

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES

INHOPE

ANNUAL REPORT 2016



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Welcome from our Executive Director

Greater internet coverage worldwide is creating more online opportunities for all, including vulnerable communities and their children. Sadly, as these opportunities grow the possibilities to exploit and abuse children online do as well. As a matter of fact, the landscape in which child sexual abuse and exploitation are taking place these days is more complex than ever before. In the meantime, technology continues to evolve and with its evolution more online risks are being created.

Clearly there is no single country, government, organisation or business that can tackle this pressing issue alone. As the global network of internet hotlines fighting child sexual abuse and exploitation material online, INHOPE and its member hotlines are an example that showcases the importance and effectiveness of coordinated international collaboration, not only among hotlines but also with important partners such as law enforcement and industry. As a global organisation and as a network of trust, INHOPE along with its member hotlines lead the way towards an effective and coordinated approach to tackle the online distribution of child sexual abuse material (CSAM) worldwide. CSAM has different legal definitions across countries. The minimum bar that defines any material as CSAM is that the content shows a person who is a child and is engaged in or depicted as being engaged in explicit sexual activity.

2016 was a particularly successful year for INHOPE and all its member hotlines and one of INHOPE’s milestones was the switch from the old IHRMS reporting system to the new ICCAM platform. When it comes to tackling CSAM, ICCAM is a real game-changer. Firstly, it not only provides vital intelligence to law enforcement including INTERPOL in identifying previously unseen CSAM, but it also supports the process of victim identification because CSAM captured via ICCAM is added to INTERPOL’s International Child Sexual Exploitation Image Database (ICSE). Even though 2016 was marked by this new, more accurate way of collecting data based on the analysis of actual images and videos rather

than of URLs, the trends observed in our 2016 statistics confirm trends from previous years with pre-pubescent children and girls being the most vulnerable groups identified in these images.

At an organizational level, we created a map for the years ahead with our Strategic Plan 2016-2020, approved by our members at the May 2016 Annual General Meeting. The objectives set in our Strategy will help INHOPE to track and refine progress, and will ultimately act as a compass which should guide INHOPE towards accomplishing its mission of an internet free of child sexual abuse material.

In sum, 2016 was a transformational year for INHOPE, and saw many inspirational steps in the stakeholder workforce in the areas of policy, research and legislation around online child sexual abuse worldwide. We are grateful for the commitment of our partners and allies that recognize the importance of sharing our successes, lessons, and resources across the stakeholder spectrum, and most of all to our member hotlines, whose amazing work, professionalism and unparalleled commitment is the force that drives INHOPE’s vision: putting an end to the sexual abuse and exploitation of children online.

When it comes to protecting children, INHOPE does not accept “good enough” as an answer. No matter what challenges arise, we know that the victims of online sexual abuse and exploitation are real children suffering harm, and that fact alone makes our mission critical. By working together, we can tackle this issue in a way that is faster, better and ultimately more effective.

In this review of 2016, we hope to showcase network achievements, learn and share our insights, and to light the way for the work ahead.

Verónica Donoso, INHOPE Executive Director

What is INHOPE?

INHOPE is a global network of national internet hotlines, each sharing the common mission of combatting the spread of online child sexual abuse material (CSAM) and child sexual exploitation (CSE). Each hotline offers the public in their country a way to anonymously report any suspected CSAM they find on the internet with a common message: “Report it. Don’t ignore it.”

Reports submitted to hotlines are assessed by trained analysts. If the content is confirmed as CSAM, the information is then passed to the relevant law enforcement agency and/or Internet Service Provider (ISP) for further action. If the content is identified as being hosted in a different country, the report will be forwarded to the relevant hotline in that country. This process allows for the rapid removal of content from the internet, law enforcement to gain valid evidence, and the potential rescue of a victim.

The reality of fighting these crimes against children is that the public holds a great deal of power to help victims. A single report can make the difference in the identification of an image or the rescue of a child, and internet users must always report what they believe to be online child sexual abuse material.

“Twitter is proud to work with and support the mission of the INHOPE and its role in fighting global CSAM. Creating a positive and trusted online environment is paramount to building a better and safer online world for everyone.”

As society continues to operate more and more in the online world and as developing countries move their economies online, the work of INHOPE to combat CSAM will be increasingly important. If organisations like INHOPE did not exist, thousands, or even millions children, would be at risk. INHOPE programs and trainings help to equip hotlines and helplines around the world with the necessary skills and information to do this important work.”

■ Del Harvey, VP of Trust & Safety, Twitter

“The multi-stakeholder approach is key to success in the fight against the online proliferation of child sexual abuse imagery. The creation and spread of CSAI across online properties is a global problem that requires global attention and participation – from governments, the technology industry, educators, civil society, victim support organisations, the public, and the media. Each group has a unique role to play, as we work together to report and remove illegal material from the public web, safeguard victims, and bring offenders to justice.”

■ Jacqueline Beauchere,
Chief Online Safety Officer, Microsoft

Our Vision & Mission

INHOPE's vision is simple, but critical: an internet that is free of child sexual abuse and exploitation.

Our mission is to support and enhance the work of our hotline members to strengthen the international efforts to combat child sexual abuse material by utilising a multi-stakeholder approach.

INHOPE works with a diverse mix of government agencies, inter-governmental organisations, civil society organisations including child welfare, industry-sponsored initiatives, and other private sector partners. We believe that a coordinated global effort is the most effective way to address the global challenge of online CSAM.

In an era of unprecedented development and opportunity, the technology industry is faced with a growing need to ensure the safety, security and right of children in the digital world. This means stakeholders including mobile operators, Internet Service Providers (ISPs), social media companies, and Electronic Service Providers (ESPs). By working together with INHOPE and the hotline network, these bodies can help to achieve real change, enacting policies and protections that lead to a significant reduction in the availability of CSAM online.

The Association and the Foundation

INHOPE is a growing global network, made up of two entities with separate but complementary priorities when it comes to their approach to hotline support and child protection. www.inhope.org

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES INHOPE

The INHOPE Association is registered in the Netherlands and governed by its Articles of Association. Hotlines join the Association in a process set out in these articles. Each member hotline has an equal vote. The Association is administered by a Board, which is elected every two years by member hotlines.

The INHOPE Foundation provides an independent record of its annual activities in a separate annual report. You can find this document, and more information about the work of the Foundation, at www.inhopefoundation.org.

INHOPE Foundation

The INHOPE Foundation is a charity founded in 2010 to support the development of new hotlines, with a focus on emerging countries where there is usually lack of funding or inadequate legislation and where there appears to be a need for hotline. Where there is potential or a starting hotline initiative, the Foundation works to prepare them to join the network in the future.

Defining a Hotline

A hotline is a national online resource that offers the public a way to report illegal content. Citizens are always encouraged to report suspected CSAM, which can be submitted anonymously to the hotline. Given the anonymous nature of reporting potential CSAM to hotlines, internet users are less wary of punitive action. Reports that confirm the legitimate presence of CSAM will be passed to the relevant law enforcement agency and/or Internet Service Providers(ISP). In many cases, the service provider hosting the content is then given notice to ensure rapid takedown of the material.

HOW ONE SINGLE REPORT TO A HOTLINE MAKES A WORLD OF DIFFERENCE



FASTER, BETTER, STRONGER TOGETHER.

The aim of the INHOPE Hotline Network is to streamline processes for reporting illegal online content when it involves the sexual abuse or exploitation of a child. Hotlines often encourage reporting even for suspected exploitation, such as child modelling.

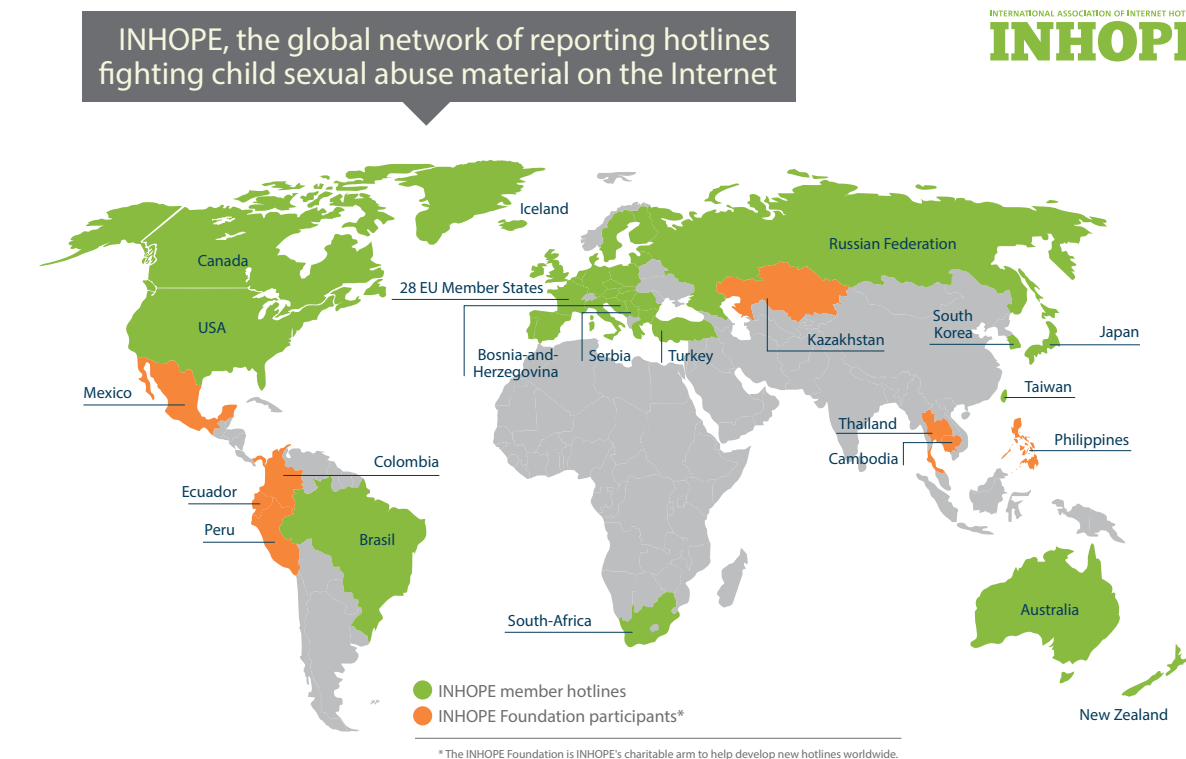
Hotlines are unified by their commitment to the protection of children in their country, even while facing challenges in funding and capacity. Their active collaboration to remove CSAM from the internet is vital, and it is INHOPE's priority to help them facilitate this process as rapidly and efficiently as possible.

How Do Members Operate?

Each hotline encompasses a different governance structure, from stand-alone NGOs with charity status to the national home of an international institution (such as a child welfare organisation), or as part of an Internet Service Provider Association. Others are stand-alone hotline organisations in their own right. To ensure a unified approach and adherence to standard guidelines, INHOPE members must comply with best practices.

The full Code of Practice can be found on the [INHOPE website](http://www.inhope.org).

The Code of Best Practice is a clear statement of expectations about how INHOPE member hotlines should operate, both individually and in relation to each other. The Code requires cooperative activity both with INHOPE and major stakeholders in each country. This includes technical safeguards such as security protocol when processing sensitive data, and confidentiality for hotline analysts.



Firsthand Perspective: Hotline Analysts Speak Out



Australia

"I still have strong reactions to content, and the fact that individuals abuse children and are able to exploit vulnerable children in this way makes me angry and unhappy. But it gives me much satisfaction to know that so long as there are people around that do the job I do, this abuse will never be ignored. The content will be removed and the criminals who are behind it and who support and facilitate the abuse will be found out. They can't hide behind the internet".

■ Sheona Colombage, Analyst, Office of the eSafety Commissioner



Germany

"We need an international network to do this work well. Especially in Germany, a few years ago people preferred to report to hotlines and not the police because they were afraid of being punished for reporting. They still ask if they now have to be afraid because they've reported.

On the general topic of child abuse, people seem aware enough, but there are often reports of children in sexualised pictures. People cannot be aware enough of this problem – child modelling and other photos posted online of young children end up collected in databases. The hotlines are not the only part of solving the problem, we need the help of all people to do our work. We must raise awareness publicly on all factors."

■ Hendrik Krohne, Analyst, FSM

New Members in 2016

INHOPE's 2016 Members meeting welcomed several new hotlines as provisional members to the INHOPE Association.



TE PROTEJO, Colombia

Te Protejo was launched in 2012 after years of prior collaboration between Red PaPaz, the Ministry of Communications, Ministry of Education, NGOs, industry, ISPs and parents. Building on from general promotion of digital literacy and ICT use, Te Protejo was the direct result of a recognised need in Colombia to do more to address the magnitude of crimes against children and adolescents. Te Protejo is a national resource to channel complaints and better understand and minimise these issues.

www.teprotejo.org



SIA, Japan

The Safer Internet Association (SIA) is a nonprofit organisation fostering internet freedom and ensuring a safer internet environment for all. It operates a "Safe-line" which handles reports from the public regarding illegal content and harmful content on the Internet that could lead users to become the victims of crime. If the content is identified as illegal or harmful, SIA will then immediately send a removal request to the website administrators or the internet service providers and submit a police report.

www.saferinternet.or.jp



SAFERNET.RO, Romania

SAFERNET.RO officially progressed from a provisional member to a full member in 2016. They are a civil contact point, which receives and processes reports of illegal or harmful content. The hotline represents the online reporting facility developed by FOCUS within the project Sigur.info.

www.safernet.ro

To learn more about INHOPE's full list of members worldwide, [click here](#).

How We Collaborate with Stakeholders

Digital crimes against children take place across a wide array of sectors and industries. This requires INHOPE to partner with many types of organisations to address online sexual abuse. Engaging actors from across the spectrum enables INHOPE to share resources more widely, exchange active intelligence, and maintain a more diverse set of best practices, and maintain open channels of communication with all stakeholders.

Recognised as experts in the field of CSAM, INHOPE is regularly invited to speak and share knowledge at events around the world. As a reference point for all, we aid in developing policy and advance awareness of CSAM and the role that internet hotlines play in its removal. As a convening entity that works with industry, law enforcement, charities, academia and governments, we are proud of the many ways that we have impacted approaches and practices to fighting online abuse and exploitation. INHOPE's cross-sector cooperation is not limited by location, and we are proud of the progress that has been made with our collaborative influence.

"International multi-stakeholder cooperation is essential to fighting child exploitation – a heinous crime that knows no borders. INHOPE's work establishing and connecting the world's helplines for illegal content ensures hotlines are a strong international force in the multi-stakeholder fight against child exploitation. Its work to develop tools for matching reported content to known images reduces the distribution of CSAM, protects and identifies victims, and minimises the exposure of its member hotlines. Facebook could not be more proud to support INHOPE's important work."

■ Antigone Davis, Head of Global Safety Policy, Facebook

Training for Hotline Certification and Law Enforcement

Hotlines are operated by diverse range of organisations including industry bodies, government run organisations and independent NGOs. While this diversity brings many benefits, it also presents the challenge of ensuring that hotline analysts across the network are equipped with the consistent, up-to-date technical and operational skills necessary to face the challenges of combatting online child sexual abuse material.

Deviating from a set of core standards can fracture or confuse a productive approach, and consistency is key when it comes to handling abuse content that may need to be dealt with in different jurisdictions.

To address this challenge, INHOPE offers hotline analysts a range of training options, both online and in face-to-face classroom based training, to ensure they can carry out this important work confidently and accurately.

"The network of experts and organisations that INHOPE brings together is essential for the sustainable fight against the exploitation of children online. Knowledge based on direct contact with children and their parents is indispensable for shaping effective programs and approaches. INHOPE is an important link in international cooperation"

■ Paddy Flynn, Director Trust and Safety, Google



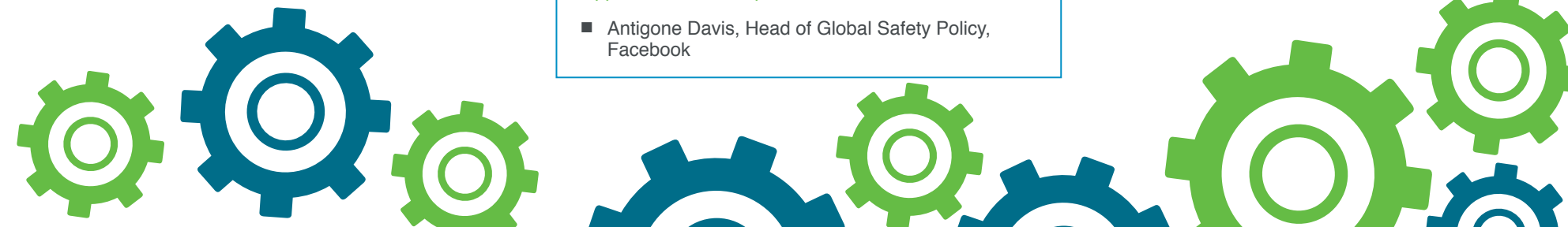
INHOPE Certified Analyst (ICA 1.2)

This online training program (3rd iteration) is hosted on the Docebo Learning Management System. It is based on 22 individual modules covering all of the basic technical knowledge areas and skills required to be an effective hotline analyst. It also incorporates testing and a final project. On successful completion, the analysts gain INHOPE Certified Analyst status. As of the end of 2016, 70 analysts across the network had successfully completed certification.



CORE training is offered to hotlines incorporating all of the technical, operational and procedural knowledge to operate a hotline at INHOPE quality assurance standards.

This training is delivered in a classroom setting, where analysts from across the world meet, share and learn. It is delivered by a trained INHOPE Manager, in conjunction with INHOPE events in order to minimise the travel costs for members. During 2016, INHOPE hosted two CORE training courses: in Copenhagen, Denmark in June and Tallinn, Estonia in November.



The ICCAM System

In 2016, INHOPE launched the ICCAM platform, a groundbreaking system to make inter-hotline reporting faster, more accurate and to provide improved data. The platform delivers unique, nearly real- time global data on web-based CSAM.

ICCAM was designed aiming to enable INHOPE Member Hotlines to “finger-print” reported CSAM (pictures and videos), which in turn helps reduce duplication of reports and steers resources in a more efficient manner. The ICCAM system identifies and matches previously seen CSAM, which in turn allows for faster escalation of new CSAM to law enforcement where attempts can be made to identify new victims of abuse.

INTERPOL was a major partner in the creation of ICCAM, and now in its ongoing development and use. Due to its specialised nature, the aspects of this system that involve content assessment and categorisation training can only be dealt with inside of a law enforcement environment. To ensure optimal utilisation, INHOPE and INTERPOL held a joint training meeting at INTERPOL headquarters in Lyon, France during May 2016. Nine hotlines participated in the training, plus law enforcement representatives from INTERPOL Spain and Romania.

“The law enforcement community benefits greatly from the work of INHOPE, whose efforts are integral to the global fight against the spread of child sexual abuse material. As partners in the ongoing ICCAM project, INHOPE has delivered valuable data and knowledge. As a trusted, longstanding ally we look forward to our continued partnership with INHOPE to safeguard children in both the real and virtual worlds.”

■ Bjorn Sellstrom, Coordinator, Crimes Against Children team, INTERPOL

INHOPE Webinar Program

To best support the work of members, INHOPE consistently searches for new concepts, approaches or technologies that are relevant to the issues that hotlines must consider, now and in the future.

These efforts have resulted in the regular INHOPE “Webinar Wednesday” series of presentations by experts. Using the Adobe Connect meeting tool, a speaker is able to present on a topic from their own desktop, broadcast to a live audience across the world. During 2016, twelve webinars were delivered in areas such as extortion, online versus contact offenders, alert systems, and risk assessment tools, among many others. Upon proper confidentiality agreement, most webinars are also recorded and made available as a resource for members to view at a later date.

INHOPE Live 1to1 Training

INHOPE prioritises its work to match what is most needed by hotlines. These are often specific requirements that can be unique and urgent in nature, or a very particular area of assistance and support. In response to these needs, INHOPE offers short notice online training via online meeting tools, with content that is tailored to meet the issue at hand. By working one to one with members, INHOPE is best able to deliver the support that keeps the network running with the highest quality services.

“The greatest risk in the area of CSAM is different law enforcement agencies and NGOs working in silos, not sharing information and trying to accomplish international goals to suit their distinct agendas. Law enforcement and INHOPE cooperation overcomes many of those problems, ensuring that valuable resources aren’t wasted and fewer victims have their most damaging experiences displayed to others”.

■ Fernando Ruiz, European Cyber Crime Center (EC3), Europol

Law Enforcement Training with Europol

It is recognised that INHOPE has many skills and a knowledge base that would be useful to law enforcement and equally law enforcement has many skills that would be useful to hotlines.

In order to facilitate this exchange, INHOPE works very closely with Europol’s Combating the Sexual Exploitation of Children on the Internet (COSEC) cybercrime training group. A major part of this includes INHOPE’s Training & Network Services Manager acting as a core trainer on the annual large scale training course for law enforcement cybercrime investigators from all over the world held in Selm, Germany each October.



Achievements of the INHOPE Network

The member hotlines of our network are dedicated to developing the fastest and most effective means of fighting online child sexual exploitation. Throughout the year, INHOPE works to support and promote their incredible accomplishments in the field. Whether local, regional, or global, hotlines are making an impact on the world’s response to digital crimes committed against children.



Thaihotline raises public awareness for those who might not even know about existence of a hotline, or the dangers of the internet. Their online Knowledge Center provides news updates

on child sexual exploitation stories in the region, online safety tips, Thai laws on digital crimes, and FAQs about reporting illegal content.

Thaihotline also works very closely with child protection organisations and law enforcement to continually expand and strengthen the national network in Thailand dedicated to fighting the online exploitation of children.

[Watch INHOPE’s profile video on the work of Thaihotline.](#)

Canadian Centre for Child Protection Project Arachnid



Project Arachnid is a victim-centric model for reducing the availability of child sexual abuse

material on the public internet. It is an automated system that crawls links on sites that contain CSAM and detects where these images/videos are publicly available on the internet. If CSAM is detected, a notice is sent to the service provider hosting the content to request its removal when it is located in North America. When CSAM is detected on servers located in a country with an INHOPE member, a report is sent to the INHOPE member hotline so the CSAM can be removed.

The web crawler detects images and videos based on confirmed digital fingerprints of illegal content – regardless of whether the images have been modified in any way.

In just six weeks, Project Arachnid processed over 230 million web pages, detected 5.1 million unique web pages hosting CSAM, and detected 40,000 unique images of abuse. Efforts at this scale are not only reducing the online availability of CSAM, but helping to break the cycle of revictimisation.

[See here for the full story on Project Arachnid.](#)

“We know from survivors of child sexual abuse who faced the additional trauma of having the abuse recorded, that the ongoing sharing and public accessibility of the child sexual abuse material is one of the most difficult aspects to overcome. As such, the Canadian Centre developed a victim support strategy that includes the creation of our Project Arachnid web crawler. Arachnid helps to reduce the availability of CSAM on the Internet, provide psychological relief to the survivors of this horrific crime and reduce the opportunities for these images/videos to become popularly traded.

To date, we have seen great results in working with INHOPE member hotlines and Electronic Service Providers to get this illegal material quickly removed”.

■ Lianna McDonald, Executive Director, Canadian Centre for Child Protection

Annual Reports

The INHOPE mission is driven by the diligent work of the hotline members. Hotline annual reports provide not only a summary of their progress and activities, but a useful transparency in operation. This helps to ensure effective, high-level operations, and data that can support the work of others in online child protection. Showing trends, changes, and analysis at a national level can help educate others across the stakeholder community, informing all those who are working to fight CSAM and reinforcing the critical need to share resources and data.

These reports create accountability and cultivate a sense of value and trust between members that is imperative when tackling an issue with the size and scope of CSAM. This year saw many impactful reports from INHOPE members around the world.

Association Française Des Prestataires De L'Internet (AFPI)



AFPI's 2016 [Point de Contact Report](#) relayed vital information about the 144% increase in reporting their hotline saw over the past several years, with 23,478 URLs reported in 2016.

81% of the child abuse material qualified in 2016 by Point de Contact came from the INHOPE hotline network, and 99.2% of content located on servers in France was successfully eliminated.

Communications Regulatory Authority of the Republic of Lithuania (RRT)



The total number of reports in 2016 to the RRT hotline increased by 38% according to their [2016 Annual Report](#). RRT calls on internet users to report any illegal or harmful content found to the hotline, including pornography, sexual exploitation of children, racial or national discord, content, violence or other adverse information affecting minors.

eco Complaints Office (Association of the Internet Industry)

The eco Complaints office has been fighting illegal content on the internet for more than 15 years. eco runs a joint reporting portal and information platform for young people in partnership with several other German reporting bodies. In 2016, overall reports rose by 11.59%, and 1,091 cases were in the area of sexual abuse and sexual exploitation of children and minors. For more information, read the full [2016 Annual Report](#).

The German Association for Voluntary Self-Regulation of Digital Media Service Provider (FSM e.V.)



FSM is doing important work to strengthen youth media protection and keep in check online media content that is illegal or is harmful to young persons or impairs their development. Together with its members companies and associations, FSM has helped establish voluntary commitments for the online world that ensure a uniformly high youth protection standard. For full information on their 2016 activities, reference the FSM [2016 Annual Report](#).

Jugendschutz.net



Jugendschutz.net monitors the internet for dangers to children and young people, and identifies risks that emerge when they use popular services. In 2016, jugendschutz.net received 7,368 reports from internet users, containing 10,539 URLs. Of these reports, 13% concerned child sexual exploitation. All content hosted in Germany could be removed within 5 days at the latest, with sexually suggestive content depicting children could be deleted within 9 days. For full data and analysis on jugendschutz.net's work, visit their [2016 Annual Report](#).

Internet Watch Foundation (IWF)



The [2016 Annual Report](#) from the UK's IWF showed important shifts in technological trends, and report numbers. Criminals are increasingly using masking techniques to hide child sexual abuse images and videos on the internet and leaving clues to paedophiles so they can find it – hidden behind legal content. In 2016, The IWF found 1,572 websites using this method to hide child sexual abuse imagery. This is an increase of 112% on the 743 disguised websites identified in 2015.

Finnish Hotline Nettivihje



In 2016, [Nettivihje](#) received 1,782 reports from the Finnish public, and almost 60,000 images and videos analysed and processed by the hotline analysts in software solution ICCAM. From the reports received, 37 percent included illegal child sexual abuse material and were immediately sent to Finnish National Bureau of Investigation for further actions. In 2016, Nettivihje received less reports, however, the material received were much more severe than in previous year.

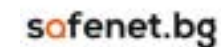
The Expertise Online Child Abuse Office (EOKM)



EOKM is a Netherlands-based independent foundation dedicated to the safety of all children. In addition to their work as a reporting body within the INHOPE network, they partner with a number of charity organisations that raise awareness about child sexual abuse.

In their [2016 Annual Report](#), EOKM's Dutch hotline Meldpunt Kinderporno stated that their Reporting Center reached 100,000 URLs for the first time, following steady increases over recent years. They also noted increases in child abuse imagery in on public forums and image boards, large amounts of uploaded criminal material on image hosting sites, and a rise in self-produced webcam imagery of minors.

Internet Hotline of the Bulgarian Safer Internet Centre



In 2016, the Bulgarian Safer Internet Centre received and analysed reports pertaining to different types of potential child abuse material including nudism, erotica and grooming. Evaluated reports were transmitted to the Bulgarian Ministry of the Interior and other state institutions, as well as other INHOPE hotlines. In addition to processing reports, the activities of the Safer Internet Centre included developing awareness campaigns, education and training, research and operation of Hotline and Helpline. The full account can be found in their [2016 Annual Report](#).

SafeLine



SafeLine's main priority is to remove images and videos depicting child abuse and the protection of the right to safe navigation of the child on the Internet. It acts as part of three pillars making up the Greek Safer Internet Center. The SafeLine [2016 Annual Report](#) outlined their INHOPE audit, digital forensics processes and hotline procedures. The report also showed key trends for 2016, such as an increase in CSAM reports by 21%, with details of how those reports were passed to law enforcement, other hotlines, and service providers.

Stoplevel – Austrian Report Centre Against Child Pornography and National Socialism on the Internet



In 2016 Stoplevel received 4,980 reports according to their [Annual Report](#). 80% (4,001) were classified as child sexual abuse material; nearly 340 reports (7 percent) were described as National Socialist content by the reporting user. 701 reports or 14% of the incoming reports were classified as illegal by Stoplevel, compared to 13% in 2015. Ninety-two percent of the illegal material was CSAM. One website with CSAM was hosted in Austria, 90% (632 URLs) were hosted in countries with INHOPE partner hotlines.



Save the Children Denmark (Red Barnet)



Save The Children Denmark is a member organisation with more than 1000 volunteers who run more than 60 local branches all over the country. In 2016, the organisation received 1,128 reports, 12 percent of which was related to potentially exploitative images or movies of children. For full information on this data, see Red Barnet's [2016 Annual Report](#).

Main Projects and Partners

LOT 1 — EUN Partnership

INHOPE has been subcontracted by the EUN Partnership for the LOT 1 project on the Better Internet for Kids (BIK) platform. As part of this project, a special working group was established by INHOPE in May 2016 during the hotline training in Copenhagen to discuss facilitation of better collaboration of European Commission funded hotlines. The INHOPE Certified Analyst module continues to be one of the key deliverables of this project with over 60 certified analysts.

In addition to this, best practice guidelines were updated to reflect emerging trends; blogs and webinars of varied topics were hosted on the BIK platform, along with a quarterly bulletin informing readers of safety issues and opportunities across Europe and beyond. All INHOPE Hotlines are encouraged to subscribe, as this is a valuable resource including news and resources from Safer Internet Centres and wider stakeholders.

Safer Internet Day 2016, one of the primary events of this project, was widely supported by INHOPE members on social media. Through the event hashtag and coordinated activities, members and stakeholders were able to share and create visibility around their work, an effort that highlighted every sector from education and charities to government and law enforcement. Safer Internet Day is one of the biggest annual landmark in the online safety community, and INHOPE is always proud to use this opportunity to share stories and achievements from the hotline network.

LOT 2 — ICCAM

The ICCAM system has been developed over the past several years through funding by the European Union. ICCAM represents a great step forward in the value of hotlines' work to fight the online distribution of CSAM. It is specifically designed with the work of hotlines in mind, by:

- **Facilitating** the electronic and instant exchange of CSAM-related reports between INHOPE member hotlines, as reported CSAM is almost always hosted in a different country.
- **Allowing** for a wide range of statistical data to be harvested from the whole Hotline Network in regard to reports, hosting, notice and takedown times, hotline actions in relation to CSAM reports and many other elements.
- **Organising** the classification of reported CSAM by hotlines (in most countries) into legally recognised categories, which are then automatically sent to Interpol to be investigated with the hope of identifying and potentially rescuing victims.
- **Improving** the understanding and mapping of online CSAM distribution worldwide by enabling accurate analysis of "known" (content that has already been seen by hotlines and law enforcement) and "new" CSAM.

Throughout 2016, the use and impact of ICCAM has continued to grow, as reflected in the statistics contained in this report. Looking into 2017, INHOPE is committed to the goal of ICCAM being used in the processes of as many hotlines as possible.

What Our Partners Say

"A key feature of the BIK project is to develop a core service platform to facilitate the exchange of knowledge, expertise, resources and best practices between key online safety stakeholders in order to increase access to high-quality content for children and young people, step up awareness and empowerment, create a safe environment for children online, and fight against child sexual abuse and child sexual exploitation. A key benefit of the two networks working together is that a holistic approach to online safety can be taken, examining the whole spectrum of risks and challenges and developing appropriate responses, both at national and European level, while also providing a "united front" in dealing with other stakeholder groups (industry, law enforcement, research, academia, policy and so on). Such a coordinated approach ultimately leads to better outcomes in keeping Europe's children and youth safe online, whatever challenges they may face."

■ Hans Martens, Insafe Network Coordinator, European Schoolnet

"The volume of illegal online child sexual abuse imagery remains a problem which needs collaborative actions in addition to legislation. Without the effective cooperation within INHOPE, the volume of CSAM available online would increase, and it would take longer to remove the content. This is why the EC has supported INHOPE and EU hotlines for many years now, first through the Safer Internet programmes and currently under the Connecting Europe Facility framework."

The Internet is borderless and only action on every level can fight effectively against CSAM. As an umbrella organisation, INHOPE brings together hotlines that work together to best tackle child sexual abuse online in an effective manner."

■ Margareta Traung, Head of Sector "Programmes Implementation", European Commission



Governance

INHOPE is a membership organisation which is owned and run by its members via an elected board. INHOPE is governed by the Articles of Association & Rules and Regulations, which are publicly available documents.

The INHOPE Association is registered in The Netherlands and operates under the Dutch legislative framework. As an Association, all finances are externally audited on an annual basis. Registration information for the Association and annual audited accounts are publicly available from the Kamer Van Koophandel (www.kvk.nl)

Board

Members vote to elect a President to lead an elected Executive Committee, which is known as the Board. The Board is responsible for the management and administration of the Association.

Secretariat

Based in the Netherlands, the Secretariat is responsible for conducting the daily business of the Association and is accountable to the INHOPE Board. The INHOPE Secretariat is led by the Executive Director.

Advisory Board

INHOPE has an Advisory Board made up of representatives from stakeholder organisations in industry, law enforcement and child welfare.



Welcoming the New INHOPE Board

INHOPE benefits greatly from the support of our Board, made up of leaders in the field from across a diverse range of backgrounds in online child protection. This year, we welcomed our new Board and newly elected INHOPE President for 2016-18.



Arda Gerkens,
INHOPE President

Arda is the managing director of the Dutch hotline (Meldpunt Kinderporno, Expertisebureau Online Kindermisbruik) and a Member of the Dutch Senate.



Gregor Schwarz,
INHOPE Vice-President

Gregor started his career as a hotline analyst and is now Legal Counsel and Senior Hotline Manager at FSM, Germany's Voluntary Self-Monitoring of Multimedia Providers.



Malle Hallimäe,
INHOPE Treasurer

Malle has been working with the Estonian Union for Child Welfare since 1998 and she is currently a member of the organisation's Executive Board.



Themba Wakashe
INHOPE Board Member

Themba was appointed as the CEO for the Film and Publication Board, South Africa. He previously served as the Director General for the Department of Arts and Culture and has over 14 years of experience in the public sector.



Miguel Torres Garcia,
INHOPE Board Member
with Foundation Portfolio &
INHOPE Foundation President

Miguel has served as the Chief Officer Operations of Child Focus, the Belgian organisation for missing and sexually exploited children, for 10 years and has dedicated his career towards victims rights.



Sir Richard Tilt,
INHOPE Board Member

Sir Richard began his career in Prison Services and was appointed as the Internet Watch Foundation Independent Chair in 2012.

INHOPE Advisory Board

Victoria Baines,
Trust and Safety EMEA, Facebook

Jacqueline Beauchere,
Chief Online Safety Officer, Microsoft

John Carr, OBE
Senior Expert Adviser, ECPAT International

Julie Cordua,
CEO, Thorn

Del Harvey,
VP, Trust and Safety, Twitter

Michael Moran,
Assistant Director, Human Trafficking and Child
Exploitation Sub-Directorate, INTERPOL

Lynette Owens,
Global Director, Internet Safety For Kids and Families
Program, Trend Micro

Fernando Ruiz Perez,
Head of Operations, European Cybercrime
Center, Europol



Structural Planning and Enhancements

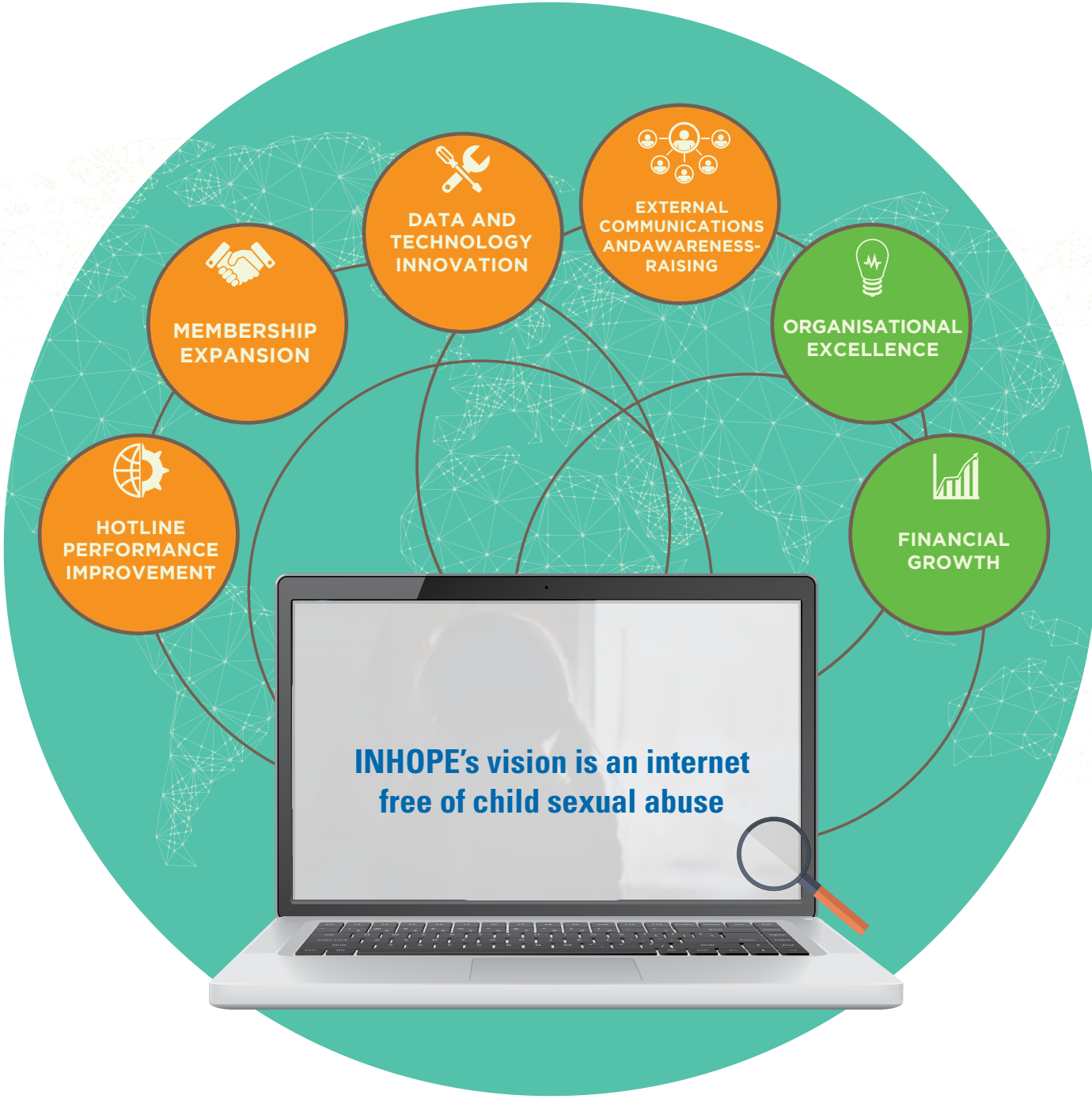
Creation of the INHOPE 2016 – 2020 Strategy

To secure a strong organisational foundation and clear direction for the path forward, INHOPE developed its first 5 year strategic plan in 2016. This strategy defines how INHOPE will achieve its mission to enhance national and international efforts to combat the online sexual exploitation and abuse of children. By clarifying the objectives in INHOPE’s future, and setting standards and benchmarks to define progress, we build a stronger platform to serve our members and our mission. Not only does this keep us on the frontlines of the industry, it exemplifies INHOPE’s value to hotlines, advisors and partners - both current and future.

Through this strategy, INHOPE envisions the enhancement and sustainable development of both strategic and foundational pillars to outline the goals of the organisation. The Strategic Pillars clearly address goals that advance our mission while the Foundational Pillars will focus on enhancing internal effectiveness and financial stability.

“INHOPE’s greatest contribution to the fight against CSAM is establishing and maintaining high professional standards for the world’s hotlines. The continued growth and expansion of this problem requires a network of the size and geographical spread that can match it and help evolve solutions. The internet presents complex challenges which require sophisticated responses delivered by a variety of actors across different sectors”.

■ John Carr, Advisory Board Member



Each goal is designed in alignment with the INHOPE mission statement. A series of measurable objectives for each goal have been established to hold progress accountable against a clear timeline.

In this fast-moving arena, clarity and consistency are imperative. While technological capabilities, best practices, and law enforcement will evolve, INHOPE as a central point of contact for so many must be ready to recognize changes in the field without losing a sharp mission focus. This is the best way to serve our network, partners, and allies.

“The INHOPE network has brought many different organizations from all over the world together who are passionate and committed to reducing the amount of child sexual abuse material online. The opportunities provided for advocates to meet and collaborate with those that share the same commitment and passion are very valuable in the work of those striving to help children and reduce the amount of illegal material that is viewed by the public.

There have been huge advancements in technology, with new tools being developed and shared to help reduce CSAM online. This gives the analysts viewing this material the ability to detect CSAM much faster, and the ability to notify the appropriate body or provider to get the content removed. Not only does this reduce the amount of material that is accessible online, but it helps the analysts reviewing this material to view a smaller percentage. We thank INHOPE for the role they play in all parts of the CSAM reporting and removal process, and for being an ally to NCMEC and all stakeholders throughout the law enforcement and child protection arena”.

■ Rebecca Sternburg, Program Manager, CyberTipline National Center for Missing & Exploited Children

Development of INHOPE Business Strategy

INHOPE works consistently to adapt and accommodate new changes in the global landscape of online child protection. As part of our ongoing efforts to improve the structural integrity of the organisation, INHOPE created a Business Plan in 2016 to guide actions and responses to both internal and external challenges.

Through collaborative action between the INHOPE Secretariat, Advisory Board, and Members, the Business Plan was created to distill the core focus of where INHOPE would be expending its time, resources and funding throughout the year, and clearly outlining the expected benefits.

The outcome of this planning was several key focuses:

- 1) strengthening the INHOPE Network and
- 2) ensuring the secure exchange of reports among members through standardised and high quality tools and procedures.

“Crisp is dedicated to the protection of children online and is proud to support INHOPE in their exceptional work. Abusers are getting more sophisticated in the way they share online child sexual abuse material, and our biggest challenge is keeping ahead of them to ensure that we continue fighting against CSAM distribution effectively. INHOPE is instrumental in educating and informing policy makers at an international level which drives a coordinated and powerful effort in stamping out online child abuse content across the globe.”

■ Adam Hildreth, CEO and Founder of Crisp

Strengthening the INHOPE Network

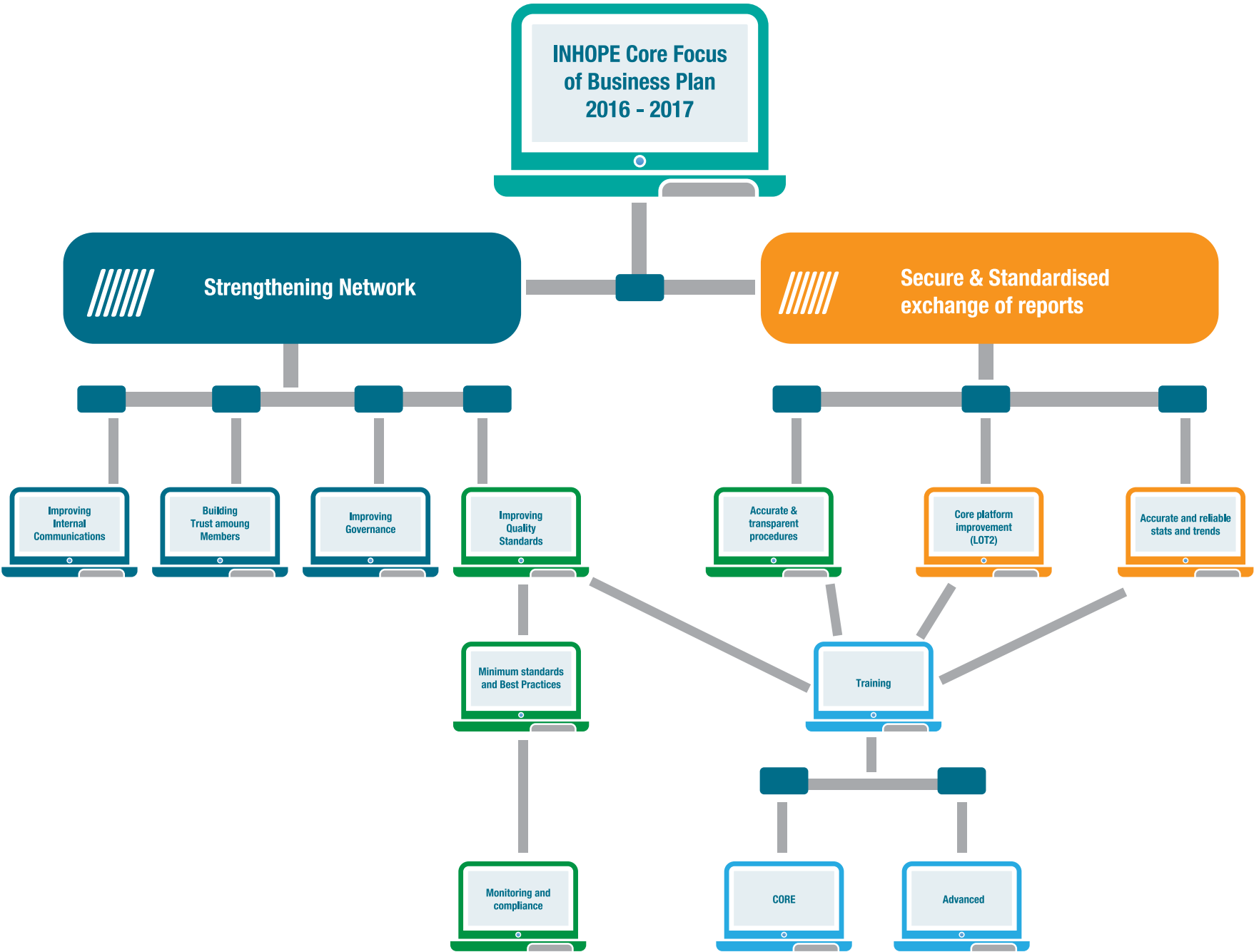
A strong network is based on trust. Given the highly sensitive nature of the information exchanged among INHOPE members, it is crucial that members feel confident in each other as well as the technology platform in use.

Building trust in the case of INHOPE is, therefore, also very much related to ensuring the secure and reliable exchange of reports among members, which is and should continue to be INHOPE’s core focus. This is why an important part of the resources outlined in the current business plan will be invested in improving the internal communication of our network in all directions.

Ensuring the secure exchange of reports among members

This can only be achieved through standardised and high quality tools and procedures. The key elements here are: 1) ICCAM platform improvement, and 2) secure, accurate and transparent procedures to exchange reports, to classify content and to collect and analyse the data entered into ICCAM.

This objective will be achieved through a number of actions, including the deployment of advanced and core training to improve members’ procedures as well as the development, revision and improvement of INHOPE’s procedures including standard best practices, minimum standards and related compliance monitoring procedures.



1 The true workload of a hotline

Hotlines take on a high volume of reports for anything that falls within their remit. As a resource for online child protection, citizens may have the option to report a wide range of issues including CSAM, cyberbullying, sexting, coercion, and grooming.

Many hotlines also receive reports from the public on other types of illegal content or activity. These include fraud, identity theft, hate speech, incitement to violence and terrorism.

The diversity of hotline reporting provides the public with a high value as a designated place to communicate their concern about content or behaviour that may bring harm, particularly to minors. Despite the broad scope of report topics that hotlines process, all INHOPE members share one commonality as a place where citizens can report suspected online child sexual abuse material.

Hotlines are unified in their mission to process CSAM reports better and faster by working in cooperation with relevant national stakeholders, and internationally through the INHOPE network. Locating abuse material, informing law enforcement, and expediting takedown makes a critical difference to the lives of child victims. One hotline report can lead to the identification and rescue of a child by law enforcement, or prevent their revictimisation later in life by ensuring content is removed. The potential for a concerned citizen to make a difference by reporting is the reason that people must always report, not ignore, online content they suspect to be CSAM.

For individual country report data, see Annex 1A.

2016 INHOPE Network

Total reports received

9,357,240

Total confirmed CSAM reports

8,474,713



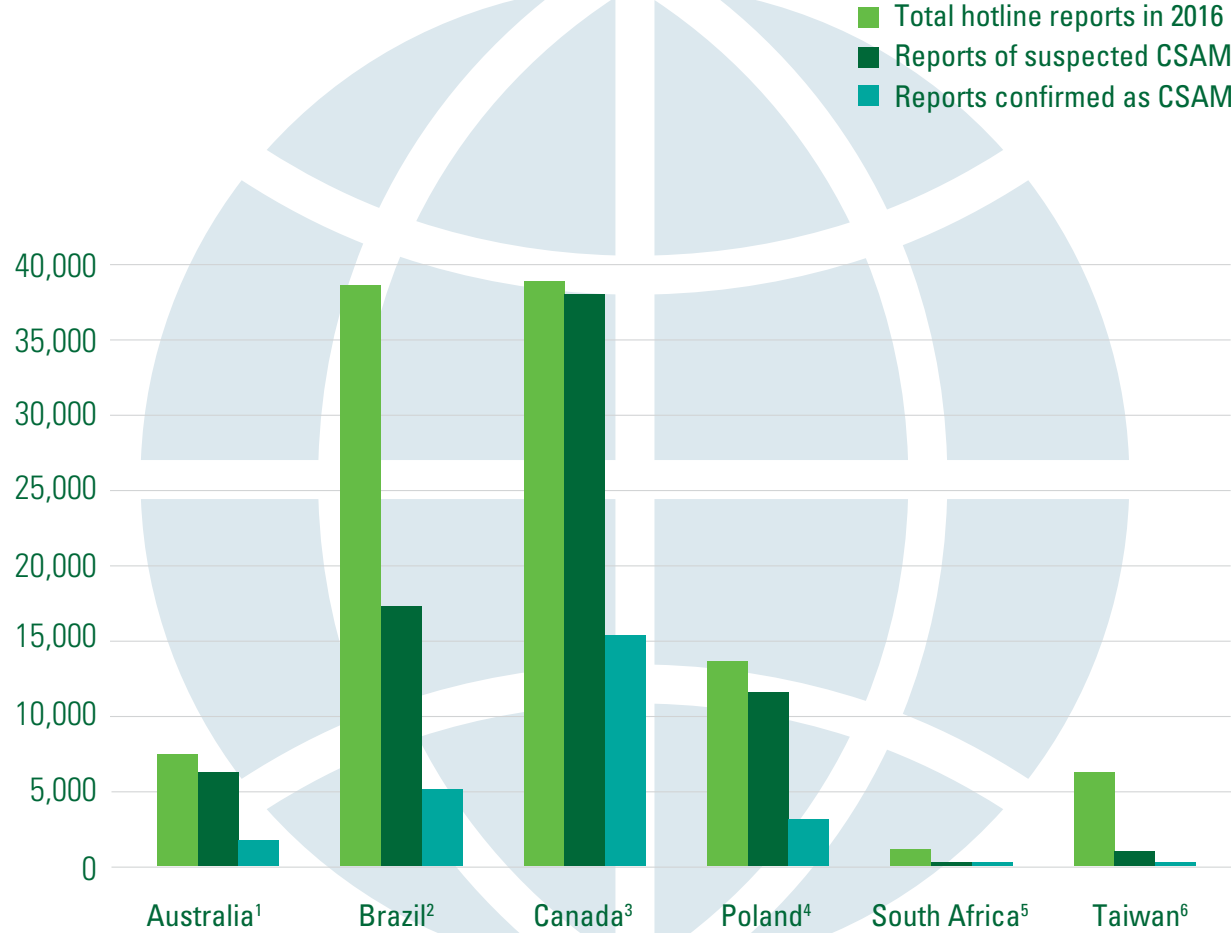
2 Global snapshots of CSAM reports

Each hotline establishes report categories depending on its citizens' needs, country policies, hotlines' core business, and other factors. As part of the INHOPE network, all hotlines work to strengthen international practices that combat online child sexual abuse content.

After reports are analysed and confirmed as CSAM, takedown is the common aim, although reports may also go through additional national procedures that differ by country. As can be observed in the graph, there is often a notable difference between the amount of suspected CSAM reports, and reports that are confirmed. Only after a report is verified as containing CSAM is it passed to the next appropriate body. By first putting these reports through an expert analyst review at the hotline level, law enforcement and ISPs only receive confirmed, actionable reports, saving valuable time and resources.

There is a notable difference between the amount of suspected CSAM reports, and reports that are assessed and verified as CSAM. Only after a report is confirmed to contain child abuse content is it passed to the next appropriate body. By first putting these reports through an expert analyst review at the hotline level, law enforcement and ISPs only receive confirmed, actionable reports, saving valuable time and resources.

In the table, a representative hotline from every continent provides an illustration of the total number of reports received by a hotline and the quantity of CSAM reports. See Annex 1A for data on all INHOPE hotline members.



¹ Data provided by cyberReport

² Data provided by SaferNet Brazil

³ Data provided by Cybertip.ca

⁴ Data provided by Dyżurnet.pl

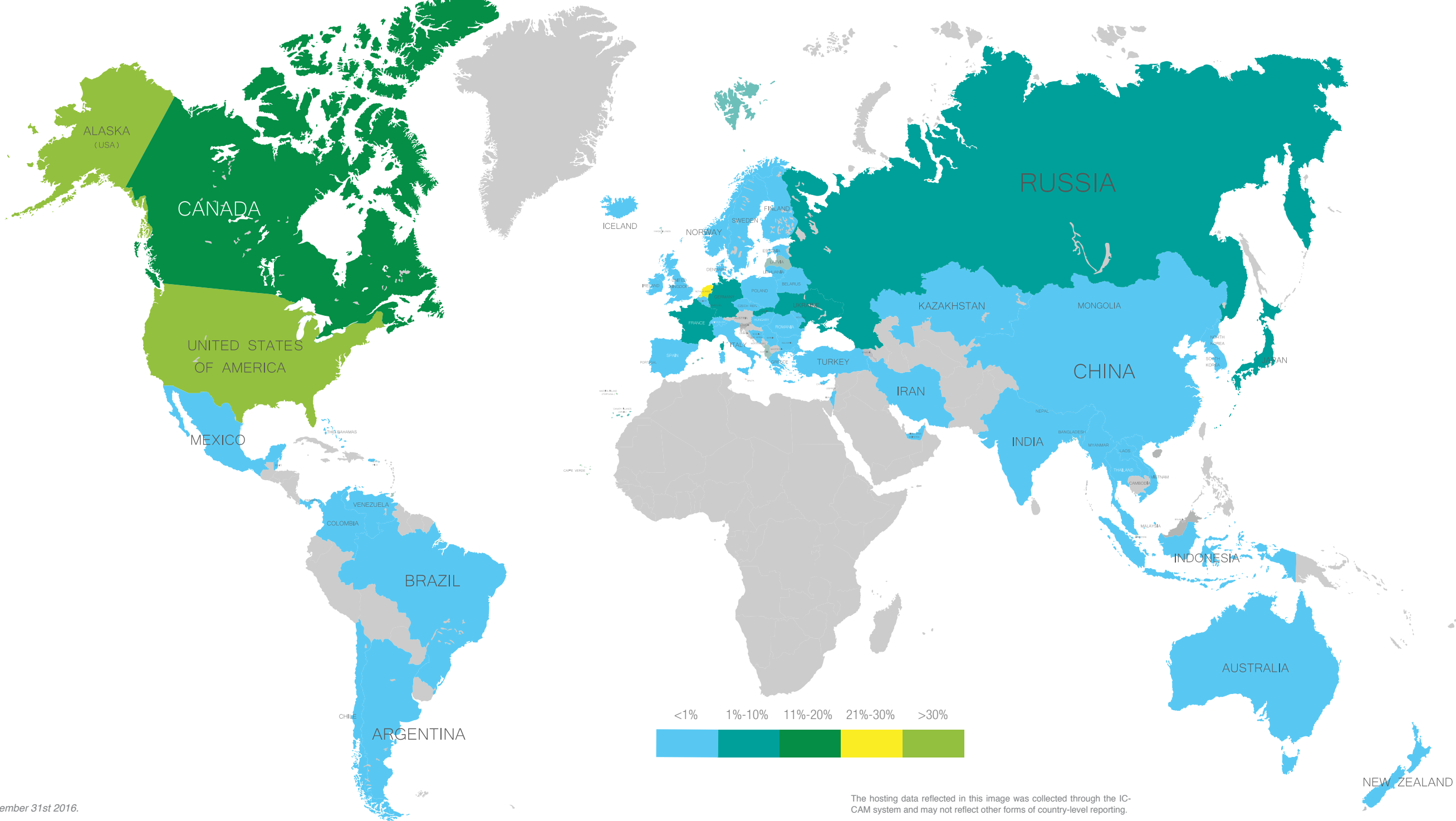
⁵ Data provided by Film and Publication Board

⁶ Data provided by hotline ECPAT Taiwan

Global Hosting: Where do we see CSAM?

It is challenging to create a global snapshot of CSAM hosting as there are still uncharted territories, including countries which lack legislation in the area of CSAM. Efforts to improve technical capabilities and reporting processes have been ongoing as stakeholders work on solutions for under reporting, outdated systems, and a general lack of cohesion between governmental, law enforcement and policy practices across national borders.

In 2016, the INHOPE Network has traced hosted CSAM to 64 countries, 49 of which had an INHOPE presence. Through the cooperation of the Network and the use of ICCAM, we have created a global picture based on the data received directly from hotlines. The hosting heatmap shows the presence of CSAM being hosted on national servers, based on hotline reports that have been confirmed by analysts as child sexual abuse material.



Presented here is ICCAM data for the 12-month period of January 1st to December 31st 2016.

Hosting versus production, consumption and distribution

It is vital to recognise that hosting is only one part of the broader picture when it comes to the creation, distribution, and consumption of child sexual abuse material. While hosting reports can tell us where the highest concentration of servers containing CSAM are located, this should not be conflated with the production and consumption of CSAM, which can happen anywhere.

The sexual abuse and exploitation of children is a pervasive problem worldwide, and no country is immune. The absence of hosting information in a particular geographic region does not mean that abuse is not taking place, that digital abuse content is not being created, or that there are no victims in need. It is critical to understand that a lack (or lower amount) of reported data does not mean the problem does not exist.

An example of this issue within INHOPE's own statistics is the representation of Africa, which may seem to indicate the absence of CSAM. To the contrary, as a region with only one current INHOPE hotline member, Africa highlights two important needs for improving the global status of CSAM:

1. A concerted effort to acknowledge the areas where gaps exist and create technical solutions accordingly. Enhanced insights and greater opportunities to protect children could come from establishing a developed reporting process. This is the case throughout Africa, as well as other regions of the world where better structure and support are often needed.
2. More research initiatives into the depth of child sexual abuse, particularly, but not limited to, developing regions. Evidence is needed to evaluate what drives the production, consumption, and dissemination of child sexual abuse material. In order to show a more accurate representation from every region and create a true global picture of the magnitude of CSAM, we must work toward a better understanding of each population.

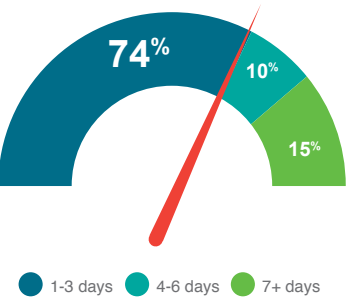
Notice and takedown timeline

Of the 38,676 total ICCAM reports both confirmed as CSAM and marked as removed by hotlines worldwide, 74% were removed within 3 working days.

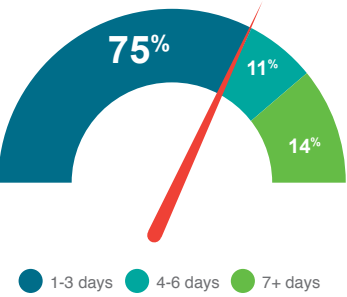
Notice and takedown (NTD) refers to the number of business days between the date a hotline receives a report containing suspected CSAM, and the date a hotline analyst marks the report as Content Removed. Rapid NTD is a major weapon in combatting the spread of CSAM, disrupting the cycle of content duplication and global redistribution that results in the revictimisation of abuse victims that are shown in CSAM material. Average NTD response times have improved incrementally as technology and reporting processes have become more efficient, resulting in CSAM being removed from the internet faster than ever.

In regard to report handling via ICCAM a powerful example of this technology is hashing, which is a mathematical process of assigning computer files (images, video etc.) with a unique alphanumeric identifier. This allows files to be compared electronically with previously identified CSAM which has two main benefits – faster removal of CSAM, and support of law enforcement’s efforts to identify victims and perpetrators by giving the option to focus on previously unseen CSAM.

What are the numbers showing us?



REPORTS WORLDWIDE
74%
was removed from the Internet in less than three days.



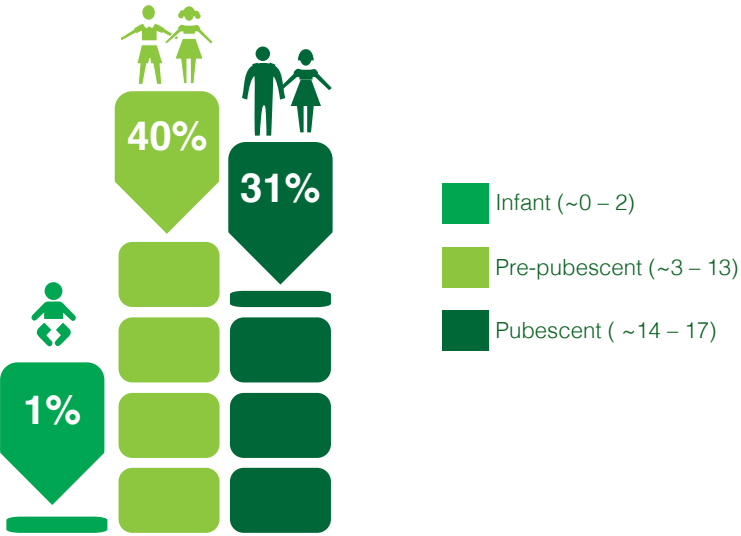
REPORTS IN EUROPE
75%
was removed from the Internet in less than three days.

CSAM Characteristics

Based on the content reported through ICCAM in 2016, we can see that the majority of CSAM encountered by hotlines depicts children that are predominantly females in the pre-pubescent age range.

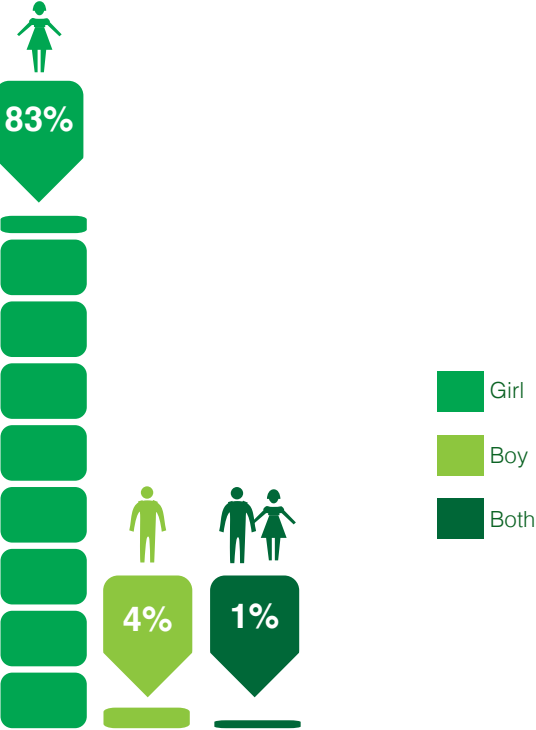
This is particularly worrying given the adjacent rise in digital crimes such as coercion and extortion, which are increasingly the result of self-generated sexual images. Children of younger ages can be more prone to manipulation and targeting by online offenders, and with more access to technology than ever before, this is an issue that requires both preventative awareness raising and legal diligence.

CSAM Characteristics - Age*



Picture: CSAM Characteristics: Age (n= 75,496)
* These figures reflect 72% of categorised data collected from reports through the ICCAM system.
* There are some national systems that have to be mapped onto ICCAM, which is a very new and innovative system. The 72% data points will become 100%.

CSAM Characteristics - Gender*



Picture: CSAM Characteristics: Gender (n= 43,902)
* These figures reflect 88% of determined data collected from reports through the ICCAM system.
* There are some national systems that have to be mapped onto ICCAM, which is a very new and innovative system. The 88% data points will become 100%.

6 How the INHOPE Network achieves its mission

At local, regional, and global levels, the work of hotlines impacts the world's response to online child sexual abuse and exploitation. The mission of the INHOPE Network is singular: the eradication of online child sexual abuse.

Combating CSAM is a whole society issue. The majority of hotlines rely on public reports, which means depending on internet users to always report, never ignore, sexual abuse content when they encounter it. Once a report is received, analysed, and confirmed to contain CSAM, immediate action is crucial. The report is sent to the relevant law enforcement agency and internet service provider. In cases where the report contains content located in another country, the report will be passed to the hotline of that country.

From this point, the main focus is to remove content. Data collected from the images by hotline analysts informs the efforts of law enforcement as they seek to identify and potentially rescue children. This can also lead to the identification and prosecution of offenders. Service providers are also notified to ensure material is taken down, minimising distribution as much as possible. This coordinated cross-jurisdictional approach between country hotlines, local and international law enforcement, and service providers is what makes INHOPE's mission achievable.

“The multi-stakeholder approach to tackle CSAM is important in order to pool all of the best talent and resources. Our ongoing work with INHOPE complements other industry initiatives globally to combat CSAM online. It is a difficult challenge but by working in partnership we can rise to meet it.”

■ Del Harvey, VP of Trust & Safety, Twitter



7 Complementary Approaches

Even though hotlines deal with a broad spectrum of reporting categories, only reports of confirmed CSAM are exchanged among INHOPE members through the ICCAM system. However, if the content assessed by a hotline is hosted in the same country where the report was initiated, or outside a country belonging to the INHOPE network, then other procedures may take place. This means that data collected through ICCAM provides an accurate account of CSAM exchanged between INHOPE members, but not of all the CSAM produced, distributed and consumed worldwide.

We believe that it is important to highlight a few instances in our network where large volumes of CSAM are received and actioned, but whose data is processed slightly differently. These approaches do not mean that reports are lower or are not being properly assessed. Understanding the large number of reports that go through these hotlines makes them important in demonstrating how ICCAM works effectively alongside measures taken at a national level when it comes to providing a global picture of hosting data.

CANADA

Canada's groundbreaking Project Arachnid web crawler searches links previously reported to their hotline, Cybertip.ca, and detects where illegal images and videos are publicly available online. **If the system detects a child abuse image, it continues to crawl all the links on a given page – only stopping once it fails to find any media that matches with its CSAM hash list.**

Additionally, if Cybertip.ca receives URLs from members who do not use ICCAM, these reports may be received through an independent online reporting form.



UNITED STATES

In the US, procedure is that US-based companies voluntarily take steps to find, remove and report CSAM using trusted CSAM hash values. This system means that CSAM may be identified and removed before either the public or hotlines ever come across it.

In 2016, NCMEC's CyberTipline received more than 8 million reports from US-based ESPs about US-based hosting of CSAM.

NCMEC doesn't use ICCAM in these instances because the content is already removed, and they provide foreign reports directly to law enforcement.

Appendix 1a Page 36 & 37



THE NETHERLANDS

According to 2016 ICCAM statistics, 23,572 URLs containing CSAM were hosted on Dutch servers, whereas the reality is that nearly twice as many CSAM URLs were processed in the Netherlands.

Although every report is analysed by the Dutch hotline, technological and staffing capacity prevents every one from being individually entered into the ICCAM database.

The advanced digital infrastructure of the Netherlands is a very popular choice for large-scale commercial hosting providers. Invariably, this means that this infrastructure will also be used by people distributing CSAM. The majority of Dutch and foreign ISPs with Dutch servers are very cooperative in regard to the removal of CSAM. The close relationships between ISPs and the Dutch police mean that efforts to clean up servers have been successful, but as long as the digital infrastructure remains popular worldwide, the Netherlands will continue to present a statistical challenge.



Audited Accounts

INHOPE Association

BALANCE SHEET AS AT
(before result appropriation)

	31st December 2016		31st December 2016
ASSETS		EQUITY AND LIABILITIES	
Fixed Assets		Equity	
<i>Financial fixed assets</i>		Reserves	276,091
Other financial fixed assets	9,600	Result financial year	<u>-3,829</u>
			272,262
<i>Receivables</i>		Restricted fund reserve	9,864
Debtors	184,950		
Receivable from EC	3,383	Current liabilities	
Taxation	4,371		
Prepayments and other receivables	<u>9,431</u>		
	202,135	Creditors	1,212
		Membership fees in advance	1,750
Cash and Bank	384,573	Taxation and social security	35,005
		Other payable and deferred expenses	<u>276,215</u>
			314,182
	<u>596,308</u>		<u>596,308</u>

Fundraising Overview and Goals

Healthy financial resources are necessary to deliver INHOPE's core mission: to support and enhance the work of our hotline members to strengthen the international efforts to combat online child sexual abuse material with a multi-stakeholder approach. INHOPE works with industry, law enforcement agencies and other partners to achieve the shared goal of protecting children online. It would be impossible to achieve our goals without the collaboration, cooperation and backing of these partners.

Support from industry includes monetary contributions, technology, subject matter expertise and Advisory Board support. These partnerships enable and strengthen the hotline-industry relationship, and advances the shared goal to combat online CSAM, and prevent revictimisation. Working collaboratively allows INHOPE to become more efficient, remain current, and expand its network.

The 2016-2020 Business Plan makes it clear that financial growth activity within INHOPE is a crucial aspect of its work. Financial resources are necessary to keep technology and operations progressive and forward-looking, as this is the nature of the work and the online safety field. Current corporate sponsors and Funding Partners include: Microsoft, Twitter, TrendMicro, Crisp Thinking, Google, Barclays Bank, PayPal and Facebook.

INHOPE must ensure it has all the tools it needs to facilitate the network's ability to remove CSAM as rapidly

as possible, to train and share knowledge, and to create partnerships that impact and show tangible change. As the leading global network in the removal of online CSAM from the surface web, striving for faster removal, more accurate categorisation and higher quality assurance must remain.

Currently, INHOPE's largest project funding is received from the European Commission, core financing through the Corporate Sponsorship Programme, and membership fees collected by the Secretariat from all full members. Goals for the upcoming year that require financial consideration include:

- To enhance the work of the hotline network;
- To commit to necessary research and develop cutting-edge technology;
- To safeguard a stable, sustainable long-term financial projection;

As INHOPE looks to its own future and the trajectory of the network, it will continue to explore the best ways to enhance, strengthen and deepen practical collaboration with the internet industry and wider industry. Through this mindful, leadership-based approach, it is our aim to deliver value that acknowledges the investments of our partners and funders by using the resources that we have.

Closing Message From Our President

The past year has shown many ongoing changes in the data and trends surrounding digital crimes against children. Due to the global scope of online child sexual exploitation, it is difficult to be absolute as trends can vary across many countries and regions. While some hotlines have seen a decline in reports of illegal content involving children, the unfortunate truth for many others is that these crimes are shown to be consistently increasing. Now more than ever, we must come together to fight the rise of child sexual abuse images on the internet.

The goal of the INHOPE Hotlines is to remove CSAM as swiftly as possible, with everyone playing an important role in combatting the spread of this content. This will happen not only through the technical process of notice and takedown, but by sharing the knowledge that we have and supporting each other as members. In the face of the difficult task that we have, a collaborative approach is key to the success of our network.

Amid new and worrying trends such as self-produced sexual images, coercion and digital blackmail of young people, we must recognize that raising awareness about the work of the hotlines and the guidance they offer is vital. Providing necessary information about CSAM not only encourages the public to better recognize these images as crimes and report them to hotlines, but may also lead to the preventative steps that are so critical. A number of new and innovative educational campaigns are now speaking to this issue, which will hopefully create a model of awareness that increases prevention and spares victims.

The work of hotlines and stakeholders is never done, and it's importance cannot be understated. I am proud of the efforts of the INHOPE network, and the work of all our analysts, advocates, and partners. As we prepare for the challenges to come, we know that by fighting the problem together we will make the best progress.

- Arda Gerkens, INHOPE President

Annex

1A INHOPE Network reports

Name of hotline	Country	Total reports of suspected CSAM	Total reports confirmed as CSAM
cyberReport	Australia	6321	1742
Stopline	Austria	4001	644
Child Focus	Belgium ¹	n/a	n/a
IFS-Emmaus	Bosnia and Herzegovina	10	0
SaferNet Brazil	Brazil	17645	5217
Bulgarian Safer Internet Hotline	Bulgaria	140	113
cybertip.ca	Canada	38767	15625
Te Protejo	Colombia	7416	3370
Centar za nestalu i zlostavljanu djecu	Croatia	0	0
CNTI	Cyprus	24	24
Save the Children Denmark	Denmark	462	327
Estonian Union for Child Welfare	Estonia	41	32
Finnish Hotline, Nettivihje	Finland	654	654
AFPI - Point de Contact	France	17732	7341
FSM	Germany	2623	1394
jugendschutz.net	Germany	4418	1353
eco - Association of the Internet Industry	Germany	58272	1091
SafeLine	Greece	729	204
Biztonsagosinternet Hotline	Hungary	451	42
Internet Hotline by National Media and Infocommunications Authority (NMHH)	Hungary	18	9
Barneheill	Iceland	638	3
Stop-it	Italy ¹	1040	n/a
SOS Il Telefono Azzurro Onlus	Italy ¹	2963	n/a

Name of hotline	Country	Total reports of suspected CSAM	Total reports confirmed as CSAM
ISPAI Hotline.ie	Ireland	4918	365
Safer Internet Association	Japan	N/A	16177
Net-Safe Latvia Safer Internet Center Hotline	Latvia	331	189
Communications Regulatory Authority of the Republic of Lithuania	Lithuania	572	360
BEE SECURE Stopline	Luxembourg	578	372
Childwebalert Hotline	Malta	170	31
Dyżurnet.pl	Poland	11759	3126
Linha Alerta	Portugal	1249	62
Esc_Abuz	Romania	400	400
Friendly Runet Foundation	Russia	17682	7166
Safer Internet Centre - Russia	Russia	11968	8422
Film and Publication Board	South Africa	57	57
Korea Communications Standards Commission	South Korea	264	263
eSlovensko	Slovakia	3778	3769
Spletno oko	Slovenia	185	38
Fundación Alia2	Spain ¹	65	n/a
ECPAT Sweden Hotline	Sweden	6487	1085
ECPAT Taiwan	Taiwan	1013	242
Thaihotline.org	Thailand	648	646
ICTA	Turkey	6086	71
Meldpunt Kinderporno	The Netherlands	100478	69330
IWF	U.K.	101361	59548
CyberTipline	U.S.A. ²	8263809	

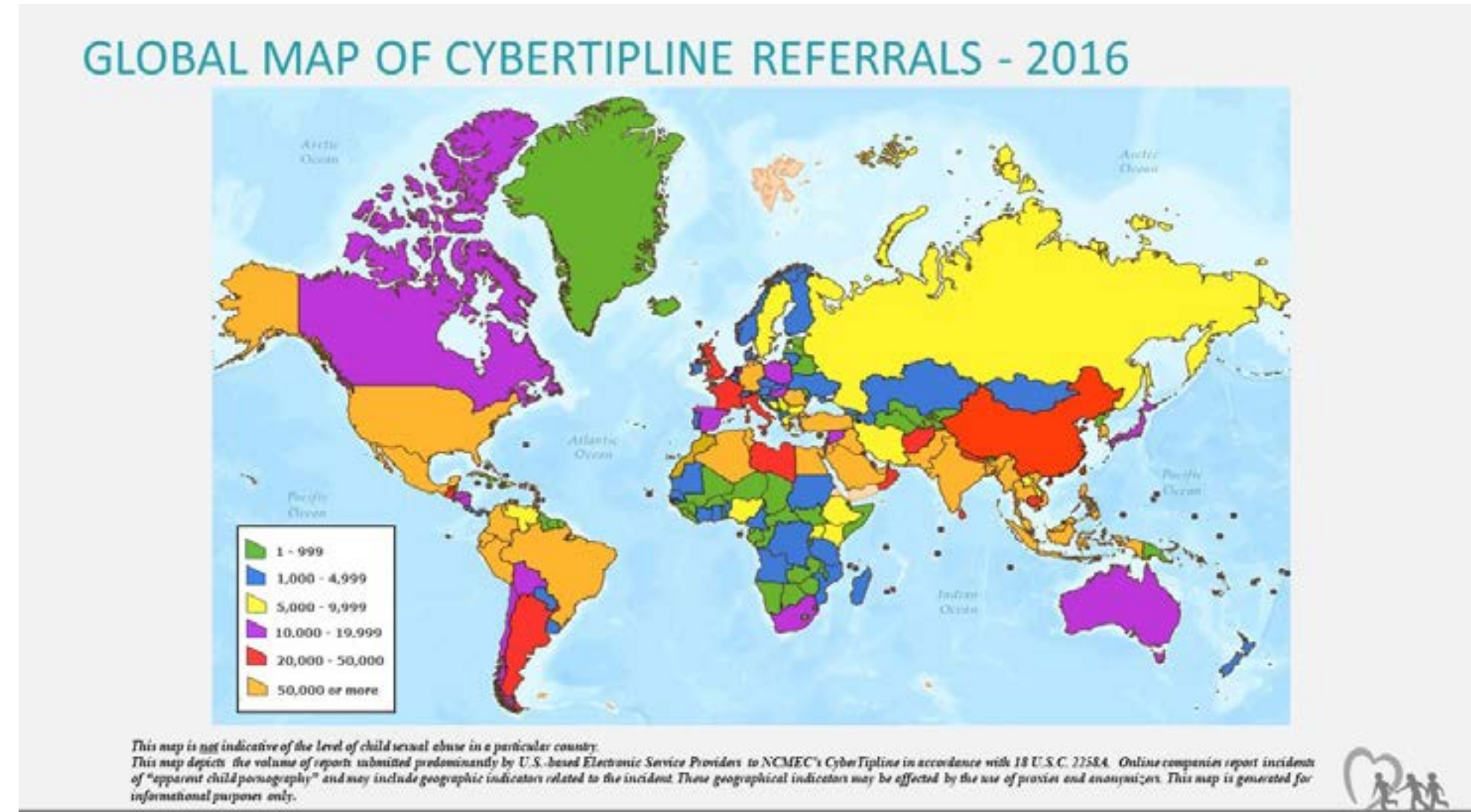
¹ Due to national legal restrictions these Hotlines cannot directly assess reported CSAM. Reports are first forwarded to law enforcement for assessment and further action.

² US-based companies voluntarily take steps to proactively find CSAM using hash values. This system means that CSAM may be identified and removed before either the public or hotlines ever come across it.

³Data was not collected from Serbia, Czech Republic, and New Zealand.

1B

2016 Global Map of CyberTipline Reports (USA)



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info@inhope.org

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