guide for hotlines (and organisations interested in setting up a hotline) on **how to create and implement a communications strategy**. This document is available in 10 languages.



OTHER HIGHLIGHTS

Newsletter Standouts

Resilience, teamwork, and increased dedication to our mission is what defined the INHOPE network over the past year. Global disruptions of peace and technological advancements created new challenges across the landscape of online child protection. From AI-generated abuse imagery to world conflicts impacting local efforts to protect children, our network has once again demonstrated their adaptability in the face of disruptions. Our network's proactive approaches to a developing landscape reflect their unwavering commitment to our vision of a digital world free of CSAM.

The Internet Watch Foundation (IWF) has showcased a particular commitment in staying on top of the latest developments and confronting emerging challenges. As one of the first hotlines to [identify reports of AI generated abuse imagery](#), the IWF decided to investigate this newly trending type of material, often almost indistinguishable from real images. In their conducted research, the IWF assessed over 11,000 AI generated images depicting children, demonstrating the rising severity of this issue. Based on these reports the IWF calls for immediate technological solutions and legal action to address this content.

Another area of concern over the past two years has been the emergence of new world conflicts, which inadvertently impact the realm of online child protection. Responding to the Russian invasion in Ukraine, the IWF relaunched a special [Ukrainian language portal](#) to fight child sexual exploitation online, as the war continues to interfere with local efforts to protect children in the country. Our Hungarian hotline NMHH has also identified the need for improved protections for children affected by ongoing conflict. The hotline contributes to the production of [two new booklets](#) published by the UNHCR, addressing practical real-life examples illustrating online threats and various protection strategies for refugees.

Recognising that awareness and knowledge is power, our network has demonstrated a strong commitment to produce more accessible and comprehensive resources for various audiences. Through booklets, reports, guides or courses, member hotlines have brought sensitive topics into public consciousness. ECPAT Sweden for instance, has made [part of their website](#), including

handbooks and research reports available in English. And several other hotlines have also prioritised the creation of resources in several languages to expand their usage across state borders. Save the Children Finland and the Finnish hotline launched a new [project CSAPE](#), funded by the EU's Internal Security Fund to prevent child sexual abuse through sexual education. Participants of the project are Iceland (Barnaheill - Save the Children Iceland), Albania (Save the Children Albania), Bosnia-Herzegovina (Save the Children International, implementing department Save the Children Northwestern Balkan), and Greece (KMOP, Social Action and Innovation Centre). Material and training available in several languages are developed for professionals working with 5-to-11 year olds, young people and parents, as well as training for professionals working with young people who have a sexual interest in children.

The Finnish hotline has been dedicated to creating prevention resources targeted at people with a sexual interest in children. In addition to the project, they have published [a updated-self help program](#) in collaboration with HUS Psychiatry, available in English, Finnish, and Swedish.

Making more resources accessible in different languages means creating a bigger database of universally accessible knowledge. Knowing this, the German hotline FSM has made their [Youth Media Index Report](#) available in English which outlined an important trend: an increasing number of parents are growing more and more concerned with their children's online safety. At the same time, they are becoming less involved as they often feel clueless on how to approach this subject.

This is why it is so important to invest in teaching adults how to appropriately engage with children on the topic of online safety. The Italian hotline Telefono Azzurro launched an [online course for secondary school teachers](#). The course aims to equip them with the necessary knowledge to address risky online behaviours and guide students towards safer internet practices.

Other members in our network have been investing into increasing local awareness of the issue of CSAM and where to report it. Through local TV spots and collaborations with famous personalities, the SafeLine Greece has successfully placed themselves in the public discourse. In 2023, they launched two major [campaigns](#), one in cooperation with the OFI Football Club and one with famous Greek actress Vasso Laskaraki.

By prioritising establishing a local presence and generating a good public image, our hotline network has gained increasing public and political recognition. The coordinator of the Latvian Safer Internet Centre, for instance, was awarded highest local achievement award - [the Cross of Recognition](#) - for her efforts in raising awareness about internet safety and media literacy for children in Latvia.

The network's influence is also seen in how they managed to improve the political landscape around child safety. In Taiwan, after intense lobbying efforts from our Taiwanese hotline, the government has [amended four laws](#), criminalising computer generated CSAM. The Thai hotline is also dedicated to addressing gaps in local legislation. They have initiated a campaign promoting an [online petition](#) for the criminalisation of grooming in Thailand. By collecting online signatures, this campaign aims to draw the government's attention and urge them to approve necessary legislation to protect children.

Independently, each of our hotline members are doing remarkable work in online child protection. But sharing knowledge is a critical aspect of maximising the impact of their efforts in child protection. Fostering collaboration and exchanging experiences can refine strategies to better address CSAM as an issue that exceeds local borders. Peer-to-peer exchanges serve as a valuable platform for this purpose, facilitating the transfer of expertise between hotlines.

The French hotline, [Point de Contact](#), welcomed the Korea Communications Standards Commission (KCSC) as well as the National Center for Missing and Exploited Children (NCMEC). Meaningful discussions took place on collaboration between France and Korea to combat illegal online content and protect children, focusing on the joint efforts to fight against the misuse of intimate content online. Additionally, the Polish hotline, Dyżurnet,

pl, received [visits by the Dutch hotline](#), Offlimits, and NetPatrola from Serbia. These exchanges addressed operational challenges and discussions on mental wellness, reinforcing the significance of cooperation and continual knowledge shared in the global battle against CSAM.

As we reflect on the past year, it's clear that the collective efforts in online child protection have brought significant progress. 2023 showcased the importance of versatile approaches, including national awareness campaigns, technological advancements, law changes, and the adaption of resources for wider accessibility.

Furthermore, the experiences of dealing with global disruptions emphasise the resilience needed in safeguarding children. Looking ahead, these lessons position our network strategically for the future, prioritising continuous improvement, collaboration and a proactive stance against emerging digital threats.

CELEBRATING SUCCESS

Hotline of the Month Initiative

As part of a global network, each INHOPE member hotline is instrumental in shaping the way we protect children in the online world. They work tirelessly to keep pace with the digital advancements, advocate for stronger laws against CSAM, and raise awareness in their community.

We proudly highlight one hotline a month to promote their work and initiatives and celebrate their commitment. Meet the Hotlines of the Month for 2023.

January: iSigurt, Albania

February: Te Protejo, Mexico

March: NetPatrola, Serbia

April: ChildWebAlert, Malta

May: ECPAT, Sweden

June: Barnaheill, Iceland

July: eSafety, Australia

August: ThaiHotline, Thailand

September: Offlimits, Netherlands

October: Child Focus, Belgium

November: APLE, Cambodia

December: AnmeldDet, Denmark

SUPPORTING EACH OTHER

Hotline Training Meetings 2023

Two Hotline Training Meetings took place in 2023 with more than 200 participants from INHOPE member hotlines. The first one took place in Malta on April 26 and 27 with 120 participants. The second one took place online on December 12 and 13 with more than 80 participants.

Hotline members came together to participate in two days of training on topics relevant to the creation of an INHOPE hotline and general hotline work. INHOPE's Hotline Training Meetings are six-monthly meetings providing a chance to exchange knowledge and learn from expert practitioners, industry, academics, LEAs and importantly, each other. We ensure that hotlines have INHOPE's support and that they support each other, maintain robust mental health and heightened resilience, as well as a support system in their colleagues. INHOPE continues to ensure that hotline analysts have the best tools, tips and tricks to undertake the challenging work they dedicate themselves to each day.

FOCUSED EFFORTS

Growth & Regionalisation

How do we determine target countries? Where will we focus our efforts to establish hotlines?

The answer to these questions is that we use our own country assessment framework to undertake qualitative and quantitative research and evaluate a variety of factors that result in an overall country rating.

This research has three fronts:

- Geo-political: analyses number of children within the country, number of mobile subscribers, regional safety, country literacy, the percentage of individuals on the internet, and other cultural norms.
- Hosting of CSAM: assesses the number of CSAM items hosted in the country (according to ICCAM) and the latest hosting infrastructure forecasts for that specific country or region.

- Hotline set-up factors: evaluates the current legal framework, country stability, the existence of a cybercrime unit, and its connection to the ICSE database, thus INHOPE's likelihood of success to setup a hotline. With a rating assigned to each country, we can obtain the probability of successfully establishing a hotline in several countries. Therefore, the final ranking determines whether a particular country will be on our target list.

INHOPE's goal is to have national hotlines in every country around the world and we prioritise high-risk areas. Where possible, our target list always includes forecasts of major technical countrywide infrastructure projects. Often, this kind of national infrastructure overhaul goes hand-in-hand with an increase of internet usage in related regions (e.g., Asia Pacific, South Asia, Latin America & Africa and MENA) as this is a vital factor in the hosting and ultimate removal of CSAM online.





CHAPTER 04

Facts & Figures

In this overview of 2023, we delve into the INHOPE Network of Hotlines, its operational landscape, and its worldwide impact in combatting online Child Sexual Abuse Material (CSAM).



A YEAR IN NUMBERS

Facts & Figures

The Scale of the Problem: Every year, we present our annual figures to shed light on the stark reality of the battle against CSAM. In 2023, INHOPE member hotlines engaged in the exchange of over 780,000 content URLs of potential illegal and harmful material, depicting child sexual abuse and exploitation. It's crucial to grasp that each of these content URLs could include an image or video victimising a child — emphasising the urgent need for collective action to protect children of all ages and genders across the globe. The content URLs exchanged by INHOPE member hotlines using ICCAM (INHOPE's secure platform used to collect, exchange, and classify reports of CSAM) are referred to as ICCAM reports.

Overview

In 2023, INHOPE member hotlines handled a significant volume of **785.322** ICCAM reports of potential child abuse cases, also known as content URLs reports (i.e., records of web addresses (URLs) associated with specific content). A notable increase from 587.852 ICCAM reports in 2022. Concerningly, **88%** of the content reviewed was classified as "new," indicating that INHOPE hotlines encountered these images or videos for the first time.

The 785.322 ICCAM reports represent the individual content URLs that were entered into ICCAM (exclusively containing material that hotline analysts considered as potential illegal CSAM). This number does not represent the actual total number of reports received by the INHOPE Network's hotlines, as content that is not considered illegal is not entered into ICCAM. The sum of all work that INHOPE member hotlines have done is greater than what the platform has recorded.

What were the trends in 2023?

88% of the ICCAM reports features new content underlining the need to escalate awareness raising activities. The major factor that we attribute this to is Non-Consensual Intimate Image (NCII) abuse online through grooming and sextortion, and the impact of normalisation of sharing nude images online. This has long-term impacts on victims' mental health such as anxiety, depression, post-traumatic stress, and suicidal

thoughts. Children who have been solicited into creating and sharing intimate content of themselves in particular tend to experience shame and blame themselves for the abuse.

Over **780,000 ICCAM reports** were processed through ICCAM.

69% of ICCAM reports were classified as illegal, increasing from the 68% in 2022. This figure supports the need for continued improvements in collaboration and process standardisation among INHOPE members. The rise also signifies heightened awareness of this issue in the public domain.

Over 95% of ICCAM reports classified as illegal contained young girls as the victim. 4% of the content involved the abuse of young boys and the remaining 2% of content featured both male and female victims, indicating instances of multiple child victims within the reported image or video.

83% of victims depicted are aged 3-13. We also see a clear rise in content of 14–17-year-olds (increasing from 11% in 2022 to 16% in 2023) which we believe is related to NCII (Non-Consensual Intimate Image) abuse. Self-generated CSAM content figures remained consistently high according to hotline analysts, mirroring trends from previous years.

Abuse at Scale

The ICCAM reports from 2023 indicate that novel artificial intelligence technologies are being used to create new categories of abuse at scale.

In October 2023, the INHOPE member hotline Internet Watch Foundation hotline has confirmed it had begun to see AI-generated imagery of child sexual abuse being



shared online, with some examples being so realistic they would be indistinguishable from real imagery to most people.

Offenders are bolder and are deploying brand new technologies, such as chatbots, to proactively scale their grooming and sextortion activities. From 2020 to 2022, NCMEC saw an 113% increase in reports of online enticement of children for sexual acts.

Hotline analysts have continued to see a concerning surge in the prevalence of Child Abuse Pyramid Sites (CAP Sites), which commercialise the exchange of CSAM. This trend has created a relatively new category of CSAM hosting that has escalated through 2023. Similar to mainstream affiliate channels, these sites reward individuals who increase website traffic to CSAM sites, with the intention of promoting and selling content. Participants can receive high click rates that they accumulate to access explicit CSAM content. The commercialisation of CSAM sites is alarming as it indicates an evolving and organised approach to that incentivises the spread of CSAM online as well as the recruitment of bad actors.

Hosting Formats

As seen in previous years, while CSAM is widespread across the internet, the majority of online CSAM is hosted on specific platforms.

In 2023, the data shows that **39% of sites distribution child sexual abuse content are image host sites** (i.e., a type of website that allows users to upload and share images). This aligns with the trends observed in 2022, where image host sites accounted for 38% of the CSAM reported to the INHOPE Network. This figure is expected, given the fact that the majority of ICCAM reports contain a URL to a page or TOR/onion site that contains links to image hosting platforms.

On the other hand, there has been a slight reduction in the volume of ICCAM reports originating from other primary distribution platforms, namely **file hosting** (i.e., platforms enabling users to upload and share files online) and **forums**. This can be attributed to the difficulty in accessing and reporting illegal content on platforms that require payment. These sites often have restricted or private areas where illegal content may be hidden. The financial barrier of access adds an extra layer of complexity to the process of combating CSAM in these environments.



What may be surprising is the notable rise in CSAM appearing on mainstream online platforms registered by INHOPE member hotlines in 2023 and an increase in cases related to messaging applications such as Discord, Telegram, Signal, and Enigma.

In 2023, INHOPE member hotlines have experienced higher prevalence of “mass reports” which are reports including single or multiple URLs that contain a large number of media files. Mass reports can come from a variety of sources, such as forums, where one reported URL can include sub-pages and/or messages that contain more URLs. We have found that these URLs often link to image collections, predominantly including self-generated content.

Why aren’t all reports put into ICCAM?

ICCAM is used by INHOPE network hotline analysts to exchange information and if a hotline analyst assesses a report as not illegal, they may not insert it into ICCAM as no data exchange is required. Therefore, the total number of reports is higher than the number of reports

entered into ICCAM. All reports that were received by hotlines are assessed to ensure there are no suspected incidents of the sexual exploitation of a child online.

The 141 INHOPE Network hotline analysts are trained to assess content and using their expertise and experience to classify whether content is potentially illegal CSAM. It is important to remember that hotline analysts focus on cases of CSAM to prioritise the removal of this harmful material online.

In addition, ICCAM has a mandate to remove from the open web. This means that any TOR/onion hosted material or websites typically associated with the dark web, that are not publicly accessible are not included in the data of this annual report.

What happens to the reports of potentially illegal CSAM?

The 785.322 ICCAM reports entered the INHOPE system, ICCAM, were assessed as necessary for exchange with other hotlines. Once the reports are in ICCAM, the content is then assessed by an analyst within the host

country where the national jurisdiction is applicable. The analyst in the host country classifies the content as either baseline (illegal globally), national (illegal in the host country), not illegal, or undetermined (requiring further review). Depending on the national legislation, content is reported to law enforcement and then to the hosting provider for takedown. Content classified as illegal is then taken down. This is why the number of content URLs removed online is lower than the number of reports received.

If there is no INHOPE hotline present in the hosting country, the reports are considered “orphan reports” which are processed by designated hotlines in the network. 1) These hotlines review a select list of orphan reports, 2) the national Law Enforcement Agency is contacted and 3) the hosting provider is sent a Notice and Takedown order. Note: If the content relocates, it’s possible to reassign a report to another country or change the hosting country for a specific image or video within the report.

Why is hosting so different across countries?

Hosting countries refers to the country that the potential illegal CSAM was traced to which relates to distribution, not its production. The amount of CSAM hosted varies extremely from country to country and this is impacted by the IT infrastructure, pricing, and availability which results in the majority of reports going to a small quantity of hotlines.

In 2023, INHOPE’s hotlines traced ICCAM reports in 84 countries, meaning there was a slight increase from 2022 (83). Additionally, this is a notable increase of 35 countries since 2020. The increase in hosting countries directly highlights the importance of growing the INHOPE network. By expanding the hotline model to high-risk locations, it also may imply that criminal activity is moving to less-legislated countries, escaping regulations and preventive measures in others.

Often illegal content is moved from one hosting provider to the next to avoid detection. This means that a single report of CSAM could require analysts to repeat the tracing and processing steps multiple times before successfully taking it down.

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

Once the content is assessed as containing child sexual abuse, the analyst then locates the hosting provider and sends a Notice and Takedown order to get the content removed. A Notice and Takedown order is a procedure for asking a hosting provider (HP) or search engine to immediately remove or disable access to illegal, irrelevant, or outdated information hosted on their services.

If the illegal CSAM is hosted through a content delivery network (CDN), getting an image or video removed requires additional steps and time. A CDN is a geographically distributed network of proxy servers and their data centres. In this case, the analyst must first reach out to the CDN, which in turn slows down their ability to remove this content. The CDN then determines the exact hosting provider, and only then can they send out a Notice and Takedown order.

With the significant increase of reports received by hotlines comes an increase of analytical work and workload, whereas 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 have the content removed from the internet.

KEY FIGURES

2023 in Graphs

In 2023, there were 785.322 ICCAM reports of potential child abuse cases. This figure represents the number of content URLs that were input into ICCAM. 88% of all exchanged content among INHOPE hotlines in 2023 was new and 69% of all exchanged content in 2023 was illegal.

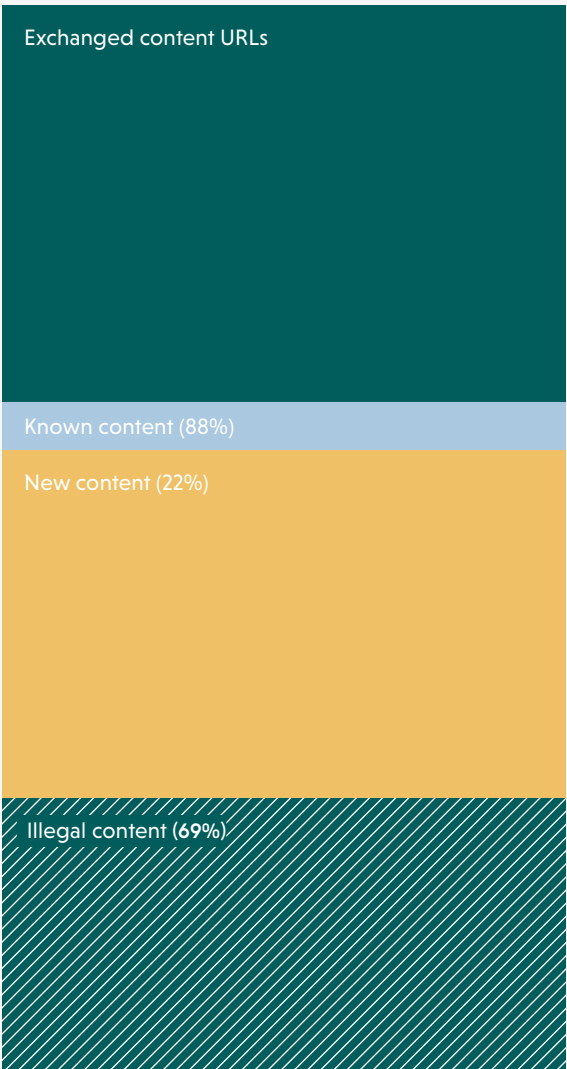
KEY FIGURES

Number of Reports

88% of the content exchanged among INHOPE hotlines was newly reported, an increase from 84% in 2022.

69% of this exchanged content was identified as illegal, an increase from 68% in 2022.

- Number of exchanged content URLs: 785.322
- Known content: 95.799
- New content: 689.523
- Illegal content: 539.836



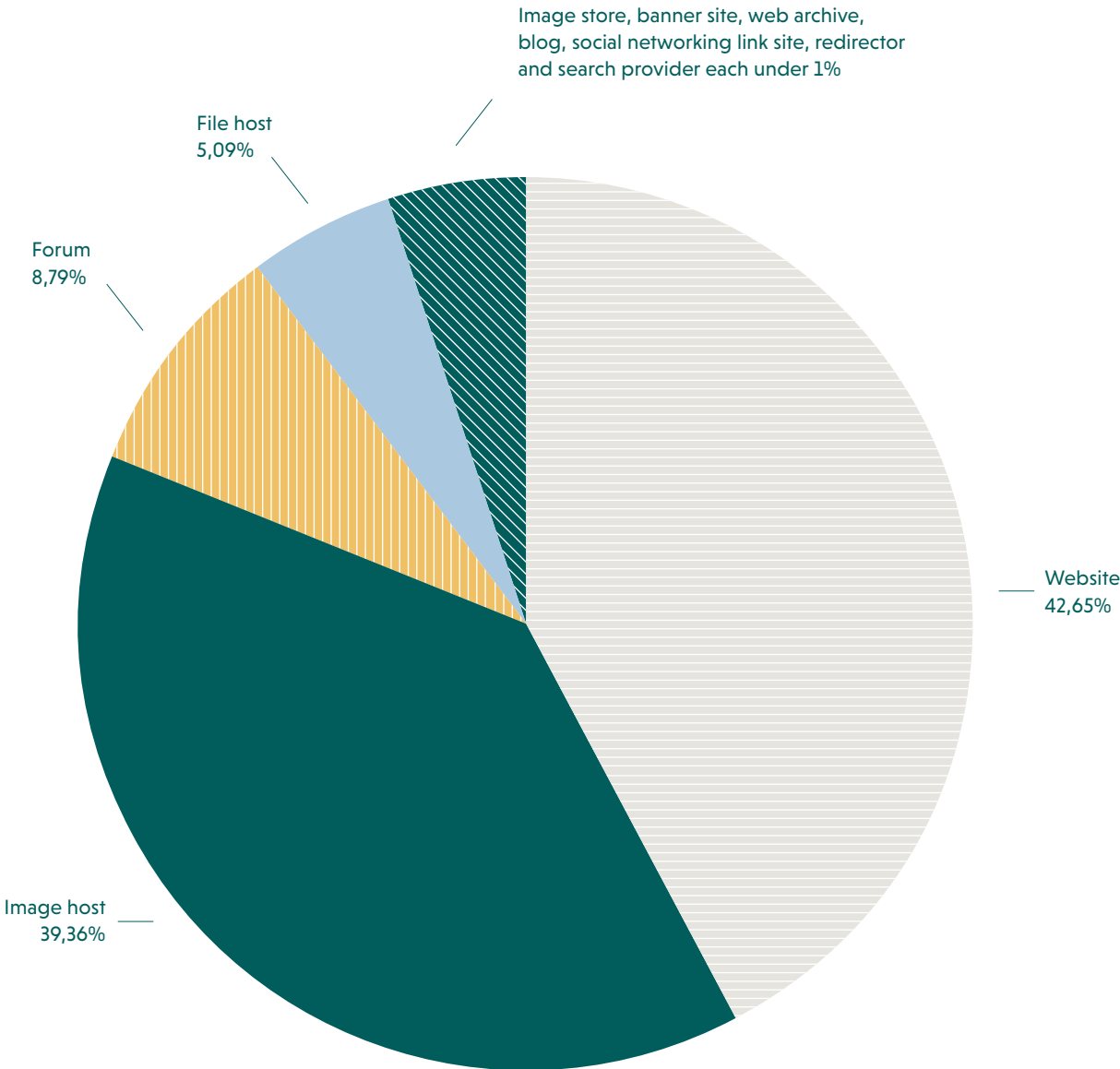
KEY FIGURES

Site Type

This pie chart shows the distribution of CSAM across different site types reported to INHOPE hotlines during 2023. Consistent with previous years, INHOPE hotlines report that CSAM is mostly found on websites and image hosting sites.

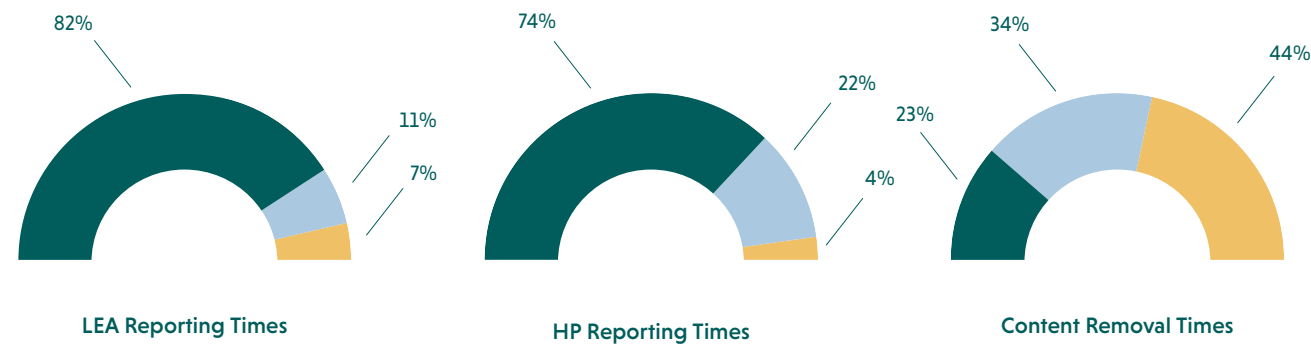
In 2023, website and image hosting sites remained the dominant categories used by bad actors to share and distribute CSAM content, accounting for approximately 42% and 39% of CSAM reported. In third position comes forums making up around 9%. This trend aligns with patterns observed in 2022, where image hosting (38%), websites (33%), and forums (12%) stood out as the most utilised platforms for the distribution of illegal content.

- Website
- Image Host
- Forum
- File host
- Image store, banner site, web archive, blog, social networking link site, redirector and search provider

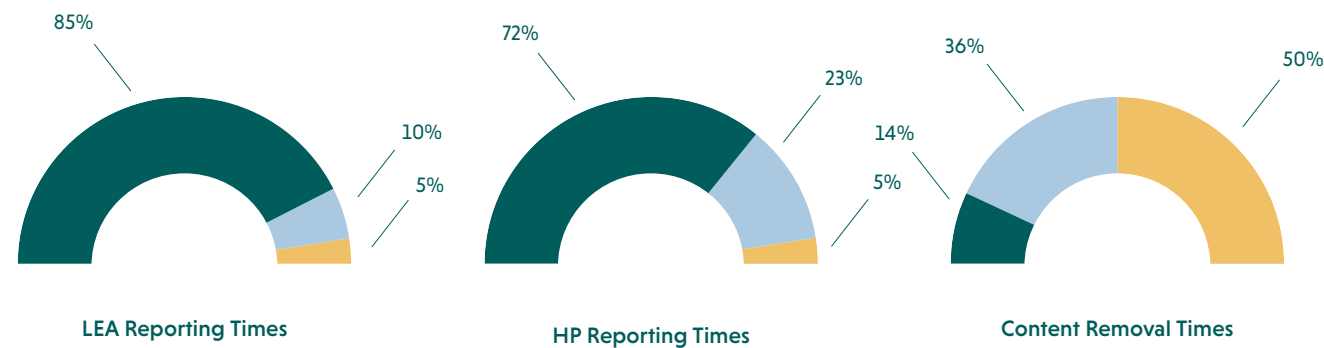


REPORTING TIMES

Global



Europe



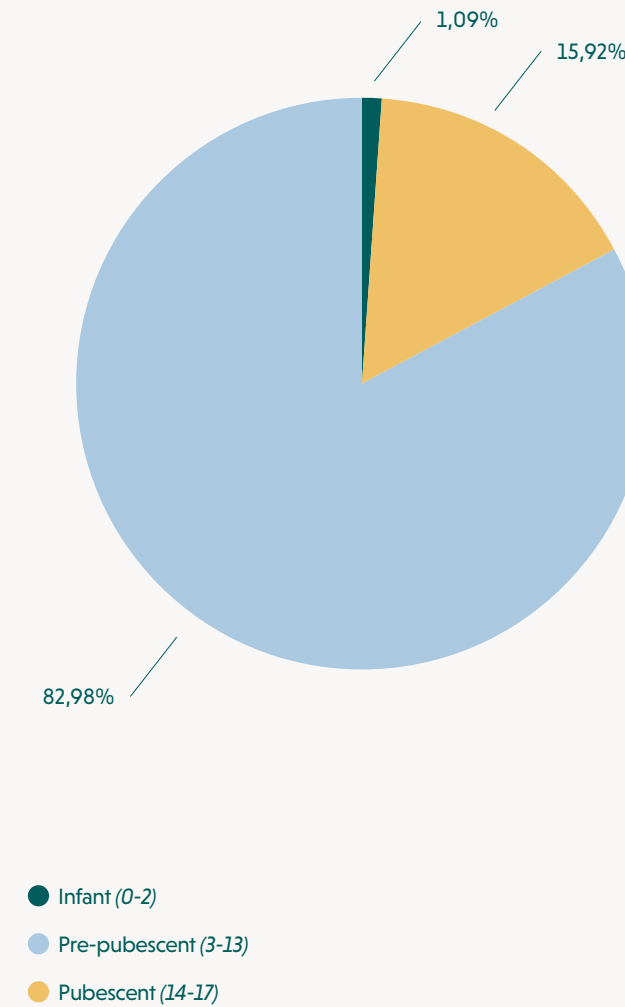
● Same day ● 2 - 7 days ● 7 + days

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

82% of all URLs hosting illegal content were reported to the relevant national Law Enforcement Agencies within three days following a Notice and Takedown order issued by INHOPE hotlines.

KEY FIGURES

Age of victims



In 2023, we recorded 5% increase in the number of pubescent victims (ages 14-17) depicted in the processed CSAM reports from 11% in 2022 to 16% in 2023. However, while we see slight changes, the majority of CSAM victims still fall within the pre-pubescent age range (3-13 years old).

KEY FIGURES

Gender of victims



Consistent with prior years, the data for 2023 shows that about 95% of victims depicted are female. Additionally, we saw a reduction in the depiction of male victims, falling from 7% in 2022 to around 3% in 2023.

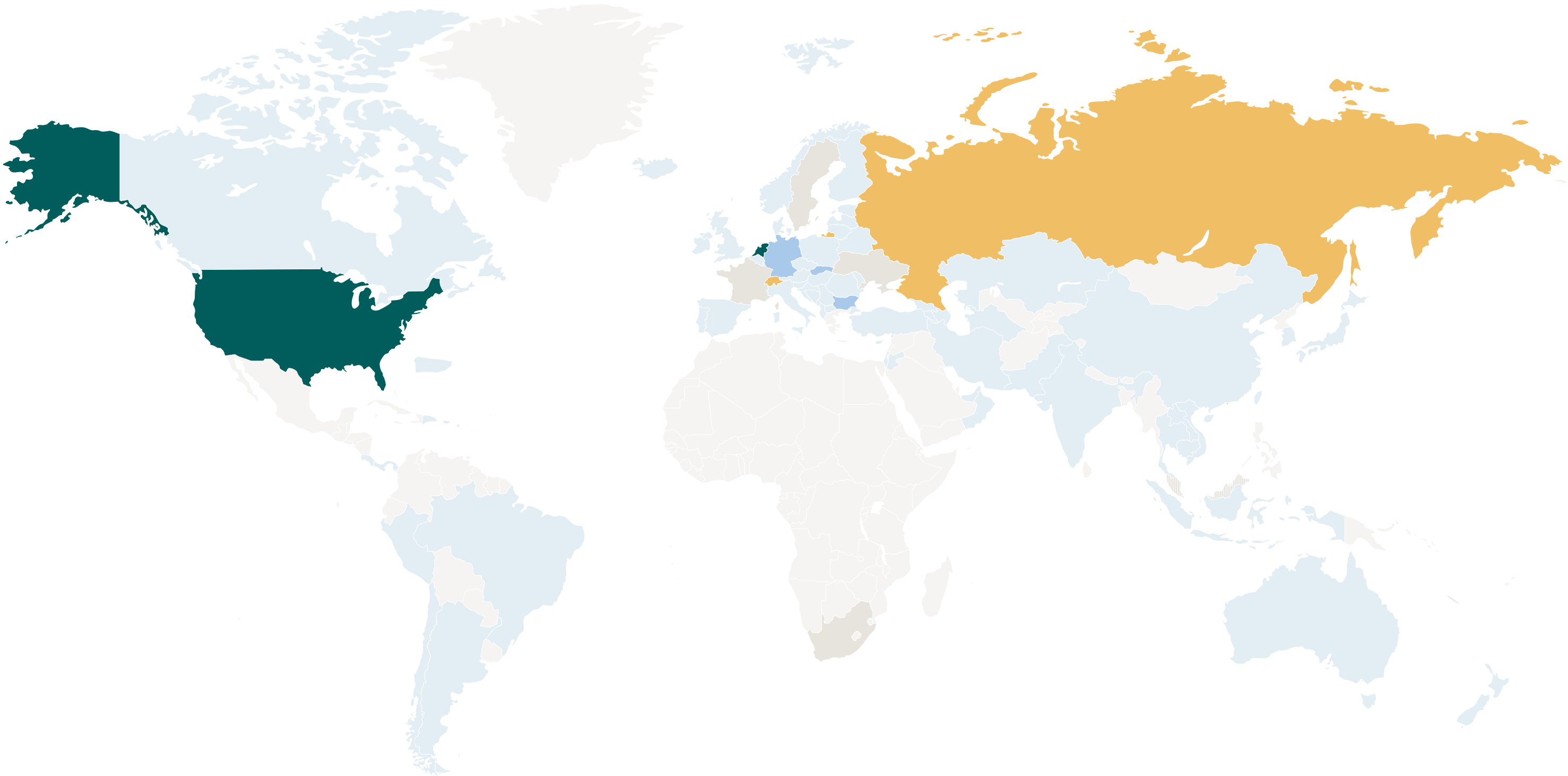
95% of CSAM in 2023 was showing female victims

KEY FIGURES

Worldwide Hosting

INHOPE traced ICCAM reports to 84 countries, of which INHOPE is actively engaged in 45 countries with a national hotline, maintaining a presence and effectively combating CSAM. The number of hosting countries indicates an increase compared to 2022 (83), and still marks a

significant rise from 2020 when potential CSAM material was detected in only 49 countries. Efforts are underway to establish hotlines in target regions such as Africa, Southeast Asia, and South America, further advancing the organisation's mission.



Worldwide Hosting

- Over 15%
- 5% to 10%
- 3% to 5%
- 1% to 3%
- Less than 1%

Illegal Patterns and Distribution

There is a broad spectrum of illegal and harmful activities on the internet, but what's considered illegal varies across countries. Child sexual abuse reports worldwide undergo diverse processing methods influenced by varying terminology and definitions. National legislations differ in defining the age of a "child" and what qualifies as "child sexual abuse material" as a criminal offense.

INHOPE, supported by the European Commission, prioritises expanding the Notice and Takedown procedure for child sexual exploitation material (CSEM)

not deemed illegal at the national level where legally feasible. This effort aims to enhance online child protection, covering content that includes non-illegal material in a series, harmful material to children, and material violating children's privacy.

For this Annual Report's scope, we classify as illegal content the number of URLs containing actual child sexual abuse material (CSAM). These URLs, assessed by analysts in 2023 or marked as illegal through matching with known material in ICCAM, represent a mix of both known and unknown content. This figure reflects the total count of identified illegal URLs in 2023.

KEY FIGURES

Worldwide
Illegal Patterns

- Netherlands 33.26%
- United States 16.02%
- Germany 9.05%
- Hong Kong 8.22%
- Switzerland 7.82%
- Russian Federation 5.60%
- Bulgaria 5.45%

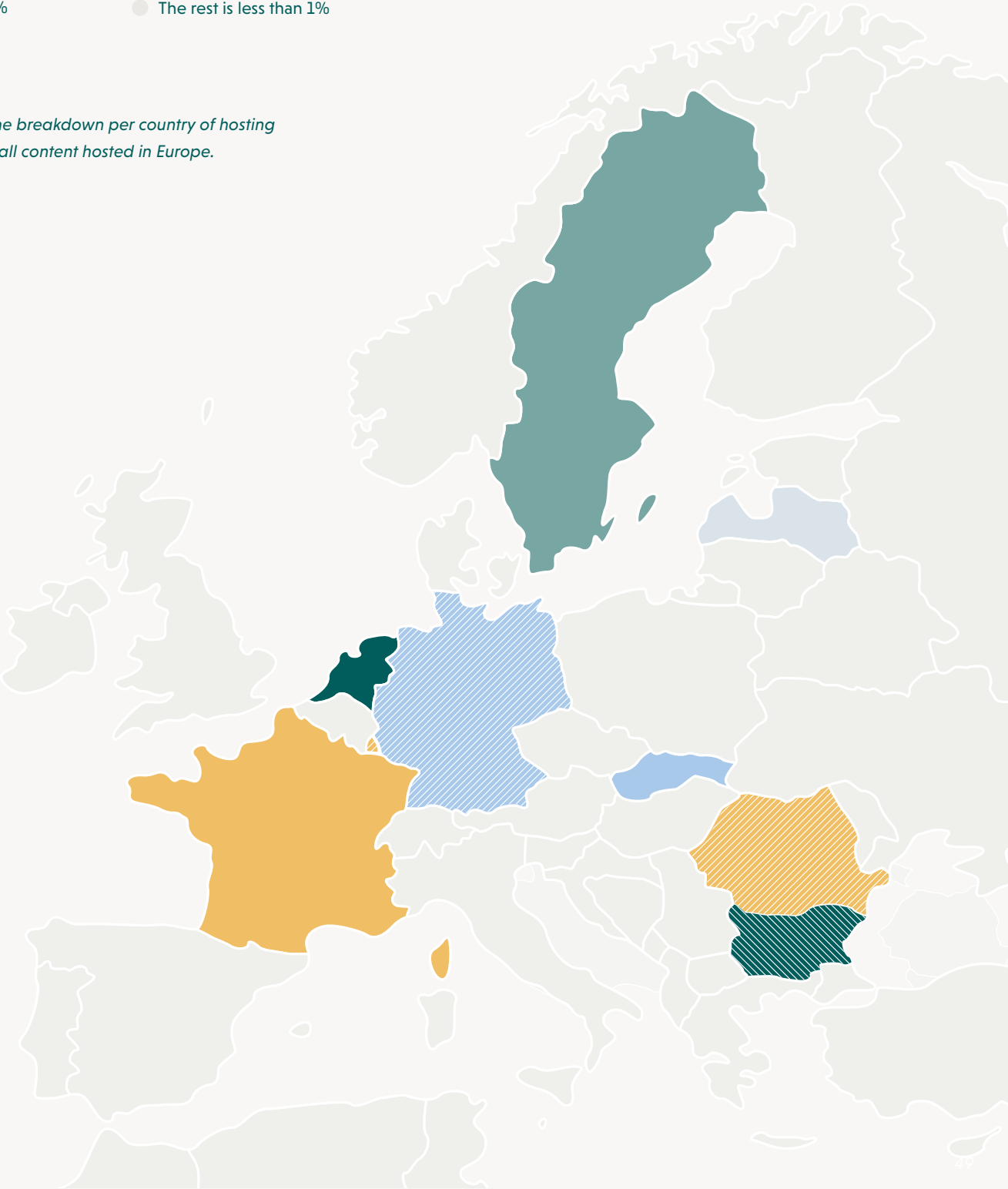


KEY FIGURES

Hosting Data
Patterns Europe 2023

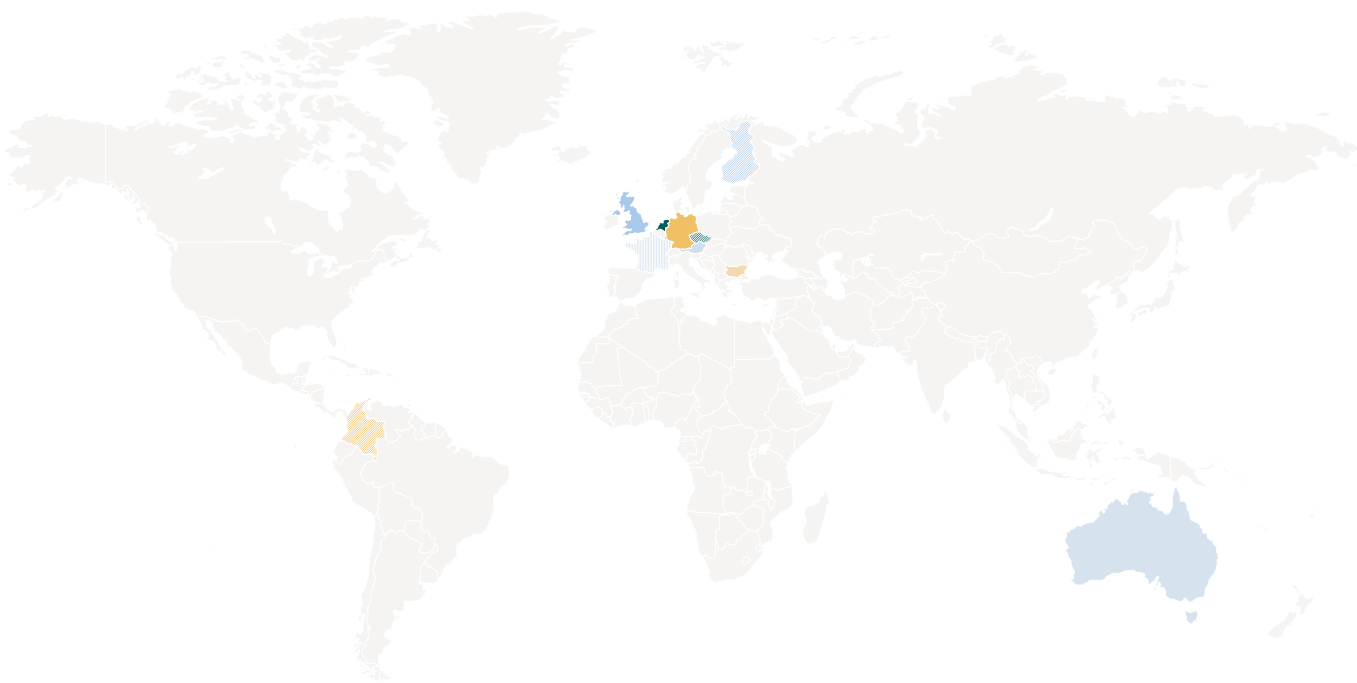
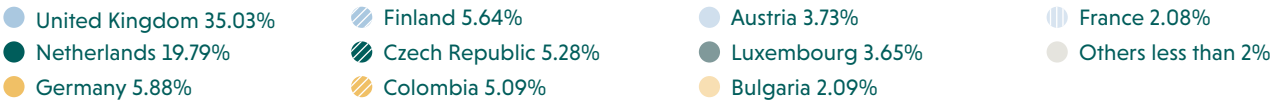
- Netherlands 61.22%
- Germany 9.05%
- Bulgaria 8.19%
- Slovakia 7.36%
- France 5.74%
- Sweden 2.56%
- Luxembourg 1.45%
- Latvia 1.20%
- The rest is less than 1%

This data is for the breakdown per country of hosting percentages for all content hosted in Europe.

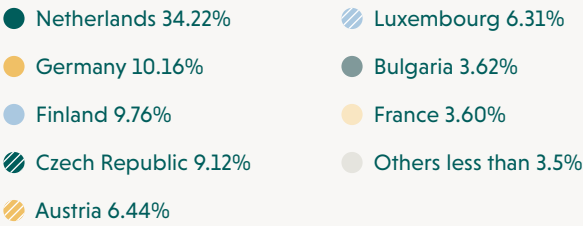


KEY FIGURES

Worldwide Reporting Data



Reporting Data Patterns Europe 2023



Note: Based on the total reporting coming from hotlines in EU countries.

BACKGROUND INFORMATION

Guiding principles of ICCAM Statistics 2023

This section describes the guiding principles behind the calculations and presented ICCAM statistics in this Annual Report.

INHOPE's mandate as a member association of hotlines has two pillars of focus: people and technology. In terms of people, we want to create tools and processes so the analysts assessing content can do their work in the most efficient way. In terms of technology, we want to create a system that supports the secure exchange of illegal content and also makes sure no known content needs to be reassessed or seen for a second time.

Therefore, we have decided to showcase four figures that capture the value of the network of hotlines:

1. Exchanged content
2. Known content
3. New content
4. Illegal content

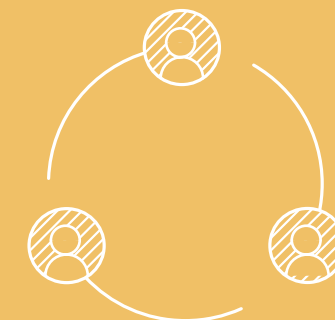
Exchanged content: This figure demonstrates the full number of individual content items that were entered to be exchanged through ICCAM among hotlines and is meant to illustrate the total volume of effort by the INHOPE network in 2023.

Known content: This figure demonstrates the value of the Technology pillar of INHOPE. It gives an indication of how many exchanged ICCAM Reports (content URLs) in 2023 were matched against URLs, images and videos previously inserted into ICCAM and assessed accordingly. As a result, INHOPE analysts were not required to reassess this known content, which protects them from repeatedly viewing harmful material and increases efficiency of the INHOPE network in removing previously assessed content faster.

New content: This figure demonstrates the value of the People pillar of INHOPE. It gives an indication of how many exchanged ICCAM Reports were new and required assessment by analysts in 2023. This number shows the analysts' effort required to assess newly reported and potentially illegal material.

Illegal content: This figure demonstrates the number of URLs which contained actual CSAM. These URLs were either assessed in 2023 by analysts or were marked as illegal as a result of matching with previously known material in ICCAM. Therefore, they are a mix of both known and unknown content. This number shows the total amount of illegal URLs identified in 2023.

These figures are comparable to the previously published numbers in INHOPE's Annual Report 2023.



CHAPTER 05

ICCAM

ICCAM is a secure platform used to collect, exchange, and classify reports of Child Sexual Abuse Material (CSAM) which supports the rapid removal of this illegal material from the internet.

THE BASICS

What Is It & Why Is It Important?

ICCAM supports the rapid removal of CSAM from the internet and compiles unique statistics on the proliferation of this material on the internet. ICCAM enables the secure exchange of URLs portraying child sexual abuse between hotlines located in different jurisdictions, with the aim of quick removal from the internet.

Additionally, ICCAM provides a service to hotlines worldwide to classify images and videos according to international legislation (INTERPOL's criteria) as well as national laws all in one system.

ICCAM is a tool which aims to:

01. Offer an accessible tool to all INHOPE member hotlines
02. Provide a routing mechanism for secure exchange of CSAM among different jurisdictions around the world
03. Enhance hotlines' capacity and efficiently assist in identifying and analysing CSAM, and collation of corresponding intelligence
04. Reduce analyst re-exposure by facilitating image/video hashing/fingerprinting and crawling technologies and the detection of duplicate content
05. Give insights robust, comprehensive statistics both at country/hotline and global level
06. Collaborate with law enforcement as an incoming channel for tips of found illegal content for victim/offender identification purposes

Once a hotline receives a public report, the hotline analyst assesses the reported material, and if it is believed there is illegal material on that page, the URL is inserted into ICCAM. The system then crawls all information found on that URL and the analyst can classify each picture and/or video separately as baseline (internationally illegal according to INTERPOL's criteria), nationally illegal (according to national legislation in the hosting country) or not illegal. In most cases the receiving hotline informs local law enforcement and sends a Notice and Takedown to the relevant hosting provider if the material is illegal. If there is no INHOPE hotline present in the hosting country, the so-called "orphan report procedure" will be followed. The "orphan report procedure" is as follows: several hotlines in the network can process reports in countries without an INHOPE hotline. These hotlines see a list of all orphan reports, choose a list to process and will in turn contact the law enforcement agency and send the Notice and Takedown to the provider where the material is hosted. In case the content has moved to another country it is possible to reassign a report to another country or change the hosting country of a separate image or video within the report.

All images and videos marked as baseline and nationally illegal are made available to INTERPOL through an ICCAM portal specifically designed for the case officers working within the Crimes Against Children Unit. Consequently, INTERPOL downloads this material and transfers it for insertion into their International Child Sexual Exploitation Image Database (ICSE Database).

The ICCAM platform was developed by INHOPE and Ziuz Forensics with funding from the European Commission under the Safer Internet and Connecting Europe Facility programmes. The platform is currently funded through the Digital Europe Programme of the European Commission. ICCAM enables multi-stakeholder collaboration between hotlines and law enforcement agencies (particularly INTERPOL).



The Process

There are many elements and organisations involved in the removal of CSAM from the public internet using the process of Notice and Takedown. These include: the public reporting the content, hotlines, law enforcement agencies, and the hosting providers. The following flow chart shows just how many moving parts are involved.

Note: This flow chart shows the most common scenarios. There are always exceptions to the processes which depend on the national jurisdiction and the collaboration between hotlines, law enforcement agencies and internet service providers.

¹Baseline Hash# list – illegal in every country
²National Hash# list – illegal in that country



PROCESS

How does INHOPE process NTDs?

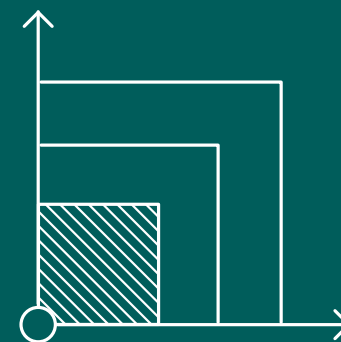
INHOPE hotlines send Notice and Takedown orders to HPs when a member of the public sends them a URL containing illegal images and videos depicting child sexual abuse and exploitation.

Notice and Takedown time is the time from when an INHOPE hotline receives a CSAM report from the public to the time a hotline reports it to the national law enforcement agency (LEA), the hosting provider, and ultimately the time the content is removed from the internet.

You can visit our website for a deep dive into Notice and Takedown procedures in the countries where INHOPE member hotlines operate.

In 2023, 57% of all illegal content URLs were successfully removed from the internet within seven days following a Notice and Takedown order from INHOPE hotlines.

INHOPE analysts issued a Notice and Takedown order to hosting providers within one day for 74% of all illegal content URLs.



CHAPTER 06

Capacity Building

Capacity Building is a key strategic pillar of INHOPE. We have over 240 analysts around the world who are trained to assess and classify CSAM using their expertise.

THE BASICS

INHOPE's Capacity Building Programme

Capacity building is an important strategic pillar for INHOPE. We commit ourselves to the comprehensive training of over 240 analysts globally, specialising in handling reports related to online child sexual abuse and exploitation. We achieve this objective by equipping hotline analysts with the requisite knowledge and skills, empowering them to carry out their crucial responsibilities accurately and securely.

INHOPE's Capacity Building Programme consists of four elements:

01. Providing training
02. Enabling knowledge exchange through various tools & events
03. Building collaborative resources and
04. Conducting INHOPE's Quality Assurance Programme.

Jointly, these tools increase the capacity of analysts employed at hotlines and ensure high quality operations of INHOPE member hotlines.

THE DETAILS

Training Programme

INHOPE's Training Programme focuses primarily on **hotline analysts and on increasing their skills and knowledge in processing online CSAM reports. The secondary focus is on officers of law enforcement agencies, as well as moderators of Trust & Safety units at our industry partners.**

INHOPE's Training programme consists of three parts:

- o **INHOPE Basic Training:** An introductory training for new analysts to get to know INHOPE as an organisation, to learn how to trace content on the internet and understand INHOPE's technology tools: ICCAM & Report Box. Report Box is a system that new hotlines can use to create report forms on their websites so that they can receive, store and process CSAM reports in a secure way, without the need to create one by themselves. Analysts are also introduced to INHOPE's Best Practices, Staff Welfare and Quality Standards in operating a hotline and processing CSAM reports. INHOPE also provides this as a bespoke training for law enforcement agencies.

71 analysts followed INHOPE Basic Training in 2023.

- o **INHOPE Advanced Training:** A practical training where hotline analysts learn how to determine the illegality of CSAM according to INTERPOL's criteria (baseline) and national legislations. This training is provided in close collaboration with INTERPOL's Criminal Intelligence Officers and is held at INTERPOL's or LEA's

premises. A key focus of this training is age assessment of the victims portrayed in the material which has an impact on the final illegality assessment and accordingly, correct processing of the material. Analysts also learn how the material is processed by INTERPOL and how to deal with already known victims and series. An in-depth demonstration of the ICCAM system and the collaboration it enables between hotlines is also a key element of this training.

42 analysts followed INHOPE Advanced Training in 2023.

Note: From 2024, this training will be expanded and, where possible, conducted jointly with LEAs. Additional topics will include the CPORT portal, Victim ID and training on the usage of the Universal Classification Schema.

- o **Online Learning Platform (hosted and developed by INHOPE):** INHOPE's online learning platform is a self-paced training tool, which analysts can follow at their own convenience by following different modules relevant to their work. The system offers self-testing and a certification capability. Each analyst that has completed the online training course becomes an INHOPE Certified Analyst. In 2023 an extra module on the dark web/TOR browser was added to the platform.

58 analysts enrolled at the Online Learning Platform in 2023.



TRAINING SPOTLIGHT 1

Development of new training material

INHOPE further developed its Advanced Analysts training in 2023 as part of the CPORT project. A two day training for hotlines and LEA was developed focusing on the use of a new LEA portal into ICCAM - CPORT and victim identification which further strengthens the relationship between hotlines and their national law enforcement counterparts. This training was developed together with Criminal Intelligence Officers of INTERPOL's Crimes Against Children unit.



TRAINING SPOTLIGHT 2

Focus on ASIAN-Pacific region

INTERPOL and INHOPE conducted a joint regional training and meeting in Bangkok on 22 November 2023. The event included INHOPE's Advanced training, as well as the launch of the Indo-Pacific Chapter (IPC), a regional coalition of hotlines across the Asia-Pacific region that will embark on various impactful initiatives.



ACTIVITIES

Knowledge Exchange Tools & Events

To support the continuous exchange of knowledge, INHOPE facilitates knowledge exchange tools and organises capacity building events. We collect and enable the exchange of the practical experience of more than 240 hotline analysts around the world. The following tools and events were facilitated in 2023:

o **Peer-to-Peer Exchange Programme:** Hotline analysts visit another hotline to experience the operation of another peer organisation. The objective of the Peer-to-Peer programme is to provide an opportunity to INHOPE hotlines to exchange information, knowledge and best practices, and strengthen cross-border cooperation. During the 2023 exchange programme, analysts were given the opportunity to observe the practical work of peer analysts from other countries and discuss the work-specific obstacles and solutions. As suggested by participants of the 2022 program, analysts from two or three hotlines visited the receiving hotline at the same time in 2023. This enabled simultaneous exchange of information between hotline analysts from more than two hotlines. INHOPE facilitates this program by coordinating the process, identifying needs of hotlines and matching a corresponding hotline, as well as providing funding towards the travel, accommodation, and subsistence of an analyst from one INHOPE member hotline to visit another member hotline. Participating analysts expressed high satisfaction with the content and the opportunity to take part in the Peer-to-Peer exchange programme.

The feedback received enhances the motivation of the INHOPE team to further improve the Peer-to-Peer exchange programme and give the opportunity to more hotline analysts to travel to another country and visit a hotline of their interest in 2023.

Fifteen analysts visited nine peer hotlines as part of the Peer-to-Peer Exchange Programme 2023.

Key takeaways from the Peer-to-Peer exchanges in 2023:

- At Point de Contact, attendees were introduced to the "Back Office" report management system, an example of the incorporation of state-of-the-art technology in operational workflow.
- The visit to eco offered an insight on report handling, data analytics, and ICCAM functionalities. Moreover, the exchange highlighted the importance of balancing professional responsibilities and personal well-being.
- NASK's contribution to the learning exchange emphasised the importance of mental health preservation within the hotline operational context. Another significant aspect of the participant's learning experience was gaining insight into the functioning of AI in hotline operations.
- At Offlimits, participants explored ways of expanding operations effectively while dealing with an increasing number of reports. The exchange of working methods and combined learning underscored the significant benefit of these interactions.

o **Workshop for Advanced Analysts:** A group of advanced analysts meets on an annual basis to discuss the most pressing topics that analysts deal with. This meeting serves the purpose to develop modules for INHOPE's Online Learning Platform and to document resources for the whole network. The topics discussed often result in the development of a training module and/or guidelines for all hotline members to use and refer to. A two-day workshop for "Advanced Analysts" took place in September 2023 in Amsterdam. Ten experienced analysts had the opportunity to exchange know-how and develop material for ICAP Websites, Crypto and Dealing with malicious webhosts.

Ten hotline analysts participated in the Advanced Analyst Workshop in 2023.

o **Slack communication platform:** INHOPE facilitates a Slack channel serving as an online chat-platform for analysts to discuss work-related subjects, ask questions regarding ICCAM reports to sending-or receiving hotlines and general questions about INHOPE.

o **Buddy Hotline Programme:** INHOPE facilitates a programme where experienced and young hotlines are matched in a buddy programme. These hotlines are matched based on location, experience and national legislative setup. The buddy hotline guides the new hotline in setting up efficient hotline operation.

o **Monthly Q&A sessions:** Analysts from around the world meet in an online Q&A session to openly discuss any questions related to working at a hotline, ongoing matters & trends in processing CSAM reports and operating a hotline. During 2023, 12 Q&A sessions were organised giving the opportunity to hotline analysts from around the world to connect, get a better understanding of processing CSAM reports and bond with one another.

GET STARTED

Resources

As a network connecting the knowledge and experience of 50 different organisations, INHOPE ensures that successes and best practices are captured, recorded, and shared within the whole network. The sharing of information happens both within the network of existing hotlines, as well as potential future hotlines. For this purpose, INHOPE develops Best Practice Papers, guidelines, and manuals, as well as templates for operational hotline processes. In 2023, INHOPE created the following supporting documentation:

- o Complaint mechanism guideline (which provides hotlines with a roadmap for establishing and implementing effective complaint handling mechanisms. The goal of the establishment of such a mechanism is to ensure that complaints from users or stakeholders to hotlines are addressed promptly, fairly, and transparently, leading to continuous improvement in service delivery and stakeholder satisfaction.
- o “Gender and non-discrimination policy” guidelines for hotline operations.

MONITOR & MEASURE

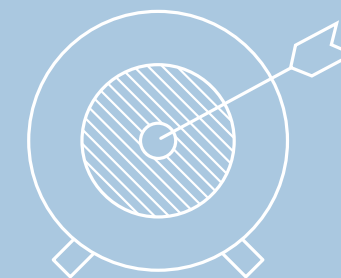
Quality Assurance Programme

The INHOPE Quality Assurance Programme (QAP) is a comprehensive and systematic method for monitoring and continuously improving hotlines’ services and standards and practices. The programme has been in operation since 2014 with updates occurring every year based on lessons learned. This programme involves existing member hotlines being reviewed against criteria set out in INHOPE’s Quality Assurance Template. The implementation of the programme is conducted through a face-to-face visit to the hotline and a review of the hotline’s services carried out by a representative nominated by INHOPE.

The objective of this review is to get an overall picture of the hotline’s operations and ensure that the standards with which member hotlines are required to comply are met. These standards are outlined in INHOPE’s Articles of Association, Code of Practice and Best Practice Papers. The Quality Assurance Template is also used as a self-assessment tool for existing hotlines or as a guide to new organisations setting up a hotline. During the review, INHOPE’s evaluators inform the hotlines of best practices and good quality standards applied by other hotlines, and accordingly identify requirements and recommendations for improvement. Each hotline reports back to INHOPE within a 6-month period on the steps taken to address these points for improvement.

- o INHOPE conducted thirteen Quality Assurance Programme reviews in 2023 and all reviewed hotlines received the INHOPE Quality Assurance certification.
- o Reviewed hotlines in alphabetical order (per country) are:
 - Grooming Argentina, Argentina
 - Educo, Bolivia
 - SIEMPLE, Japan
 - Drossinternets, Latvian Internet Association, Latvia
 - Svarusinternetas, Communications Regulatory Authority of the Republic of Lithuania (RRT), Lithuania
 - Sigur Online, La Strada Moldova, Moldova
 - NASK, Poland
 - Linha Internet Segura, The Portuguese Association for Victim Support (APAV), Portugal
 - Ochran Ma, Slovakia
 - Encibe, Spain
 - Film Publication Board, South Africa
 - ECPAT Taiwan, Taiwan
 - NGO Magnolia, Ukraine





CHAPTER 07

Projects

INHOPE's projects sit under our strategic pillars: Capacity Building, Network Expansion, Strategic Communication, and Technology & Innovation. The work and outputs of the projects enable the mission of INHOPE to ensure the rapid identification and removal of Child Sexual Abuse Material from the digital world.

TECHNOLOGY

The ICCAM Project

An effective fight against CSAM online demands a secure and swift exchange of CSAM reports between different jurisdictions worldwide. Our secure system ICCAM does exactly that.

The reality of how fast CSAM can spread around the world requires technology, tools, and collaborative approaches not only among law enforcement agencies and hosting providers worldwide but also among internet hotlines. Equally, each country must offer a hotline service to its citizens where one can report illegal material online. Hence, INHOPE operates the technical solution ICCAM, that supports hotline transactions and the removal of online child sexual abuse material.

ICCAM stands for I C [see] Child Abuse Material.

INHOPE operates and maintains the ICCAM platform together with its technical partner, ZiuZ Forensics, and INTERPOL. ICCAM was used by 48 hotlines in 2023, inputting CSAM reports into the system which shares all illegal images and videos with the International Child Sexual Exploitation (ICSE) database of INTERPOL. Maintaining and improving the system in 2023 was enabled within the ICCAM Project, funded by European Commission's Directorate-General for Communications Networks, Content and Technology under the Digital Europe Programme.

The ICCAM Grant Project has three main goals: continue with the hardware and software maintenance of ICCAM, improve the automatic monitoring of taken-down content, enhancements of the metadata relayed to law enforcement, and continuous reporting of key performance indicators of the data we are seeing inside the INHOPE network.

The support in ICCAM maintenance and development activities has been shown to be more important than ever, as during 2023 we have recorded the highest number of reports received in a single day, with almost 15.000 reports/day.

#Technology&Innovation



Funded by
the European Union

ONTOLOGY

The Global Standard Project

The Global Standard project brings together the skills and experience of global experts to develop a common schema for the classification of CSAM – The Universal Classification Schema.

To detect and remove public access to CSAM effectively law enforcement, hotlines and online service providers need common rules and a common language to describe what they are seeing. Countries have greatly differing definitions of illegal material, and organisations that assess child sexual abuse and exploitation material categorise and hash content based on their national legislation. Meaningful international cooperation and data sharing is currently being hampered by the lack of a common, globally compatible system that would make media categorised to criteria specific to one country's legislation understandable and usable by another.

Thanks to support from Safe Online, during the first phase of the Global Standard project INHOPE convened an international working group of experts to examine global legislation and identify the core characteristics of abuse and exploitation material.

These core characteristics have been turned into a set of labels and accompanying definitions that make up the Universal Classification Schema, which can map to any legislative criteria worldwide. The Universal Classification Schema will be implemented into INHOPE's ICCAM system, and hotline analysts around the world will classify content based on the Schema labels to contribute to a core dataset. This dataset will contain material that represents any possible combination of schema labels, and every image in the set will be tagged with the corresponding schema labels. National hotlines and law enforcement partners then review the dataset and classify the images in the set based on their national legislation. A mapping of how country-specific classification systems translate to the labels within the Universal Classification Schema will then be available for every country in the INHOPE network.

#Technology&Innovation #CapacityBuilding
#StrategicCommunications



LEA & HOTLINES

CPORT

CPORT aims to build a law enforcement access portal into INHOPE hotline's secure platform ICCAM and strengthen the cooperation between the hotline analysts, and international and national law enforcement officers worldwide. Through creating the possibility for hotlines and law enforcement agencies to communicate and share information in a common secure environment, the project strives to automate and optimise the exchange of intelligence across sectors which will ultimately lead to accelerating the process of identifying and safeguarding the victim and removing the material from the digital world.

The technological developments will further improve image and video hash sharing to reduce duplication and hotline exposure to known CSAM and enable a two-way data exchange between law enforcement and hotlines. In addition to sharing more information with their

national law enforcement agencies, hotlines will be able to directly contribute to the ICSE database and INTERPOL "Worst Of" List (IWOL) by processing CSAM reports in ICCAM.

Next to the technological developments, CPORT focuses on capacity building, encouragement of public reporting and promotion of multi-sector information exchange to optimise the fight against CSAM.

- o CPORT trainings for hotline analysts together with their national law enforcement officers are taking place at the headquarters of INTERPOL, Lyon in 2023-2024.

- o The public is provided with a CSAM reporting webpage which includes the guiding steps to be taken when they encounter CSAM online and the relevant contact information of national hotlines and law enforcement agencies.

- o Two international forums are organised for all key stakeholders in the field of Online Child Safety. The first one, the Data Exchange and Intelligence Forum took place on September 28 in Amsterdam. The forum brought together over sixty representatives from various fields and online platforms to explore the possibilities of improving cooperation across sectors and countries in the fight against CSAM.

Project CPORT, launched on January 1st, 2023, is a two-year project funded by the European Commission DG HOME through the Internal Security Fund (ISF). INHOPE is the coordinator of this project, and the project is implemented together with ZIUZ Forensics, INTERPOL, the Norwegian law enforcement agency

Politidirektoratet (KRIPOS), the Belgian law enforcement agency Belgian Federal Police (BFP), the Moldovan law enforcement agency Inspectoratul General AL Politiei (MIARP), and the French law enforcement agency Gendarmerie nationale - Ministere de L'interieur (CNAIP).

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#StrategicCommunications



A JOINT EFFORT

Better Internet for Kids

Better Internet for Kids (BIK) is a European Commission-funded initiative aiming to create a better internet for Europe's children and youth, funded under the Connecting Europe Facility (CEF) instrument). The Better Internet for Kids core service platform and related activities are managed on behalf of the European Commission by European Schoolnet (EUN), which coordinates the Insafe network of awareness centres, helplines and youth panels, while INHOPE coordinates the network of hotlines. These combined strands are commonly referred to as Safer Internet Centres (SICs), operating in 27 EU Member States, plus Iceland, Norway, and the United Kingdom, in the drive to keep children and young people safe online.

Under this project and with support from the European Commission, INHOPE implements numerous capacity building activities to ensure hotline analysts have the best tools, tips and tricks to undertake the challenging work they dedicate themselves to each day. These activities include bi-annual Hotline Training Meetings and Expert Insights webinars.

Hotline Training Meetings (HTMs) are two-day events where member hotlines meet to hear the latest trends and developments in the fight against CSAM online, as well as to exchange knowledge and best practices.

Hotline Training Meetings aim to:

- o explore new technologies and innovative solutions to combat CSAM online
- o support analysts in their professional development
- o enhance the technical capabilities of analysts, particularly in specialised content assessment
- o share best practices and lessons learnt regarding proactive care and empathy in the hotline work environment

- o explore how INHOPE can better collaborate with its members and partners
- o investigate how INHOPE can best support reporting everywhere
- o promote awareness raising strategies to ensure all citizens know what to report and how to report.

In 2023, INHOPE members met online and in person during two Hotline Training Meetings with 200 representatives from member hotlines, partner organisations, law enforcement experts, and partners in the field.

Also, the first European Virtual Forum was held on the subject "Exploitation is abuse" as part of this project, which brought together more than 300 experts to discuss the legal differences between abuse and exploitation material.

2023 saw the wrap-up of the fourth phase of this project, and the launch of the fifth phase of the Better Internet for Kids programme.

We form part of a larger approach to ensuring a safe digital world. The Better Internet for Kids Strategy of the European Commission defines four main pillars to give children the digital skills and tools they need to benefit fully and safely from what the Internet has to offer. INHOPE's work focuses on the fourth pillar of the strategy: fighting against child sexual abuse and child sexual exploitation online, and we are a proud partner of the European Commission in implementing this work.

#CapacityBuilding #StrategicCommunications
#NetworkExpansion



RAISING AWARENESS

Stronger Together

The Stronger Together project runs from 2022 to 2025 and it aims to enhance the coordination of INHOPE member hotlines on two main goals: capacity building and awareness raising.

The Stronger Together project, funded by the European Union Directorate-General Justice and Consumers through the [Citizens, Equality, Rights and Values Programme](#), was implemented to support INHOPE's operational activities.

One of the key goals of Stronger Together is to strengthen the capacity of EU internet hotlines and their analysts in the fight against child sexual abuse material (CSAM) online. INHOPE builds its member hotlines' capacity by providing them with essential resources such as comprehensive guidelines, advanced analyst workshops, online training modules, and a peer-to-peer exchange program. The outlined resources have equipped thirty EU hotlines and eighteen non-European counterparts with the necessary knowledge and skills to effectively address CSAM.

o *Peer-to-Peer exchange in 2023*

In 2023, the Peer-to-Peer exchange programme brought together six content analysts from Hungary, the Netherlands, Germany, Portugal, and Ireland to visit their peers in Germany, Poland, France, and the Netherlands. Exchange visits facilitated the sharing of knowledge and insights specifically on continuous improvement, technology adoption, and mental health prioritisation in hotline operations. Additionally, analysts had discussions on emerging trends and challenges within the online space demonstrating a proactive approach to adapting to changes in technology and legislation.

o *September 2023: Advanced Analyst Workshop*

INHOPE hosted a dynamic two-day Advanced Analyst Workshop in Amsterdam, Netherlands, on September 26th and 27th. The workshop gathered ten experienced hotline analysts from the INHOPE network to exchange knowledge, best practices, innovative techniques, and address emerging challenges. The workshop focused

on self-generated material, file hosters, and defensive measures, (I)CAP sites, NTD procedures, awareness raising, and crypto. During the event, participants engaged in hands-on problem-solving, sharing solutions and best practices. The outcomes from this workshop will serve as the foundation for new online training modules and refining technical support documentation for hotlines within the INHOPE network.

o *Developing comprehensive guidelines in 2023:*

- "Gender and Non-discrimination Policies" guideline

INHOPE is actively promoting the principles of gender equality and non-discrimination in line with European Union standards. Supported by Stronger Together funding, INHOPE developed guidelines on "Gender and Non-discrimination Policies" in partnership with EU hotlines. These guidelines aim to cultivate gender-sensitive practices among member hotlines within EU Member States and beyond.

- "Complaint Procedure Mechanism" guidelines

"Complaint Procedure Mechanism" guidelines, developed in partnership with the Internet Watch Foundation (IWF), equip hotlines with instructions to establish and maintain an effective complaint procedure. This mechanism ensures the timely, fair, and transparent resolution of complaints from users and stakeholders.

Another key goal of the Stronger Together project is to support efforts to raise awareness, extend outreach, and support advocacy. Raising awareness involves close collaboration with EU hotlines and leverages the potential of content creation and social media platforms to educate the public about the critical process of reporting instances of CSAM online. Additionally, INHOPE actively engages with policymakers, ensuring they are well-informed about the complexities and challenges associated with CSAM.

o *October 2023: Network-wide awareness campaign*

In October 2023, INHOPE launched a six-week "Stop Scrolling" campaign focused on raising awareness about the prevention of CSAM. This campaign presents ten preventive measures and strategies to guide various stakeholders, from parents to online platform administrators, on their roles in combating online CSAM. The campaign emphasises the collective responsibility to address this issue on platforms like LinkedIn, Facebook, Instagram, and X.

o *Ongoing advocacy in 2023*

INHOPE actively engages with policymakers and legislators, both at the national and EU levels, to promote a deeper understanding of the critical work carried out by hotlines. This engagement creates a collaborative environment that enables the development of effective and up-to-date legislation to address evolving challenges in online safety.

The Stronger Together project supports INHOPE's continuous commitment to combat CSAM and protect the vulnerable. By uniting hotlines, raising awareness, empowering INHOPE members, and advocating for changes, INHOPE continues to create a safer digital environment for all. Together, the network grows stronger, and together, we make a profound and lasting impact.

#CapacityBuilding #StrategicCommunications



Funded by
the European Union



NETWORK EXPANSION

Project ESCAPE

2023 saw the close of Project ESCAPE, which focused on expanding the INHOPE network into priority countries, upgrading our technology platform ICCAM, and supporting global communications activities. We welcomed hotlines in Moldova and Ukraine into INHOPE membership in 2023 after three years of round tables, stakeholder meetings, and capacity building activities with our national partners.

We launched our communications playbook, which is a step-by-step guide for hotlines (and organisations interested in setting up a hotline) on how to create and implement a communications strategy. This aims to increase the profile of hotlines in each country by raising awareness among citizens about the possibility to report CSAM on the hotlines reporting forms.

With a hotline presence in more countries and the improved technology that Project ESCAPE has afforded us, INHOPE's hotlines are able to reduce the availability of online CSAM at the same time as ensuring that:

- o countries lead and take ownership of the issue
- o key stakeholders take responsibility
- o the public becomes aware of the need and possibility to report
- o faster and smoother exchange of CSAM reports is enabled between INHOPE's hotlines, law enforcement agencies, and hosting providers.

#NetworkExpansion #Technology&Innovation
#CapacityBuilding #StrategicCommunications



SAVING VICTIMS

AviaTor

Augmented Visual Intelligence and Targeted Online Research (AviaTor) is an innovative project that combines advanced technology with the collective expertise of Law Enforcement Agencies (LEAs). AviaTor was developed to support LEAs in the challenge posed by the growing number of CSAM reports by elevating the efficiency and effectiveness of handling and processing these reports.

The technological industry is continuously growing and that results in increased number of reports on CSAM. That trend leads to a global need to address CSAM more effectively. These reports are of utmost importance due to the seriousness of the crime and are also very complex, time-sensitive, and require significant resources to process; therefore, LEAs must be equipped with innovative technical solutions. That's where the AviaTor tool - which is specifically designed to tackle this urgent issue - comes in. AviaTor tool uses a blend of artificial intelligence, Open-Source Intelligence (OSINT), Photo DNA, and hash listing technologies to tackle LEA's increasing workload. The essence of AviaTor lies in automation and intelligence that dramatically reduce the time and effort LEAs invest in processing, evaluating, and prioritising CSAM reports. AviaTor ensures a tailored approach since it is adaptable to the unique requirements of each LEA. This tool is equipped with AI techniques to analyse content and it allows using open-source intelligence through targeted online research.

The AviaTor project phase 2 operates from September 2021 until August 2024 and it is focused on ensuring the system's functional completeness and sustainability. AviaTor involves active participation of key project partners: INHOPE, ZiuZ Forensic, the National Police of the Netherlands, the Federal Police of Belgium, WEB-IQ, the German Institute for Artificial Intelligence - DFKI, and Timelex. The project receives funding from the European Union's Internal Security Fund – Police. INHOPE's role in the project is facilitating support for affiliates by enhancing communication through various initiatives like events, campaigns, and annual reports.

In 2023 the project hit some major milestones:

- o August 2023: the AviaTor project published its second AviaTor Annual Report "Deep dive into AviaTor data."

- o June – July 2023: the Advance campaign was launched and ran for two months. The primary objective was to demonstrate the universal advantages of AviaTor for all LEAs regardless of their cybercrime unit's level of development. The campaign specifically targeted three distinct levels of LEAs: Level 1) representing small, new, or underfunded units; Level 2) denoting relatively accomplished units with moderate staffing and budget resources; and Level 3) signifying larger units with extensive experience and higher budgets.

- o March and September 2023: AviaTor Peer-2-Peer learning events are organised bi-annually. These events are meant to bring together the affiliate law enforcement agencies working with AviaTor with a focus on knowledge exchange, best practises, and feedback to the developers from the field. In March 2023 the team met in Brussels, Belgium for the second networking event. The third networking event took place in Amsterdam, the Netherlands.

- o March 2023: On March 30th AviaTor Seminar took place in Brussels, Belgium. The topic of the event was "The future of report prioritisation" with the aim of promoting the exchange of knowledge and expertise among stakeholders from diverse fields. Approximately sixty experts specialising in online child protection from various sectors such as EU governmental organisations, law enforcement, civil society, safety tech, and industry, attended this networking event. Several influential figures in the fight against CSAM globally served as speakers, sharing the latest trends, developments, and technologies in their respective sectors.

- o In 2023 developers installed thirty online demos due to significant interest in the tool. The AviaTor tool was initially tested by the National Police of the Netherlands and the Belgian Federal Police. AviaTor's user base has expanded globally since then with users in Europe, Asia, and North America. In June 2023, the number of participating agencies reached to 18 users which makes it closer to the target of having 25 users by the next year.

#Technology&Innovation #CapacityBuilding
#StrategicCommunications





CHAPTER 08

Key to Success - Partners

INHOPE works with partners who believe in and support our mission to combat online Child Sexual Abuse Material (CSAM) and our vision of a digital world free of online child sexual abuse and exploitation content.

VITAL SUPPORT

Becoming a Funding Partner

Why you should become an Annual Funding Partner

Thanks to support from our Annual Funding Partners, INHOPE was able to work with organisations in more than 70 countries in 2023, and train hotline analysts in 50 countries. Financial contributions to INHOPE enable us to support existing and new hotlines to build capacity, receive additional training, share best practices, raise more awareness by working closely with national stakeholders, and heighten communications on reporting.

In 2023, we also added four hotlines to the INHOPE network thanks to the Annual Funding Partner Programme, which also saw 25% growth as a result of increased visibility of INHOPE through our Summit, social media platforms and campaigns.

Annual Funding Partners are the Key to our Success

All our partners are engaged in our work, and we continued to improve how we collaborate with them in 2023 as we developed evermore active relationships. In addition to existing partners, we created new connections and built new relationships, expanding our reach both geographically and across more sectors. We know that the only way we can fight online CSAM is together with all stakeholders, and that is exactly why we need to keep building on the foundations we've created since we started our Annual Funding Partner Programme in 2015. As such, we have an ambitious plan to attract additional sectors such as the hospitality and tourism industry to work closely with INHOPE in 2024 and beyond.

Partnerships to prevent and protect

By supporting INHOPE financially, our Annual Funding Partners can rest assured that they are keeping more children safe when they are online. Partners are helping grow the network of hotlines one country at a time to make the internet a safer and cleaner space for all digital

citizens in every country. Annual Funding Partners enable INHOPE to ensure that we and our growing network of hotlines are better prepared to protect and remove more children from harm and protect victims from revictimisation, eradicate illegal and dangerous content found online, and support police and to apprehend more perpetrators. With its strong and healthy partnerships, INHOPE and its member hotlines can commit to preventing more harm and protecting more children every day.

Engaged partnerships

INHOPE's relationships with industry, global institutions, law enforcement and NGOs continue to evolve with ground-breaking projects that have been started or formalised this past year. These are numerous and include: member-led technology upgrades to ICCAM and Aviator; new projects in CPORT and Stronger Together, bringing INHOPE members closer to their national police as they build capacity and train together; the Global Standard Schema to standardise terminology for all stakeholders across platforms; our Trusted Reporter Programme; the Network Expansion work conducted on a daily basis to grow the INHOPE network across Latin America, Africa, Asia-Pacific and Europe. Our engaged and active partnerships are key to our success.

“Good things take time,” but “Moving fast and breaking things” also works

All our projects need to evolve rapidly so that the hotlines can operate as swiftly as possible to exchange actionable intelligence with each other and their national police, with each other and with their own national and international partners. Without the knowledge on trends that is shared between our hotlines and our partners, we cannot tackle the challenges that children and young people are facing online today, or tomorrow. Our thoughtful and collaborative partnerships are the key to our success.

None of INHOPE's successes would be possible without the consistent support of all our partners.

How to become a Partner

To help our analysts work more effectively, we accept applications from private companies that wish to become Annual Funding Partners of INHOPE, supporting the network of hotlines financially at the same time as being active in the fight against CSAM. By becoming an Annual Funding Partner of INHOPE you become part of the solution. As the distribution of online Child Sexual Abuse Material continues to grow on a global scale, INHOPE continues to respond by pursuing four main pillars:

- o Technology development
- o Network expansion – growing in the major internet usage expansion zones (Asia Pacific, South Asia, Latin America, the Middle East and Africa)
- o Capacity building
- o Political and legislative engagement

Investment in INHOPE is a way of supporting the crucial work the hotlines do day-in and day-out, ensuring CSAM is removed from the internet wherever in the world it is reported and hosted. This funding also enables the training of the analysts of existing hotlines, sustains and develops the INHOPE network in countries where extra support is needed and helps us establish hotlines in regions and countries where no hotline exists, ensuring online child protection is prioritised and that awareness campaigns are created together with all national stakeholders to raise awareness of the importance of each country's need for a hotline to fight this pandemic globally and locally.

The time to invest in change is now. We would be delighted to hear from you if you would like to consider becoming an INHOPE Partner. You will work closely with INHOPE's Global Partnerships department to understand the impact your support is making enhancing the efforts of our analysts daily.



HAND IN HAND

Our Partnerships

INHOPE has built trustworthy and close relationships with law enforcement agencies, tech companies, and corporate sponsors over its twenty-five years of operation.

Our partnerships enable and strengthen the hotline-corporate relationship to protect the public, as well as victims of online abuse by issuing notices for rapid removal of confirmed CSAM. INHOPE's partners from government and institutional agencies include UNICEF, INTERPOL, Europol, International Telecommunications Union, ECPAT, International Centre for Missing and Exploited Children (ICMEC), Child Helpline International, Virtual Global Task Force, European Financial Coalition, the Tech Coalition, WeProtect Global Alliance and the Council of Europe among others.

For more than two decades now, European Schoolnet and INHOPE have played a leading role in the coordination of European Commission-funded Better Internet for Kids Programmes. Since 1999, the Safer Internet Programme has provided a solid backdrop for national and EU-wide actions to make the internet safer by protecting and educating children and young people online.

Insafe (European Schoolnet) and INHOPE work together through a network of Safer Internet Centres (SICs) across Europe, typically comprised of an awareness centre, helpline, hotline, and youth panel. The central aim of the Insafe and INHOPE networks within their awareness-

raising and child-protection mission has always been to maintain an evidence-based approach with their sights firmly fixed on the future to ensure that emerging challenges are tackled proactively. INHOPE and Insafe have also collaborated for the past five years on the Safer Internet Centre Plus Programme, which leverages the successful SIC model used across Europe to build capacity in (fourteen) countries outside Europe, ensuring that they can benefit from lessons learnt and the sharing of best practices as they develop their own national responses to online safety and online child protection and the removal of CSAM.

Hotlines also need the ability to work with law enforcement agencies, which is where INTERPOL comes in. INTERPOL's role is to enable police around the world to connect and collaborate. With their high-tech infrastructure of technical and operational support, they help meet the growing challenges of fighting crime in the 21st century. INHOPE members also help law enforcement save time by ensuring only relevant reports are referred to national and international law enforcement agencies, so that efforts can be concentrated on investigating confirmed cases of CSAM and working to identify and rescue victims.

ZiuZ is a visual intelligence specialist developing technological solutions to help solve societal problems around the globe. ZiuZ Forensics and INHOPE have a long-standing partnership in operating and maintaining ICCAM with the support of the European Commission.



"Amazon is committed to preventing child sexual abuse material (CSAM) across all of its services. We are pleased to continue our work with INHOPE in 2024 to combat online child sexual exploitation and abuse (CSEA)."

Kristine Dorrain, Senior Corporate Counsel, Amazon

"As the challenge of online child sexual exploitation and abuse continues to evolve, it requires ongoing multistakeholder collaboration and commitment. INHOPE and its network of hotlines play a critical role in helping to understand and respond to the changing threat landscape, focused on the best interest of the survivors."

Courtney Gregoire, Chief Digital Safety Officer, Microsoft

"Google is grateful for INHOPE's leadership, expertise, and service in the fight against online child sexual abuse and exploitation. We're proud to support INHOPE's efforts to expand their work globally and steer critical multistakeholder efforts in our collective response to this urgent, horrific crime."

Emily Kirstein, Child Safety Public Policy Lead, Google

"We're proud to continue to partner with INHOPE as we play our part in the fight against those who aim to exploit and abuse children. This global challenge demands a collective response and whether it's exchanging best practices or leveraging INHOPE's network of hotlines as a resource for our community, we are stronger together in our work to protect young people online."

Cormac Keenan, Head of Trust and Safety, TikTok

As a Partner of INHOPE you can demonstrate that your company puts all our children first and takes corporate social responsibility seriously, becoming an integral part of tackling online CSAM and ultimately helping to create an online environment where everyone, especially children, can use the internet safely and securely for positive purposes.





CHAPTER 09

Governance & Finance

The INHOPE Association is registered with the KvK Netherlands as a vereniging.

ORGANISATION

Governance

INHOPE is a members' organisation, run for its members by its members. INHOPE is governed by its [Articles of Association](#). Members vote to elect a President who leads an elected Executive Committee of hotline representatives, also known as the Board. The Board is charged with the management and administration of the Association. The Board currently consists of seven people.

Based in Amsterdam, the Netherlands, the INHOPE Secretariat is responsible for conducting the day-to-day business of the Association and is accountable to the INHOPE Board. INHOPE also has an Advisory Board made up of external experts.

The INHOPE Secretariat is led by its Executive Director Denton Howard.

NICE TO MEET YOU

Let Us Introduce: Our Board

Jean-Christophe Le Toquin INHOPE President

Jean-Christophe Le Toquin (President - Point de Contact, France) is an advisor to tech companies, with a track record in developing trustworthy multi-stakeholder initiatives on cybersecurity and against cybercrime. He is the President of Point de Contact since 2018.



Sean Lyons INHOPE Vice-President

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.



Peter-Paul Urlaub INHOPE Treasurer (June 2018-Dec. 2023)

Peter-Paul Urlaub (eco - Association of the Internet Industry, Germany) is an attorney at law. His most recent education at the University of Oldenburg specialised in legal aspects in IT and Internet compliance. He is responsible at eco's hotline for ISP relations, training new staff, technical compliance and innovation.



Carolina Piñeros INHOPE Board Member

Carolina Pineros Ospina is an Industrial Engineer with a specialisation in Personal and Family Development. As a founder of Red PaPaz, she dedicates her time to this network of parents, caregivers, youth initiatives, and civil society who advocate for the protection of the rights of young people. Carolina also serves on various boards for social initiatives that support vulnerable children.



Þóra Jónsdóttir INHOPE Board Member (July 2020-Dec. 2023)

Þóra has been working with Barnaheill – Save the Children Iceland since 2014 as a project manager of domestic programs, including the hotline. Þóra is a lawyer and a child rights advocate with special focus on the protection of children against violence.



Mashilo Boloka INHOPE Board Member

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.



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.



Heidi De Pauw
INHOPE Board Member (as of Dec. 2023)

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. Heidi actively advocates for child protection through publications and speaking events as a subject matter expert on human trafficking, sexually exploited and missing children.



Seila Samleang
INHOPE Board Member (as of Dec. 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. With a Master's degree in law, Seila is a key member of the National Child Protection Committee. Additionally, he plays a vital role in government policy development and facilitates international collaboration among law enforcement agencies to combat transnational cases of child sexual exploitation.



INTRODUCING

Advisory Board

Jason Barry – Trust & Safety Manager at Meta.

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

John Carr - member of the Executive Board of the UK Council on Child Internet Safety An adviser to ECPAT International and a trusted authority on child internet safety around the globe

Fred Langford - Director Online Technology at OfCom

Emilio Puccio - Secretary General of the European Parliament Intergroup on Children's Rights at European Parliament

Kristin Boorse - Head of Product Management at Thorn, Digital Defenders of Children.

Lynette T. Owens - Founder and Global Director of Trend Micro's Internet Safety for Kids and Families (ISKF) program.

Uri Sadeh - Coordinator of the Crimes against Children team at the INTERPOL General Secretariat.

Vic Baines - Research Fellow at the Oxford Internet Institute. (retired May 2023)

Fernando Ruiz Perez - the Head of Operations in the European Cybercrime Centre (EC3) at Europol. (retired April 2023)

Almudena Lara - Google's global lead on child safety policy. (retired April 2023)

Maite Rago Smid – Senior Account Executive | Salesforce.org (retired April 2023)

GOVERNANCE REFLECTION OF 2023

Implementing
our Strategic
Direction

Children's explicit right to protection from violence, abuse, and neglect, along with the mandate for states to prohibit child exploitation, underscores INHOPE and our hotlines' commitment.

INHOPE hotlines address criminally illegal content on the internet. Internet-based illegal activities fall into two types: those handled by Law Enforcement Agencies and those prosecuted by various civilian bodies. As of December 2023, INHOPE now supports fifty-four member hotlines, operating on all continents with 240+ analysts. INHOPE is governed by a diverse seven-member Board of elected hotline representatives who mirror this global network. The growth of the network has come with the need to redefine our united identity as a network as we think about the strengthening our public position on key emerging topics in the child protection space.

Steering this direction is a 2022 to 2025 strategic plan which we continue to implement that outlines precise goals and objectives, anticipating outcomes. This plan also enables the organisation to remain agile and adaptable in response to a swiftly evolving environment. The implementation of the strategic direction of INHOPE is measured against key targets set under the pillars: network expansion, strategic communication, capacity building, sustainability, technology & innovation and operational excellence.

Navigating Change: A Journey in
Advocacy and Adaptation

In 2023, we focussed on two key aspects in support of the People and Technology direction. Firstly, we advocated against the European Union's proposal on scanning, and secondly, we adapted to changes in CSAM creation using Artificial Intelligence.

While the strategic course of the INHOPE network is steady and we strive for consistency to ensure constant measurable growth, we know that change is constant, especially in addressing the complex issue of online child sexual abuse.

As a network we need to mature as we address the evolving nature of online CSA. The digital environment has severe consequences to protecting children online and is a crucial part of INHOPE's future actions. CSAM distribution is shifting, and we anticipate rapid changes in the global political, legal, and policy landscape, particularly in how governments and technology companies prioritise online safety. We welcome the European strategy and initiatives in other parts of the world to combat child sexual abuse, including legislation and regulation and the development of a European Centre. In pursuit of our vision of a digital world free of CSAM, INHOPE is committed to working with stakeholders at both strategic and operational levels, leveraging our knowledge, infrastructure, multinational presence, and technical expertise to play a central role in anti-CSAM efforts. We strive for a strengthened and harmonised legislative and regulatory environment across the world – not forgetting our member's national environment.

Key outcome of the 2023 Hotline Training Meetings:

o In anticipation of evolving global legislation and technological changes shaping online interactions, the April meeting in Malta aimed to equip the network for future challenges and enhance the CSAM reporting process's speed, efficacy, and accessibility. Sessions covered emerging technological threats, analyst welfare, network cooperation, hotline accessibility, reporting process enhancement, and advocacy for effective national CSAM legislation. Countries shared legislative terms and initiatives, emphasising the need for unified action in legislative changes. Accessibility and advocacy remain key priorities for INHOPE, underscoring the importance of collaborative efforts within this global network.

o At December's online meeting, participants shared their encounters with generative AI content, evaluating risks, engaging in mitigation discussions, and connecting with both law enforcement and industry stakeholders. This marks the initial phase of an ongoing conversation, recognising the escalating threat posed by growing levels

of generative AI material. The network is committed to coming together to address this challenge collectively.

Our long-term vision is to maximise INHOPE’s impact globally by increasing recognition and mandate for hotlines externally. While internally we continue sustained investment in our technical tool ICCAM (to continue to provide hotlines with a secure platform for the exchange of CSAM reports) and dealing with emerging threats (generative AI CSAM and non-consensual intimate image (NCII) abuse.

Future Alignment: A Strategic Refocus

The primary challenge facing INHOPE in the next five years encompasses strategic, technical, and demographic dimensions. The influence of decentralisation on INHOPE’s Notice and Takedown model raises questions, especially considering that CSAM is spread across a network beyond the control of a single content or hosting service. To address the fact that nearly half the global population is not yet online, we explore the strategies we should employ.

“I foresee an INHOPE that achieves self-sustainability, experiences continuous growth, adapts to environmental changes, and establishes robust governance.” - Mashilo Boloka, INHOPE Board Member

As a forefront player in the global battle against online CSAM since 1999, our member hotlines are collectively processing millions of reports of online CSAM.

To support the removal of CSAM we must establish an enhanced framework for effective INHOPE governance, implement systems ensuring long-term stability and consistency across all association levels. A key aspect was to fortify INHOPE’s governance model by updating the Articles of Association and defining organisational priorities that represent the network.

In order to continue INHOPE’s People and Technology focus in the upcoming strategic period, we need to heighten engagement with member hotlines. The network exists to serve the members and establish a strategy that responds proactively to trends, ensuring a sustainable growth plan to reinforce a sense of purpose among member hotlines.

Key Priorities for the Future:

1) Global Standard: the development of hotline

operational and behavioural requirements as well as the means to ensure hotlines can meet those requirements, standards for companies who collaborate or partner with the network and finally network wide standards to support the survivors of CSA and CSAM.

2) Guarantee interoperability of hotlines: the ongoing improvement of the ICCAM system to ensure hotline needs are met, increased functionality of ICCAM and engagement between hotlines and stakeholders.

3) Capacity building and Peer-to-Peer Exchanges: supporting the development and growth of the community, improving expertise and access to expertise across the network, and facilitating regional growth by aligning support with the maturity level of the hotline.

INSIGHT

Finance

INHOPE’s audited accounts for 2023 will be published in in Q3 of 2024

To access a full copy of INHOPE’s audit reports please visit the inhope.org website - [here](#).



GLOSSARY

Terminology

CSAM: stands for Child Sexual Abuse Material.

ICCAM: INHOPE’s secure software solution to collect, exchange and categorise reports of child sexual abuse material. ICCAM is used by INHOPE hotlines in different jurisdictions (countries) and INTERPOL. The name ICCAM is derived from the phrase “I see Child Abuse Material.”

A **“Report”** (referring to a report to a hotline) is a URL that has been reported to a hotline by a member of the public or industry that contains potentially illegal images or videos. One report can contain an unlimited number of images and videos. Often a single report can have a thousand CSAM items.

An **ICCAM report**, as known as a content URL, is a single internet hosted file that has its own URL, is part of a report to a hotline.

Exchanged ICCAM Reports (content URLs) is the total of all single elements of content that were shared through the ICCAM system.

Previously assessed ICCAM Reports are the number of content URLs that the ICCAM system could close automatically: either because the URL of that content was already seen and classified or because the content item matched by hash value with a content URL that was already seen and classified.

Number of assessed ICCAM Reports is the number of content URLs that were assessed by analysts because they were new and unknown content according to the ICCAM system.

Illegal ICCAM Reports are the number of content URLs that have been classified illegal in two possible ways: automatically done by the ICCAM system based on known content or classified by analysts as brand-new content.

Baseline: Baseline is a classification for CSAM set by INTERPOL which is 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 witness sexual activities, or where there is a clear focus on the child’s genital or anal area.

Notice and Takedown (NTD) is the time from when a hotline receives a report to the time a hotline reports it to law enforcement agencies (LEA), hosting providers (HP) and ultimately that the instance of the content is removed from the internet.

Content (CSAM) removed is the time stamp recorded on ICCAM when a hotline confirms that the instance of the image and/or video has been removed from the internet.

HP stands for hosting provider.

LEA stands for law enforcement agency.

Child Pornography: the term “child pornography” fails to describe the true nature of the material and undermines the seriousness of the abuse from the child’s perspective. Instead of pornography - sexually arousing material - the images and videos should be seen as evidence depicting children as victims of serious crimes and in desperate need of help. Terms like “child sexual abuse images or material” should be used instead of “child pornography,” as these articulate more accurately the real nature of the material.

Sexual Exploitation of Children in Travel and Tourism (SECTT) is defined in The Global Study on the Sexual Exploitation of Children in Travel and Tourism as “Acts of sexual exploitation of children, which are embedded within the context of travel, tourism or both.”

Online grooming: the process carried out by offenders befriending a child with a view to sexually abuse them. It consists of creating trust, conditions, and a relationship with the child, but also with other people influencing and protecting the child, and sometimes even more broadly with the whole community that enables the abuse to take place whilst minimising the risk of being exposed or anyone understanding the serious nature of what is going on. Grooming usually precedes sexual abuse whether it takes place online or offline but new technologies provide offenders with easy access to children and enlarge the possibilities for manipulative interaction through interactive channels like social networking platforms, chat, interactive games etc. allowing free access to children.

Sexting: the term used to describe the sending of sexually suggestive or explicit messages or photographs, typically via mobile phone. While normally consensual in the first instance, sadly many images end up widely circulated or posted online, especially when relationships end. Images or videos that might be produced while “sexting” may be of a category that is treated as illegal. As with all cases of possession, production and distribution of illegal material could lead to prosecution.

Sextortion: Sexual extortion, also called “sextortion,” is a kind of blackmail. The perpetrator demands sexual favours, money, or other benefits under the threat of sharing intimate or sexually explicit material.

Non-Consensual Intimate Imagery (NCII) Self-generated Child Sexual Abuse Material (CSAM) is sexually explicit content created by and featuring children 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 sextortion. Non-Consensual Image (NCII) Abuse and Self-Generated CSAM are often interchangeable, while self-generated content can refer to both consensually and non-consensually produced intimate images.



CHAPTER 10

Member Hotlines

Hotlines play a crucial role in the response to public reports of CSAM and online child exploitation and abuse. By providing structured and accountable mechanisms at the national level, and through the exchange of critical information through the global INHOPE network, they ensure that CSAM is removed from public access.

HOTLINES

Our Members

INHOPE recognises the importance of the work its members do. Without the members, our vision of a world free of CSAM cannot be achieved. This is why we are always seeking to expand the network and bring on board new hotlines to join the fight against CSAM. We are expanding the INHOPE network globally, establishing key partnerships in Latin America and Asia, Africa, and the Middle East.

INHOPE member hotlines cooperate with local and international partners, support law enforcement, educate, raise awareness, contribute to the development of new technological solutions, and influence the change needed in their countries.

As a member of INHOPE you can become an integral part in tackling CSAM and ultimately creating an online

environment where everyone (but especially children) can use the internet for positive purposes. The starting point for any initiative seeking to establish a hotline will be to understand the particulars of the national context in which the hotline will be developed. INHOPE can advise organisations that are considering or already planning to set up an internet hotline about the main requirements and considerations.

- o To apply for INHOPE Membership, we firstly recommend you review our [hotline development guide](#) and then [email](#) us at info@inhope.org



ALBANIA

iSIGURT

Operated by
CRCA / ECPAT Albania

Hotline Information
Date of Establishment: 2015
Member of INHOPE: 2021
Website: <https://www.isigurt.al/>
Type of hotline: Non-profit organisation
Number of analysts: 5

- Types of Reports
- Child Sexual Abuse Material
 - Child Abduction
 - Trafficking in Children for Sexual Purposes
 - Adult Pornography (Accessible to Children)
 - Racism and Xenophobia
 - Cyber Bullying
 - Child Grooming Activities
 - Promoting violence against an Individual
 - Hate speech



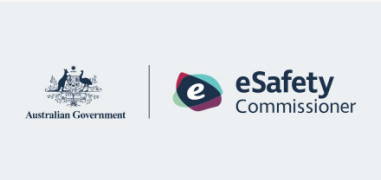
AUSTRALIA

Cyber Report
Hotline

Operated by
The eSafety Commissioner

Hotline Information
Date of Establishment: 2000
Member of INHOPE: 2000
Website: <https://www.esafety.gov.au>
Type of hotline: Government
Number of analysts: 8

- Types of Reports
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related
 - Adult Pornography
 - Extreme Adult Content
 - Violence / Abhorrent Violent Material
 - Promoting Violence Against an Individual
 - Promoting Crime
 - Terrorism



AUSTRIA

Stopline

Operated by
Internet Service Providers Austria - ISPA

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 1999 (founding member)
Website: <https://www.stopline.at>
Type of hotline: Association of Internet Service Providers
No. of Analysts: 2

Safer Internet Centre
The Stopline Hotline is part of the Austrian Safer Internet Centre, with ISPA, Saferinternet.at and 147 Rat auf Draht.

- Types of Reports
- Child Sexual Abuse Material
 - National Socialism



BELGIUM

Child
Focus

Operated by
Child Focus

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2002
Website: <https://www.childfocus.be/fr-be>
Type of hotline: Non-profit organisation
No. of Analysts: 6

Safer Internet Centre
Child Focus is part of the Belgium Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and the awareness centre.

- Types of Reports
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Child Nudism
 - Child Grooming Activities
 - Child Prostitution
 - Trafficking in Children for Sexual Purposes
 - Sexual Exploitation of Children in Travel and Tourism
 - Adult Pornography (Accessible to Children)



BOSNIA AND HERZEGOVINA

Sigurno Dijete

Operated by
International Forum of Solidarity – EMMAUS

Hotline Information
Date of Establishment: 2010
Member of INHOPE: Since: 2010
Website: <https://www.sigurnodijete.ba>
Type of hotline: Non-profit organisation
No. of Analysts: 1

- Types of Reports**
- Child Sexual Abuse Material
 - Child Grooming Activities
 - Trafficking in Children for Sexual Purposes

BRASIL

Safernet

Operated by
Safernet Brasil

Hotline Information
Date of Establishment: 2005
Member of INHOPE: 2014
Website: <https://www.new.safenet.org.br>
Type of hotline: Non-profit organisation
No. of Analysts: 5

- Types of Reports**
- Child Sexual Abuse Material
 - Racism and Xenophobia
 - National Socialism
 - Homophobia
 - Trafficking in Children for Sexual Purposes
 - Misogyny
 - Suicide and self-harm

BULGARIA

Safenet Hotline

Operated by
ARC Fund

Hotline Information
Date of Establishment: 2006
Member of INHOPE: Since 2006
Website: <https://www.safenet.bg>
Type of hotline: Non-profit organisation
No. of Analysts: 3

Safer Internet Centre
The Safenet Hotline is part of the Bulgarian Safer Internet Centre, with the Applied Research and Communications Fund and the Association Roditeli.

- Types of Reports**
- Child Sexual Abuse Material
 - Adult Pornography (Accessible to Children)
 - Child Erotica/Inappropriate Child Related Images
 - Child Nudism
 - Extreme Adult Content
 - Child Grooming Activities
 - Racism and Xenophobia
 - Trafficking in Children for Sexual Purposes
 - Sexual Exploitation of Children in Travel and Tourism
 - Promoting Violence Against Individuals
 - Terrorism
 - Drugs

CAMBODIA

Internet Hotline

Operated by
Action pour les Enfants (APLE)

Hotline Information
Date of establishment: 2015
Member of INHOPE: 2019
Website: <https://www.aplecambodia.org>
Type of hotline: Non-profit organisation
No. of Analysts: 3

- Types of Reports**
- Child Sexual Abuse Material
 - Child Grooming Activities
 - Sextortion
 - Live-streaming of Child Sexual Abuse
 - Sexual Exploitation of Children in Travel and Tourism
 - Child Sexual Molestation
 - Other forms of Child Sexual Abuse and Exploitation

COLOMBIA

Te Protejo

Operated by

Red PaPaz – Red de Padres y Madres

Hotline Information

Date of Establishment: 2012

Member of INHOPE: 2016

Website: <https://www.teprotejo.org>

Type of hotline: Non-profit organisation

No. of Analysts: 4

Types of Reports

- o Child Sexual Abuse Material
- o Cyber Bullying
- o Tobacco, Alcohol and Drug Sales to Minors
- o Child abuse, exploitation and labour
- o Other content harmful to minors

CROATIA

Centar za Nestalu i Zlostavljanu Djecu

Operated by

CNZD – Centar za Nestalu i Zlostavljanu Djecu

Hotline Information

Date of Establishment: 2005

Member of INHOPE: 2013

Website: <https://www.cnzd.org>

Type of hotline: Non-profit organisation

No. of Analysts: 3

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/ Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Child Erotica
- o Promoting Violence Against Individuals
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism

CYPRUS

Cybersafety

Operated by

Cyprus Institute of Education,
Ministry of Education and Culture

Hotline Information

Date of Establishment: May 2017

Member of INHOPE: Since January 2019

Website: <https://www.cybersafety.cy>

Type of hotline: Government

No. of Analysts: 1

Safer Internet Centre

The Cyprus Institute of Education, part of the Ministry of Education and Culture is part of the Cyprus Safer Internet Centre together with Office of the Commissioner for Electronic Communications and Postal Regulation, University of Cyprus, Pancyprrian School for Parents, Office for Combating Cybercrime, Cyprus Police, Cyprus Telecommunications Authority and MTN Cyprus Ltd.

Types of Reports

- o Child Sexual Abuse Material
- o Hacking
- o Network Hijacking
- o Cyber Fraud
- o Hate Speech

CZECH REPUBLIC

Stoponline.cz

Operated by

CZ.NIC

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2018

Website: <https://www.stoponline.cz>

Type of hotline: Domain registry

No. of Analysts: 2

Safer Internet Centre

CZ.NIC is part of the Czech Safer Internet Centre together with Linka bezpečí (Safety Line), Dětské krizové centrum (Children's Crisis Center) and Člověk v tísni (People in Need).

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Drugs
- o Racism and Xenophobia
- o Incitement to Suicide
- o Promoting Violence Against an Individual
- o Zoophilia



Report It (AnmeldDet)

Operated by
Save The Children Denmark (Red Barnet)

Hotline Information
Date of Establishment: 2001
Member of INHOPE: 2001
Website: <https://www.redbarnet.dk/anmelddet>
Type of hotline: Non-profit organisation
No. of Analysts: 6

Safer Internet Centre
Save the Children Denmark is part of the Danish Safer Internet Centre together with the Media Council for Children and Young People and Centre for Digital Youth Care.

- Types of Reports*
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Child Grooming Activities



Vihjeliin

Operated by
Estonian Union for Child Welfare

Hotline Information
Date of Establishment: 2011
Member of INHOPE: Since 2011
Website: <https://www.vihjeliin.targaltinternetis.ee/en>
Type of hotline: Non-profit organisation
No. of Analysts: 2

Safer Internet Centre
The Vihjeliin hotline is part of the Estonian Safer Internet Centre, with the Education and Youth Board, the Estonian Social Insurance Board and Tallinn University of Technology.

- Types of Reports*
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related
 - Child Grooming Activities
 - Sextortion
 - Child Trafficking in Children for Sexual Purposes
 - Adult Pornography (Accessible to Children)



Nettivihje

Operated by
Save The Children Finland

Hotline Information
Date of Establishment: 2002
Member of INHOPE: Since 2002
Website: <https://www.nettivihje.fi>
Type of hotline: Non-profit organisation
No. of Analysts: 5

Safer Internet Centre
The Nettivihje hotline is part of the Finnish Safer Internet Centre, together with National Audiovisual Institute and The Mannerheim League for Child Welfare.

- Types of Reports*
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related
 - Child Nudism
 - Child Grooming Activities
 - Sexual Harassment of Children
 - Trafficking in Children for Sexual Purposes
 - Sexual Exploitation of Children in Travel and Tourism
 - Adult Pornography (Accessible to Children)
 - Live Streaming of Child Sexual Abuse in real-time
 - Sextortion



Point de Contact

Operated by
Point de Contact

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 1999 (founding member)
Website: <https://www.pointdecontact.net>
Type of hotline: Non-profit organisation
No. of Analysts: 3

Safer Internet Centre
Point de Contact is part of the French Safer Internet Centre, together with Internet Sans Crainte and Net Ecoute.

- Types of Reports*
- Child Sexual Abuse Material
 - Child Grooming Activities
 - Sexual Extortion/Image-based Sexual Abuse
 - Adult Pornography (Accessible to Children)
 - Hate speech
 - Terrorism
 - Praise of War Crimes/Crimes Against Humanity
 - Sexual Harassment
 - Procuring (prostitution)
 - Incitement to Suicide
 - Promoting Violence Against an Individual



eco

Operated by
eco – Verband der Internetwirtschaft e.V.

Hotline Information
Date of Establishment: 1996
Member of INHOPE: Since 1999 (founding member)
Website: <https://www.beschwerdestelle.eco.de>
<https://www.complaints-office.eco.de>
Type of hotline: Association of Industry Service Providers
No. of Analysts: 5

Safer Internet Centre
eco is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines www.internet-Beschwerdestelle.de, which is operated by eco and FSM, and the hotline jugendschutz.net.

- Types of Reports**
- o Child Sexual Abuse Material
 - o Child Erotica/Inappropriate Child Related Images
 - o Child Grooming Activities
 - o Adult Pornography (Accessible to Children)
 - o Extreme Adult Content
 - o Racism and Xenophobia
 - o Promoting Violence Against Individuals
 - o Other Content Harmful to Minors
 - o Unsolicited Commercial Emails



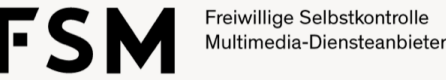
FSM

Operated by
FSM – Freiwillige Selbstkontrolle
Multimedia-Diensteanbieter

Hotline Information
Date of Establishment: 1997
Member of INHOPE: 1999 (founding member)
Website: <https://www.fsm.de>
Type of hotline: Self-Regulatory Organisation for
Multimedia Services
No. of Analysts: 3

Safer Internet Centre
FSM is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines www.internet-Beschwerdestelle.de, which is run by eco and FSM, and the hotline jugendschutz.net.

- Types of Reports**
- o Child Sexual Abuse Material
 - o Child Erotica/Inappropriate Child Related Images
 - o Child Grooming Activities
 - o Adult Pornography (Accessible to Children)
 - o Adult Pornography
 - o Extreme Adult Content
 - o Zoophilia
 - o Racism and Xenophobia
 - o Content Against Human Dignity
 - o Promoting Violence Against Individuals
 - o Other Content Harmful to Minors



jugendschutz

Operated by
jugendschutz

Hotline Information
Date of Establishment: 1997
Member of INHOPE: Since 1999 (founding member)
Website: <https://www.jugendschutz.net/hotline>
Type of hotline: Government
No. of Analysts: 5

Safer Internet Centre
jugendschutz.net is part of the Germany Safer Internet Centre with klicksafe, Nummer gegen Kummer, and internet-beschwerdestelle.de (run by eco and FSM).

- Types of Reports**
- o Child Sexual Abuse Material
 - o Child Erotica/Inappropriate Child Related Images
 - o Child Grooming Activities
 - o Adult Pornography (Accessible to Children)
 - o Adult Pornography
 - o Extreme Adult Content
 - o Racism and Xenophobia
 - o Political Extremism
 - o Promoting Violence Against Individuals
 - o Self-harm Behaviour
 - o Drugs



SafeLine

Operated by
Institute of Computer Science, Foundation for
Research and Technology-Hellas (FORTH)

Hotline Information
Date of Establishment: 2003
Member of INHOPE: 2003
Website: <https://www.safeline.gr>
Type of hotline: Association of Internet Service
Providers/Government
No. of Analysts: 2

Safer Internet Centre
SafeLine is part of the Greece Safer Internet Centre. The Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH) operates as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

- Types of Reports**
- o Child Sexual Abuse Material
 - o Child Erotica/Inappropriate Child Related Image
 - o Child Grooming Activities
 - o Child Nudism
 - o Trafficking in Children for Sexual Purposes
 - o Sexual Exploitation of Children in Travel and Tourism
 - o Racism and Xenophobia
 - o Promoting Violence Against Individuals
 - o Terrorism
 - o Drugs
 - o Economic Crime
 - o Identity Theft
 - o Personal Data Violation



Biztonságosinternet

Operated by
International Children's Safety Service (ICSS)

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: <https://www.biztonsagosinternet.hu>
Type of hotline: Non-profit organisation
No. of Analysts: 2

Safer Internet Centre
The Biztonságosinternet hotline, operated by the International Children's Safety Services (who also operates the awareness raising centre) is part of the Hungarian Safer Internet Centre, together with Kek Vonal Child Crisis Foundation who operates the helpline.

- Types of Reports*
- o Child Sexual Abuse Material
 - o Cyber Bullying
 - o Racism and Xenophobia
 - o Promoting Violence Against Individuals
 - o Drugs
 - o Content Made Accessible without Permission
 - o Other Content Harmful to Minors



Internet Hotline

Operated by
National Media and Info-communications Authority

Hotline Information
Date of Establishment: 2011
Member of INHOPE: 2012
Website: <https://english.nmhh.hu/internethotline>
Type of hotline: Government
No. of Analysts: 3

- Types of Reports*
- o Child Sexual Abuse Material
 - o Content Made Accessible without Permission
 - o Online Harassment
 - o Racism and Xenophobia
 - o Hate Speech
 - o Promoting Violence Against Individuals
 - o Content inciting acts of terrorism
 - o Content promoting drug abuse
 - o Data Phishing Sites, Content Infected with Viruses, Spyware or Worms
 - o Other Content Harmful to Minors



Barnaheill

Operated by
Save the Children Iceland

Hotline Information
Date of Establishment: 2001
Member of INHOPE: 2001
Website: <https://www.barnaheill.is>
Type of hotline: Non-profit organisation
No. of Analysts: 0

Safer Internet Centre
Barnaheill is part of the Iceland Safer Internet Centre together with Home and School and The Red Cross in Iceland.

- Types of Reports*
- o Child Sexual Abuse Material
 - o Child Abuse, Exploitation and Labour
 - o Child Grooming Activities
 - o Cyber Bullying
 - o Tobacco, Alcohol and Drug Sales to Minors
 - o Trafficking in Children for Sexual Purposes
 - o Child Exploitation through Prostitution
 - o Sexual Exploitation of Children in Travel and Tourism
 - o Adult Pornography (Accessible to Children)
 - o Racism and Xenophobia
 - o Hate Speech



Hotline.ie

Operated by
ISPAI

Hotline Information
Date of Establishment: 1999
Member of INHOPE: 1999 (founding member)
Website: <https://www.hotline.ie>
Type of hotline: Non-profit organisation
No. of Analysts: 3

Safer Internet Centre
ISPAI hotline.ie is part of the Irish Safer Internet Centre together with Webwise (Internet safety awareness hub), ISPCC Childline and NPC Helpline. The Irish SIC is coordinated and overseen by the Department of Justice and Equality.

- Types of Reports*
- o Child Sexual Abuse Material
 - o Child Grooming Activities
 - o Sexual Exploitation of Children in Travel and Tourism
 - o Racism and Xenophobia
 - o Financial Scams (which purport to be Irish financial services or have originated in Ireland)



Save the Children

Operated by
Save the Children

Hotline Information

Date of Establishment: 2001
Member of INHOPE: Since 2003
Website: <https://www.stop-it.savethechildren.it>
Type of hotline: Non-profit organisation
No. of Analysts: 0

Safer Internet Centre

Save the Children Italy is part of the Italian Safer Internet Centre together with Telefono Azzurro.

Types of Reports

- Child Sexual Abuse Material

Clicca e segnala

Operated by
Telefono Azzurro

Hotline Information

Date of Establishment: 2003
Member of INHOPE: Since 2006
Website: <https://www.english.azzurro.it>
Type of hotline: Non-profit organisation
No. of Analysts: 0

Safer Internet Centre

Telefono Azzurro is part of the Italian Safer Internet Centre together with Save the Children Italy.

Types of Reports

- Child Sexual Abuse Material
- Child Grooming Activities
- Child Nudism
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Racism and Xenophobia
- Incitement to Paedophilia
- Promoting Violence Against Individuals
- Pro-ana and Pro-mia Sites
- Drugs
- Hate speech
- Cyber Bullying

Internet Hotline Center

Operated by
SIEMPLE

Hotline Information

Date of Establishment: 2006
Member of INHOPE: Since 2021
Website: <https://www.internethotline.jp>
Type of hotline: Non-Profit Organization
No. of Analysts: 17

Types of Reports

- Child Sexual Abuse Material
- Child Abduction
- Child Trafficking
- Adult Pornography
- Adult Pornography Accessible to Kids
- Obscene Information
- Drug-related Information
- Information on Prostitution

Drossinternets

Operated by
Latvian Internet Association

Hotline Information

Date of Establishment: 2007
Member of INHOPE: Since 2009
Website: <https://www.drossinternets.lv>
Type of hotline: Association of Internet Service Providers
No. of Analysts: 1

Safer Internet Centre

The Latvian Internet Association is part of the Latvian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related
- Child Grooming Activities
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Adult Pornography (Accessible to Children)
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals

LITHUANIA

Svarus Internetas

Operated by
 Communications Regulatory Authority of the Republic of Lithuania (RRT)

Hotline Information
 Date of Establishment: 2007
 Member of INHOPE: Since 2008
 Website: <https://www.svarusinternetas.lt>
 Type of hotline: Government
 No. of Analysts: 2

Safer Internet Centre
 RRT is part of the Lithuanian Safer Internet Centre, together with the Centre of Information Technologies in Education (CITE), Association ‘Langas i ateiti’ (LIA) and Childline.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Promoting Violence Against Individuals
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Cyber Bullying
- o Drugs



LUXEMBOURG

BEE Secure Stopline

Operated by
 (KJT) Kanner-Jugendtelefon

Hotline Information
 Date of Establishment: 2003
 Member of INHOPE: Since 2008
 Website: <https://www.stopline.bee-secure.lu>
 Type of hotline: Non-profit organisation
 No. of Analysts: 4

Safer Internet Centre
 BEE SECURE Stopline is part of the Luxembourg Safer Internet Centre, together with Service National de la Jeunesse and SNJ.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Discrimination
- o Racism and Xenophobia
- o Revisionism



MALTA

Childwebalert

Operated by
 Aġenzija Appoġġ

Hotline Information
 Date of Establishment: 2011
 Member of INHOPE: Since 2012
 Website: <https://www.fsws.gov.mt/en/onlineabuse/Pages/welcome-online-abuse.aspx>
 Type of hotline: Government
 No. of Analysts: 2

Safer Internet Centre
 Be Smart Online - Aġenzija Appoġġ part of the Malta Safer Internet Centre together with Tech.mt, Office of the Commissioner for Children, Directorate for Education and Cyber Crime Unit within the Malta Police Force.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Cyber Bullying
- o Online Harassment



MEXICO

Te Protejo México

Operated by
 Fundación PAS

Hotline Information
 Date of Establishment: 2021
 Member of INHOPE: 2021
 Website: <https://www.teprotejomexico.org>
 Type of hotline: Non-profit Organisation
 No. of Analysts: 2

Types of Reports

- o Child Sexual Abuse Material
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism



THE NETHERLANDS

Meldpunt Kinderporno

Operated by
Offlimits

Hotline Information
Date of Establishment: 1997
Member of INHOPE: 1999 (founding member)
Website: <https://www.meldpunt-kinderporno.nl>
Type of hotline: Non-profit organisation
No. of Analysts: 6

Safer Internet Centre
Meldpunt Kinderporno is part of the Dutch Safer Internet Centre, together with the ECP and Helpwanted.nl.

- Types of Reports**
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images



NEW ZEALAND

NetSafe

Operated by
NetSafe

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2014
Website: <https://www.netsafe.org.nz>
Type of hotline: Non-profit organisation
No. of Analysts: 4

- Types of Reports**
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Child Grooming Activities
 - Adult Pornography (Accessible to Children)
 - Adult Pornography
 - Extreme Adult Content
 - Racism and Xenophobia
 - Promoting Violence Against Individuals
 - Any 'Harmful Digital Communications' as Defined under New Zealand Legislation



POLAND

Dyzurnet.pl

Operated by
NASK

Hotline Information
Date of Establishment: 2005
Member of INHOPE: Since 2005
Website: <https://www.dyzurnet.pl/en>
Type of hotline: National Research Institute
No. of Analysts: 7

Safer Internet Centre
Dyzurnet.pl is part of the Polish Safer Internet Centre together with the Empowerment Children Foundation which runs the helpline and awareness raising centre.

- Types of Reports**
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Child Nudism
 - Child Grooming Activities
 - Trafficking in Children for Sexual Purposes
 - Sexual Exploitation of Children in Travel and Tourism
 - Adult Pornography (Accessible to Children)
 - Extreme Adult Content
 - Racism and Xenophobia
 - Promoting Violence Against Individuals



PORTUGAL

Linha Internet Segura

Operated by
The Portuguese Association for Victim Support (APAV)

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: <https://www.linhaalerta.internetsegura.pt>
Type of hotline: Non-profit organisation
No. of Analysts: 2

Safer Internet Centre
The Portuguese Association for Victim Support (APAV) is part of the Portuguese Safer Internet Centre as all-in-one organisation operating the hotline, helpline and awareness raising centre.

- Types of Reports**
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Sexual Exploitation of Children in Travel and Tourism



PHILIPPINES

eProtectKids

Operated by
ECPAT Philippines

Hotline Information
Date of Establishment: 2020
Member of INHOPE: 2020
Website: <https://www.ecpat.org.ph/report>
Type of hotline: Non-profit organisation
No. of Analysts: 1

- Types of Reports*
- Child Sexual Abuse Material
 - Sexual Exploitation of Children
 - Sexual Exploitation of Children in Travel and Tourism

ROMANIA

esc_ABUZ

Operated by
Save the Children Romania

Hotline Information
Date of Establishment: 2015
Member of INHOPE: 2016
Website: <https://www.oradenet.salvaticopiii.ro/esc-abuz>
Type of hotline: Non-profit organisation
No. of Analysts: 1

Safer Internet Centre
Save the Children Romania is part of the Romanian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

- Types of Reports*
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Adult Pornography (Accessible to Children)
 - Racism and Xenophobia
 - Trafficking in Children for Sexual Purposes

RUSSIA

Friendly Runet Foundation

Operated by
Friendly Runet Foundation

Hotline Information
Date of Establishment: 2009
Member of INHOPE: Since 2009
Website: <https://www.friendlyrunet.ru>
Type of hotline: Association of Internet Service Providers/ Government
No. of Analysts: 2

- Types of Reports*
- Child Sexual Abuse Material
 - Drugs
 - Propagation of Suicide

SERBIA

Net Patrola

Operated by
Center for Missing and Abused Children in Serbia

Hotline Information
Date of Establishment: 2019
Member of INHOPE: Since 2021
Website: <https://www.netpatrola.rs>
Type of hotline: Non-profit organisation
No. of Analysts: 2

- Types of Reports*
- Child Sexual Abuse Material
 - Child Abduction
 - Child Trafficking
 - Racism
 - Hate Speech



SLOVAKIA

Ochráň ma – Protect Me

Operated by
OCHRÁŇ MA

Hotline Information

Date of Establishment: 2023
Member of INHOPE: 2023
Website: <https://ochranma.sk/en/>
Type of hotline: Non-profit organisation
Number of Analysts: 2

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Trafficking in Children for Sexual Purposes
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Sexual Extortion / Image-based Sexual Abuse
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Terrorism
- o Drugs
- o Hate Speech
- o Spam

SLOVENIA

Spletno oko

Operated by
University of Ljubljana, Faculty of Social Sciences

Hotline Information

Date of Establishment: 2007
Member of INHOPE: Since 2008
Website: <https://www.spletno-oko.si>
Type of hotline: University-based
No. of Analysts: 1

Safer Internet Centre

Spletno oko is part of the Slovenian Safer Internet Centre with the Awareness node Safe.si, and the helpline Tom.

Types of Reports

- o Child Sexual Abuse Material
- o Racism and Xenophobia

SOUTH AFRICA

Film Publication Board

Operated by
Film Publication Board

Hotline Information

Date of Establishment: 1996
Member of INHOPE: Since 2009
Website: <https://www.fpbhotline.org.za>
Type of hotline: Government
No. of Analysts: 5

Types of Reports

- o Child Sexual Abuse Material

SOUTH KOREA

KCSC

Operated by
Korean Communications Standards Commission (KCSC)

Hotline Information

Date of Establishment: 2008
Member of INHOPE: Since 2005
Website: <https://www.kocsc.or.kr>
Type of hotline: Independent Statutory Organisation
No. of Analysts: 33

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitative Content of Children in Travel and Tourism
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Sexual Extortion / Image-based Sexual Abuse
- o Defamation
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Terrorism
- o Drugs
- o Hate Speech
- o Online Gambling
- o Fake News



SPAIN

INCIBE

Operated by

INCIBE – Spanish National Cybersecurity Institute

Hotline Information

Date of Establishment: 2006

Member of INHOPE: Since 2019

Website: <https://www.incibe.es>

Type of hotline: Public Company/Government

No. of Analysts: 2

Safer Internet Centre

Incibe is part of the Spanish Safer Internet Centre together with SEAD (Secretaría de Estado para el Avance Digital) and Red.es

Types of Reports

- Child Sexual Abuse Material

SWEDEN

ECPAT Hotline

Operated by

ECPAT Sweden

Hotline Information

Date of Establishment: 2005

Member of INHOPE: Since 2014

Website: <https://www.ecpat.se/hotline/hotline-eng>

Type of hotline: Non-profit organisation

No. of Analysts: 4

Types of Reports

- Child Sexual Abuse Material
- Child Sexual Exploitation Material
- Child Grooming Activities
- Sexual Exploitation of Children in Travel and Tourism
- Trafficking in Children for Sexual Purposes

TAIWAN

Web547

Operated by

ECPAT Taiwan

Hotline Information

Date of Establishment: 1999

Member of INHOPE: Since 2005

Website: <https://www.web547.org.tw/web5472010/english>

Type of hotline: Non-profit organisation

No. of Analysts: 2

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Adult Pornography (Accessible to Children)
- Adult Pornography
- Extreme Adult Content
- Drugs
- Non-consensual sharing of intimate/exploitative imagery

THAILAND

ThaiHotline

Operated by

Internet Foundation for the Development of Thailand

Hotline Information

Date of establishment: 2009

Member of INHOPE: 2019

Website: <https://www.thaihotline.org/en>

Type of hotline: Association of Internet Service Providers

No. of Analysts: 2

Types of Reports

- Child Sexual Abuse Material
- Trafficking in Children
- Cyber Bullying
- Stalking
- Adult Pornography
- Prostitution
- Offences Against Thai Royal Family
- Drugs
- Violation of Privacy Right
- Violation of Copyright
- Financially Related Crimes
- Online Gambling
- Restricted Product Commerce

TURKEY

Ihbar Web

Operated by

Information & Communication Technologies Authority of the Republic of Turkey (ICTA)

Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2011

Website: <https://www.ihbarweb.org.tr/eng>

Type of hotline: Government

No. of Analysts: 9

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Adult Pornography (Accessible to Children)
- o Extreme Adult Content
- o Prostitution
- o Drugs
- o Gambling/illegal Betting
- o Suicide Prevention

UKRAINE

Stop Crime

Operated by

NGO "Magnolia"

Hotline Information

Date of Establishment: 2023

Member of INHOPE: 2023

Website: <https://www.iwf.org.uk>

Type of hotline: Non-profit organisation

Number of Analysts: 4

Types of Reports

- o Child Sexual Abuse Material
- o Child abduction
- o Trafficking in Children for Sexual Purposes
- o War crimes against children

UNITED KINGDOM

Internet Watch Foundation

Operated by

Internet Watch Foundation

Hotline Information

Date of Establishment: 1996

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.iwf.org.uk>

Type of hotline: Non-profit organisation

No. of Analysts: 29

Safer Internet Centre

Internet Watch Foundation is part of the UK Safer Internet Centre together with Childnet and South West Grid for Learning.

Types of Reports

- o Child Sexual Abuse Material
- o NPI (Non-Photographic Images) - Prohibited Images of Children

UNITED STATES

CyberTipline

Operated by

National Center for Missing and Exploited Children

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.missingkids.org/gethelpnow/cybertipline>

Type of hotline: Non-profit organisation

No. of Analysts: 84

Types of Reports

- o Child Sexual Abuse Material
- o Online Enticement of Children for Sexual Acts
- o Trafficking in Children for Sexual Purposes
- o Child Sexual Molestation
- o Sexual Exploitation of Children in Travel and Tourism
- o Misleading Domain Name
- o Misleading Words or Digital Images on the Internet
- o Unsolicited Obscene Material Sent to a Child



INHOPE

Annual Report of 2023
by INHOPE Association

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