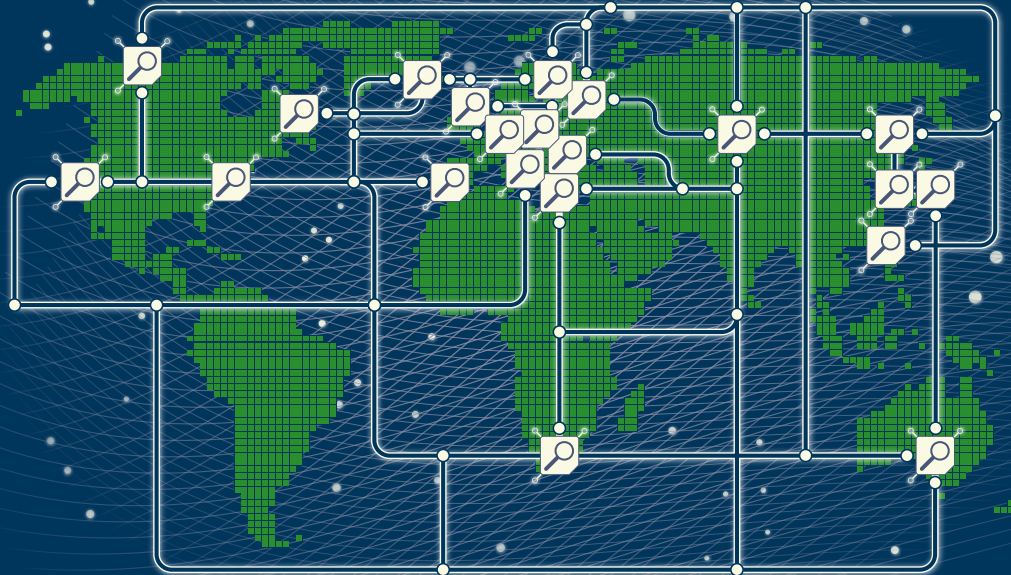


ANNUAL REPORT 2012

Making a real difference

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES

INHOPE



Co-funded by the European Union

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Colophon



‘Making a real difference’

Online child sexual abuse material ‘taken down’ quickly

2012 has seen impressive advances in the time taken to remove images and videos of children being sexually abused online. Whereas in the past, evidence of these horrific crimes may have remained online for many months, occasionally years, we can now report that in the majority of instances the content is taken down in days and sometimes just hours. This hasn't happened by chance. A concerted effort by all 43 INHOPE Hotlines, their law enforcement partners and internet companies has made this huge difference. Without everyone playing their part in a professional and pragmatic way this outcome would never have been thought possible.

INHOPE'S ADDED VALUE? ANALYSTS SIFT
THROUGH HUNDREDS OF THOUSANDS OF
PUBLIC REPORTS TO IDENTIFY QUALITY LEADS
FOR LAW ENFORCEMENT ATTENTION

FOREWORD

My objective is to have every European digital. I know that it will be easier for young people, but I also know that they have special needs too, which deserve special attention. Today's youth is increasingly connected via multiple mobile devices and growing up digital. Girls and boys play, learn, interact and create online. In some instances, they may even be in the vanguard of technological know-how. And to secure tomorrow's workplace, children will unquestionably need to be fluent in ICT skills and coding wizards will be highly sought after.

This is why providing children with a safe and stimulating online environment has never been so important. The European Commission is rising to that challenge and adopted last year a comprehensive Strategy for a Better Internet for Children articulated around four main pillars:

- “
 - ✓ Stimulate the production of creative and educational online content for children as well as promoting positive online experiences for young children
 - ✓ Scale up awareness and empowerment including teaching of digital literacy and online safety in all EU schools
 - ✓ Create a safe environment for children through age-appropriate privacy settings, wider use of parental controls and age rating and content classification
 - ✓ Combat child sexual abuse material online and child sexual exploitation.”

The INHOPE network and its member hotlines are instrumental in helping deliver on that fourth pillar. Set up by the Safer Internet Programme, they are reporting points where digital citizens can report illegal content. INHOPE pool and analyse the unique data they collect to provide actionable intelligence and ensure that child sexual abuse material is taken down quickly and effectively. The descriptive statistics showcased in this Annual Report bring to light the magnitude of the problem and demonstrate that closer cooperation between law enforcement and the Internet industry bring indisputable results.

We must now accelerate the momentum and find sustainable solutions to secure these results. The Internet is a chance. Let's continue to make it a safer and better place.

Neelie Kroes,

Vice-President of the European Commission responsible for the Digital Agenda



Message from the INHOPE President



Fred Langford
President of INHOPE

“I WOULD LIKE TO TAKE THIS OPPORTUNITY TO
ACKNOWLEDGE THE FANTASTIC COMMITMENT SHOWN
BY THE HOTLINE TEAMS THROUGHOUT THE NETWORK
IN TACKLING WHAT IS UNIVERSALLY AGREED TO BE
ONE OF THE MOST SERIOUS CRIMES ONLINE”

It is a real privilege to be elected as the President of INHOPE. The role is a daunting one and comes at a time when the pace of technological change has never been so fast. Our network of 43 Hotlines spanning the world provide an essential service to internet consumers. Given the complexity of the internet, Hotlines provide a valuable reporting service to hundreds of millions of internet users in 37 countries who look to trusted organisations to quickly and easily make their reports.

I pay tribute to the pioneers of the Safer Internet Programme at the European Commission. It was they who had the foresight to financially support the INHOPE Association and to fund many of our European Hotlines. Without their help the situation would be dire. Police Agencies across the globe face massive challenges in tackling serious crimes with limited resources so our role provides a thoroughly professional and trusted complementary reporting service for the public to use. Our service reduces the incidences of reports to law enforcement agencies where the likelihood of a crime having happened in their jurisdiction is remote. Our Members judge complaints against national guidelines and trace the illegal material to a country where the responsibility for investigation lies. By sifting through a huge volume of reports our Members can pass quality leads to our Law Enforcement Partners to investigate.

I would like to take this opportunity to acknowledge the fantastic commitment shown by the hotline teams throughout the network in tackling what is universally agreed to be one of the most serious crimes online. Their skills and determination to rid the internet of illegal content should and does demand global respect. Over the year this has been carried out on a background that has seen an entirely new Board and the Executive Director Adrian Dwyer retiring. In the past year the new Board have implemented an ambitious three year strategic plan, appointed a new Executive Director and begun work on restructuring our working practices to adapt to an ever changing online environment. Together the INHOPE Association will continue to promote the excellent work carried out by its members whilst ensuring at all times the focus on removing illegal content is the number one objective.

Message from the Interim Executive Director

“THE ONE AREA OF ROLE AND REMIT THAT
BINDS ALL OUR HOTLINE MEMBERS TOGETHER
IS THE DESIRE TO STAMP OUT THE DISTRIBUTION
OF CHILD SEXUAL ABUSE MATERIAL (CHILD
PORNOGRAPHY) FROM THE INTERNET”



Peter Robbins
OBE, QPM
Interim Executive
Director

When I was asked by the INHOPE President to assist the organisation through a leadership changeover I was delighted to say yes. As the former Chief Executive of the Internet Watch Foundation for nine years I had observed INHOPE grow its Membership to achieve trusted and fruitful partnerships across the world. The diversity of the organisation is its strength. No two Hotlines have identical remits. All Members stand-alone within their national structures to provide a service to their online users. Illegal content means many things to many people but whether it is racism or xenophobia, terrorism or drugs, each Hotline operates in accordance with their national laws and the wishes of their own stakeholders to make the internet a better place.

We know that the definitions of illegal internet content vary considerably from country to country but the same cannot be said of child sexual abuse material. There is consensus on a global scale for this material to be eradicated as a matter of priority. The one area of role and remit that binds all our Hotline Members together is the desire to stamp out the distribution of child sexual abuse material (child pornography) from the Internet. INHOPE’s contribution to the global effort is facilitated by a unique database of websites populated by more than 150 Analysts around the world. With this very impressive resource INHOPE Members are alerted immediately a report is deposited relevant to their country so they can assess and confirm illegal content to their law enforcement partners, invariably that very same day. Once they have agreed a plan with their law enforcement partners, action to disable or take down the material is pursued by the Hotline or police authority as soon as possible. It is because of this global approach that the public can have confidence that our Members are responding positively to their complaints. Most importantly child victims can be reassured that there are many organisations and individuals around the world who share their desire to have images of their abuse prevented from further distribution.

It would be remiss of me if I didn’t express my gratitude to the INHOPE Board and INHOPE Members who have afforded me this opportunity to make a contribution in the global effort to eradicate the distribution of abhorrent images of children being sexually abused.

I wish you every success in your mission in the future.



WHAT IS INHOPE?

INHOPE is the International Association of Internet Hotlines. It is an umbrella organisation coordinating a network of Internet Hotlines all over the world, supporting them in responding to reports of illegal content to make the Internet a safer environment. INHOPE Members operate a public Hotline to receive complaints about apparent illegal content, they then assess the content in accordance with their national laws and if they consider it to be illegal they trace the material to a hosting country. If the content is illegal in the hosting country then the national Hotline takes steps to have the material 'taken down' in consultation with their law enforcement partners.

As the definition of illegal content varies from country to country the landscape is quite complicated as to what practical measures can be taken. But in the case of child sexual abuse material there is a global consensus on tackling the problem and so all INHOPE Members have a common purpose which is to remove child sexual abuse websites from the Internet as soon as possible.



INHOPE was founded in 1999 and has grown to a network of 43 Hotlines in 37 countries.

This was achieved with funding and support from the European Commission under the Safer Internet Programme. In recent years Internet usage, connectivity and connected devices have grown rapidly. This has changed the way we communicate, the way we do business and ultimately the way we live. Sadly there are those who use this technology for illegal activities especially to spread child sexual abuse material and this content is the primary focus of attention for all Hotlines.

INHOPE is a member owned and driven body led by an elected Executive Committee also known as the Board. Day to day management of the organisation is vested in the Executive Director who manages a team known as the Secretariat.

INHOPE'S MISSION



To support and enhance the performance of Internet Hotlines around the World; ensuring swift action is taken in responding to reports of illegal content making the internet a safer place. To achieve this mission, INHOPE has five specific objectives:

- **To establish** policies and best practice standards for hotlines and encourage exchange of expertise among members through fostering good working relationships and trust.
- **To ensure** rapid and 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.
- **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.
- **To promote** a better understanding of the work of hotlines to policymakers at an international level, including government, law enforcement and other related bodies, with the aim of achieving better co-operation internationally.
- **To raise awareness** of INHOPE and member hotlines with key stakeholders as well as the general public as a "one stop shop" for global reports of illegal content from around the world especially Child Sexual Abuse Material.

Key functions of INHOPE are to:

- ✓ Exchange expertise
- ✓ Support new hotlines
- ✓ Exchange reports
- ✓ Interface with relevant initiatives
- ✓ Educate and inform policy makers at the international level



VALUE FOR MONEY ACTIVITIES

In addition to receiving subscriptions from INHOPE Members, **INHOPE benefits from substantial funding through an EC Grant Agreement.**

This entails INHOPE contracting with the European Commission to deliver a number of objectives on a project basis. So in addition to representing INHOPE Members' interests on a global scale, INHOPE also devote resources to delivering work programmes stipulated within the Agreement. It is a prerequisite of the Agreement that INHOPE work with Insafe in a consortium approach. This means knowledge and experience is shared between both organisations as we promote joint activities and work together on key aspects of the Grant Agreement.

External engagement

- ✓ **INHOPE actively support** initiatives which impact directly on online child sexual abuse material including innovative approaches to identifying child sexual abuse material capable of being 'fingerprinted' such as the PhotoDNA development.
- ✓ **INHOPE organise** Industry and Law Enforcement conferences to discuss ways of maintaining and improving relationships.
- ✓ **INHOPE regularly speak** at conferences and meetings to explain the INHOPE strategy in dealing with child sexual abuse material. This has involved travelling to engagements in Hungary, Spain, Denmark, Belgium, Germany, US, Azerbaijan, Abu Dhabi, Colombia, Switzerland, Romania and Ukraine.
- ✓ **INHOPE, Interpol and Europol collaborate** to maximise the potential collective knowledge of our organisations. This has resulted in a written Memorandum of Understanding being drawn up to formally share information between INHOPE and law enforcement agencies.

Report Management System

With funding support from the European Commission INHOPE have created a unique report management system. This system is **the only database in the world** that stores details of websites of child sexual abuse material classified by Hotlines as illegal. This resource is used daily by INHOPE Members to tackle websites hosted in their own country that require action and for alerting Hotlines within the Network of content in another country.

Mobile App

INHOPE have developed a **mobile application** which enables mobile users to make reports to any INHOPE Hotline quickly and easily via their portable devices.

Expert Exchange Scheme

Together with our Insafe consortium partner we administer an expert exchange scheme. This scheme **financially supports** individuals outside the European Union to visit European Safer Internet Centres to encourage them to open similar centres in their own countries.

Bursary Program

A Bursary program is overseen by INHOPE. Bursaries are awarded to Hotlines to visit other Hotlines **to exchange knowledge, experience and techniques** in running an effective hotline.

Vanguard Program

INHOPE administer a Vanguard Program. This program enables new or emerging Hotlines to attend INHOPE Members' meetings to **mix and learn** from established Hotlines.

Training

Tracing illegal content is a critical component essential to the success of the INHOPE model. Basic and advanced tracing techniques are taught and experiences shared at **training workshops**. Technical training is also provided to Analysts across the Network to use the INHOPE child sexual abuse websites' database.

Membership meetings

INHOPE **organise and facilitate Member meetings** and INHOPE staff attend regional meetings of Safer Internet Centres in conjunction with Insafe.

Website

The INHOPE website continues to add new content all the time. INHOPE were short-listed as a finalist in the **Golden Spider** web design awards.

Joint portal with Insafe

We **share a joint website** portal with Insafe to provide information and awareness of both organisations' role and remit.

Awareness raising activities

New media services such as Twitter and Facebook are actively used to convey information. **Daily newsfeeds** are sent to our stakeholders and Members and quarterly newsletters are published.

European Financial Coalition

INHOPE is a co-beneficiary of the EFC initiative and is a proud member of the EFC Steering Committee. EFC is a European wide multi-stakeholder initiative involving NGO's, the public sector and private organisations to tackle commercial websites distributing child sexual abuse material.

Network Expansion

INHOPE staff visit and inspect prospective new Hotlines before they are admitted to Membership. This entails new Hotlines having to achieve an agreed standard before their application can succeed.

Insafe Partnership

INHOPE has a flourishing relationship with our consortium partner Insafe. INHOPE representatives attend all **Insafe training meetings** and likewise Insafe attends INHOPE meetings. Informal daily contact between personnel in both organisations enables faster responses to joint problems and an excellent exchange of knowledge and expertise.

Best Practice Papers

INHOPE produce **best practice papers** which Members approve **before they committed** to comply with their requirements within a Code of Practice.

Support Line

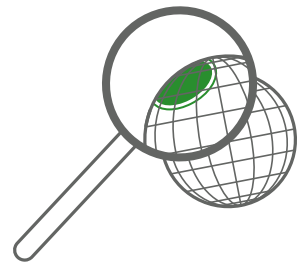
INHOPE has a **"support line" for Hotlines** to call with technical questions. An average of 12 calls per week are handled.

Hotline Manual

INHOPE provide a comprehensive **Hotline Manual as a reference point** in maintaining standards across the Network

OPERATIONS

INHOPE procedures The primary purpose of Hotlines is to help remove illegal content from publicly accessible web pages. There are many other IT channels that are available where the possibility exists for criminals to exploit technologies to distribute illegal material. If it is not possible to issue a 'notice' to have the content 'taken down' then the solution rests with other stakeholders to manage rather than INHOPE Members. INHOPE's added value is the fact that Analysts sift through hundreds of thousands of public reports to identify quality leads for law enforcement attention.



In 2012 approximately 150 Hotline Analysts processed over 1,000,000 reports across the whole INHOPE network. Analysts have to decide whether the content is illegal according to its national law. If so determined then the Analyst traces the content to a hosting country. If the Hotline in the hosting country has a similar definition to the alleged illegal content, then the information between the two Hotlines will be exchanged and attempts will be made to have the content 'taken down'. If the laws are incompatible, then the content cannot be removed. Members of the public are advised of this process and limitations when reporting.

INHOPE data sources Volume reports

All INHOPE Members record the total number of reports they receive from the public, irrespective of whether the content is illegal or not. The importance of this data is that it reveals the volume of complaints handled by Hotlines. Most of the 43 Hotlines offer a variety of remits to the public based on national agreements. These range from child sexual abuse material, to racism, to terrorism to pornography publicly available to minors and more. To put this into context, if a video is reported to a Hotline, an Analyst must view its full duration before determining its legality. This is a very time-consuming activity which does not always translate into a decision that

the material is illegal. One of the challenges for INHOPE Analysts is that over the last few years the proportion of reports referring to videos has grown significantly. It is important when making resource decisions to ensure sufficient Analysts are deployed to handle the volume.

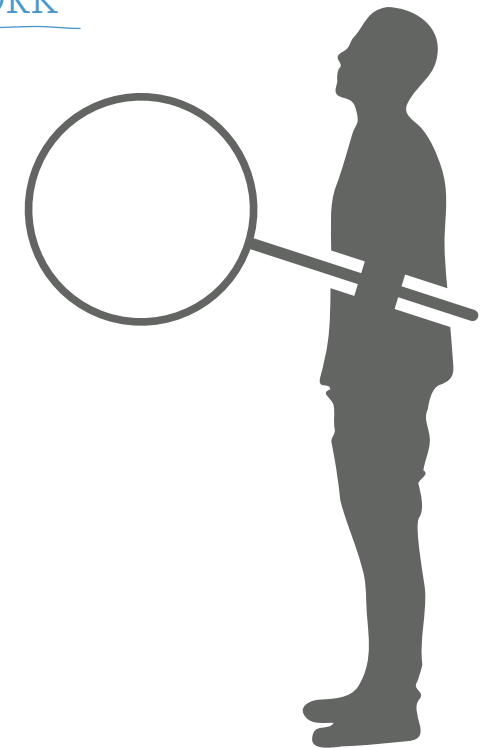
Specifically child sexual abuse material

Most INHOPE Members participate in a child sexual abuse resource management system. This means that as Analysts assess child sexual abuse material as illegal they trace the content to a hosting provider. If that hosting provider is outside their national jurisdiction they deposit the web address in the INHOPE resource management database. At regular daily intervals participating Hotlines access the database and draw down the data that claims child sexual abuse material is hosted in their country. The receiving Hotline then assesses the content in accordance with their national law and, if they confirm the content is illegal, they pass that information to their law enforcement partner. If both parties agree with the judgement then a decision is made as to how to tackle the content. Sometimes the law enforcement agency will commence an investigation or otherwise both parties agree a process with the Hot-

OVER 1 MILLION REPORTS
PROCESSED BY 150 ANALYSTS
SERVING 1.3 BILLION
INTERNET USERS ACROSS
THE INHOPE NETWORK

line to contact the hosting provider and have the content removed from public view. This database is the only database in the world that stores details of websites of child sexual abuse material classified by Hotlines as illegal. In 2012 4,828 videos were entered into the INHOPE system as containing child sexual abuse material.

This unique data now enables INHOPE to publish highly relevant trends in how effective Hotlines and their partners are at removing child abuse content. Moreover, the database captures hosting trends on a worldwide basis to assist legitimate hosting providers and law enforcement agencies devise tactics to prevent hosting services from being exploited. This data is also a major source of information to law enforcement officers working on the European Financial Coalition initiative to tackle commercial websites.



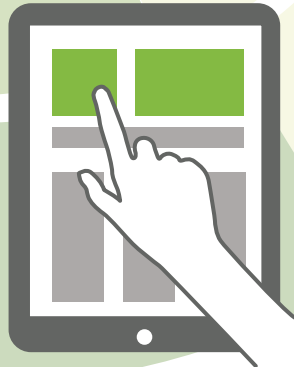
INHOPE MEMBERS PASS QUALITY LEADS TO LAW ENFORCEMENT AGENCIES

Case studies

These four cases are just a small sample from many instances where original work undertaken by INHOPE Members has led to the arrest of offenders and the identification of victims.

Case 1

Information supplied to the Australian Hotline by the UK Hotline led to the arrest of an Australian male. He was charged with one count of using a carriage service to access child pornography material, one count of distributing child exploitation material, two counts of making child exploitation material and five counts of possessing child exploitation material.



Case 2

One of our Members received an anonymous report concerning child sexual abuse websites hosted in Germany.

Information was exchanged between two Hotlines. An Analyst was checking the relevant website and witnessed an announcement of new images and videos. This information was passed to law enforcement officers in two different countries. As a consequence an offender was identified and arrested and later was sentenced to seven years in prison.

Case 3

A US Analyst viewed sexually abusive images and videos of an unidentified female child. An adult male was depicted in the videos, in which only the side of his face was seen. Following further work it was established that the material was produced in a specific area of the UK. Open source searches on the internet located images of the suspect which appeared consistent with the sexually abusive images. Police Officers also identified the child victim. The offender concerned was the father of the victim. The suspect was sentenced to 15 years for sexual assault and distribution of child sexual abuse material.

Case 4

Operation Carole, coordinated in Austria but started in Luxembourg with an investigations stemming from an anonymous report to the local Hotline. This operation led to 670 suspects worldwide being identified, followed by 456 arrests in many different countries.



Many more examples can be found on our Facebook page

2012 in Statistics. Facts, figures and trends:
five infographics that put the fight against
Online Child Sexual Abuse in perspective

INHOPE and member hotlines are the
“one stop shop”
for global reports of
illegal content online

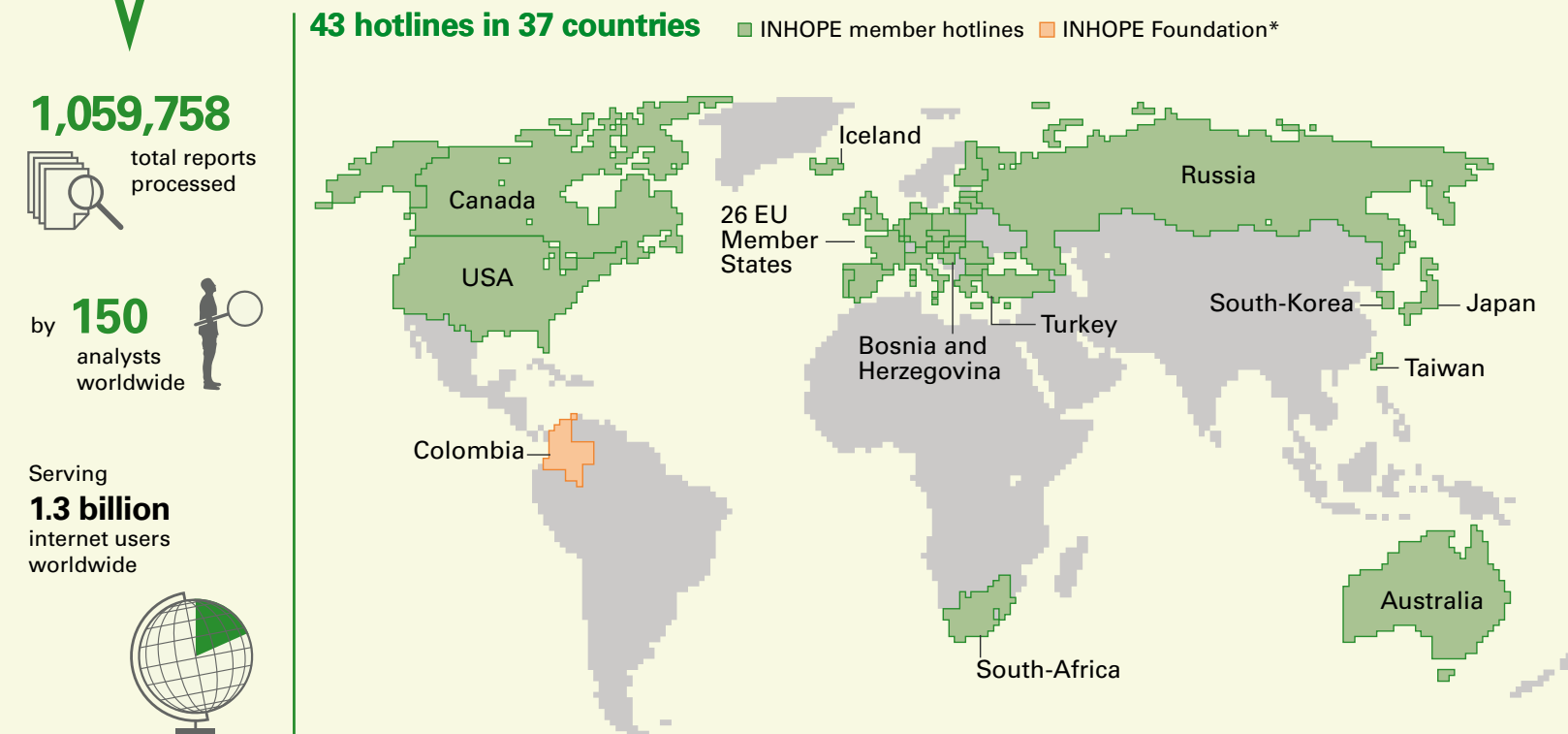
Infographic 1:
*Map of the INHOPE network, Illegal
Content and Volume Stats*

This infographic shows the total of all reports recorded by INHOPE Member Hotlines at over 1,000,000. These reports include a vast spectrum of complaints such as terrorism, racism, pornography available to minors, peer to peer content, content posted to social media services, newsgroups and many more online channels. Most of the 43 Hotlines offer a variety of remits to the public based on national agreements. These range from child sexual abuse material, to racism, to terrorism to pornography publicly available to minors and more. All INHOPE Members record the total number of reports they receive from the public irrespective of whether the content is illegal or not. The importance of this data is that it reveals the volume of complaints handled by Hotlines. To put this into context, if a video is reported to a Hotline, an Analyst must view its full duration before determining its legality. This is a very time consuming activity which does not always translate into a decision that the material is illegal.

INHOPE is an active and collaborative network of Internet Hotlines responding to reports of illegal content on the web

Overall volume of source reports by region for 2012

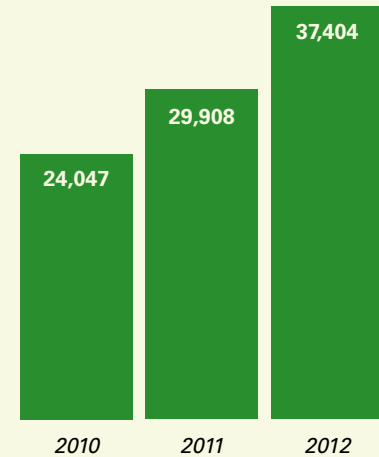
26 EU Member States and Bosnia and Herzegovina, Iceland, Turkey, Russia	USA and Canada	Rest of the world
424,035	444,707	191,016
40%	42%	18%



*The INHOPE Foundation is a charity constituted in 2010 to help develop new hotlines worldwide.

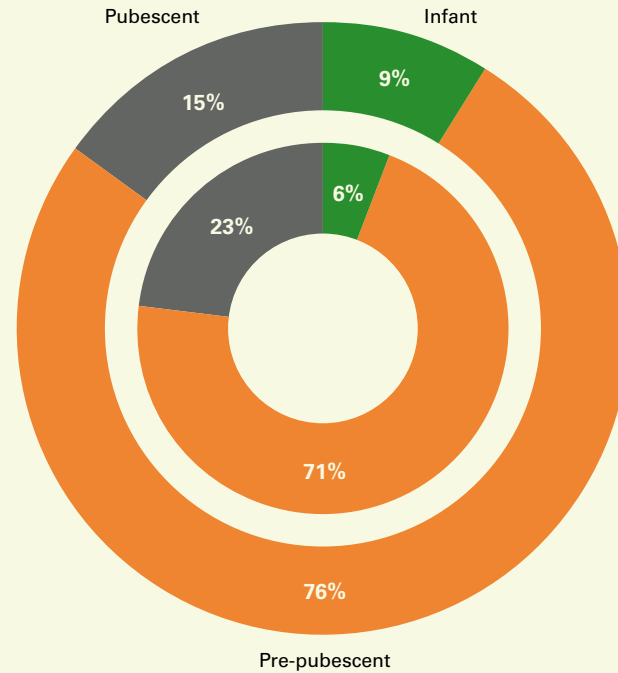
Reports and victims

Volume of CSAM* reports exchanged between hotlines

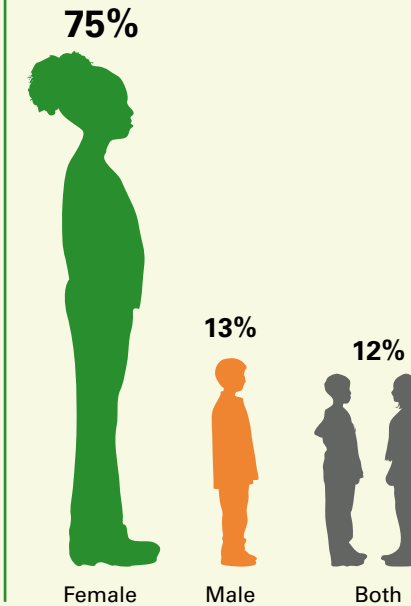


Age of victims

2011 (inner circle) compared to 2012 (outer circle)



Gender of victims 2012



Infographic 2: Reports and Victims

This infographic relates to the worst of the worst area, Child Sexual Abuse Material (CSAM). There are no grey areas here. Many people find it difficult to imagine pornographic images of children, and therefore do not understand what is meant by "child pornography". In many countries this is referred to as "Child Sexual Abuse Material" (CSAM) to reinforce that behind images of child pornography, there is sexual abuse of real children. The data provided in this infographic is the result of considerable, substantiated quality assessments and fine judgments. A worrying and developing trend is the increasing incidence of very young children including babies as victims.

Sexually abused children are victimised again and again every time their images are viewed online

*Child Sexual Abuse Material

Hosting patterns change over time depending on the popularity of technological services provided within countries

Infographic 3: Hosting

This infographic is a comparison in hosting trends between North America and Europe. Hosting patterns change over time depending on the popularity of technological services provided within countries. Cloud services or file hosting sites also known as cyber lockers are a favourite way for consumers to store and share their pictures and videos with friends and families. Regrettably these services are sometimes exploited by criminals who randomly distribute links to child sexual abuse material. INHOPE Members are tackling this trend by working in partnership with legitimate hosting businesses to have the material removed as quickly as possible. The infographic also shows the geographical span of INHOPE Members with 92% of confirmed child sexual abuse material traced to services covered by the INHOPE network.

Hosting CSAM*

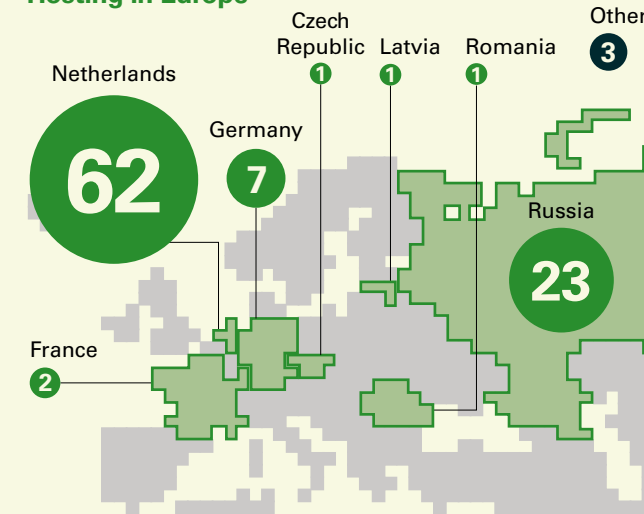
Hosting by region



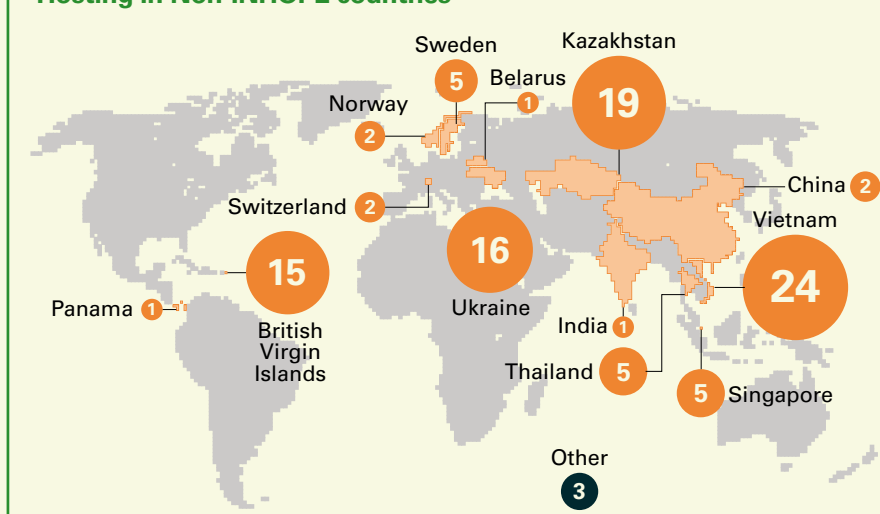
Hosting (overall)



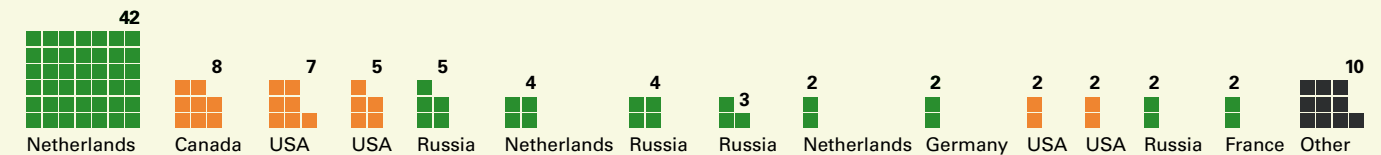
Hosting in Europe



Hosting in Non-INHOPE countries



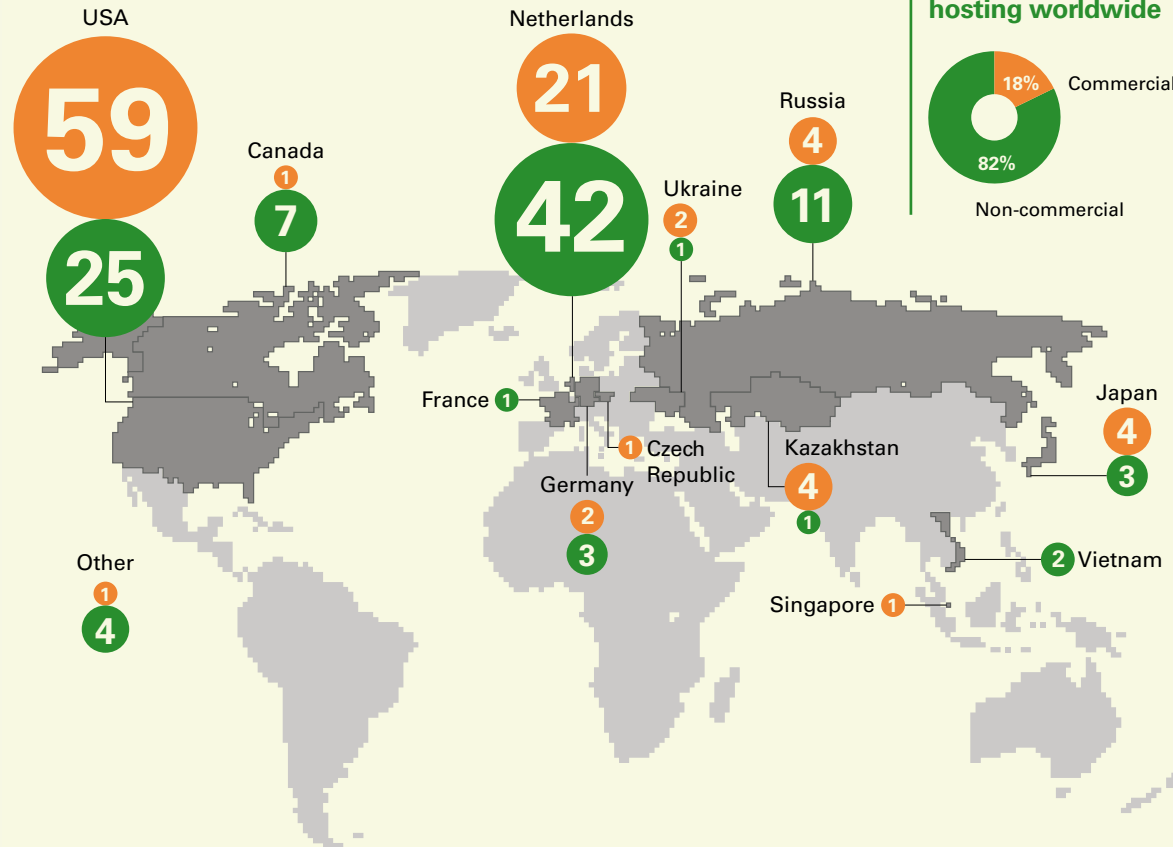
Top 14 hosting companies worldwide (%, anonymised)



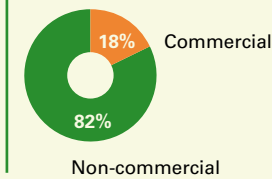
*Child Sexual Abuse Material

Commercial vs. Non-Commercial Hosting

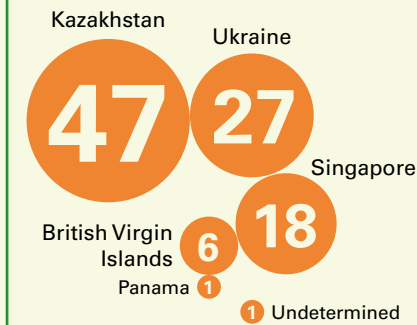
By hosting country worldwide (%)



Commercial vs non-commercial hosting worldwide



Commercial hosting in Non-INHOPE countries (%)



Non-commercial hosting in Non-INHOPE countries (%)



Infographic 4 :
Commercial vs. non-commercial

Commercial refers to websites hosting or giving access to Child Sexual Abuse Material (CSAM) which require payment for further access. Non-Commercial refers to free access.

INHOPE is proud to be part of the game changing European Financial Coalition against Commercial Sexual Exploitation of Children

Closer cooperation with ISPs and law enforcement have resulted in images of child sexual abuse being taken down more quickly and effectively than ever before

Infographic 5:
Notice and takedown

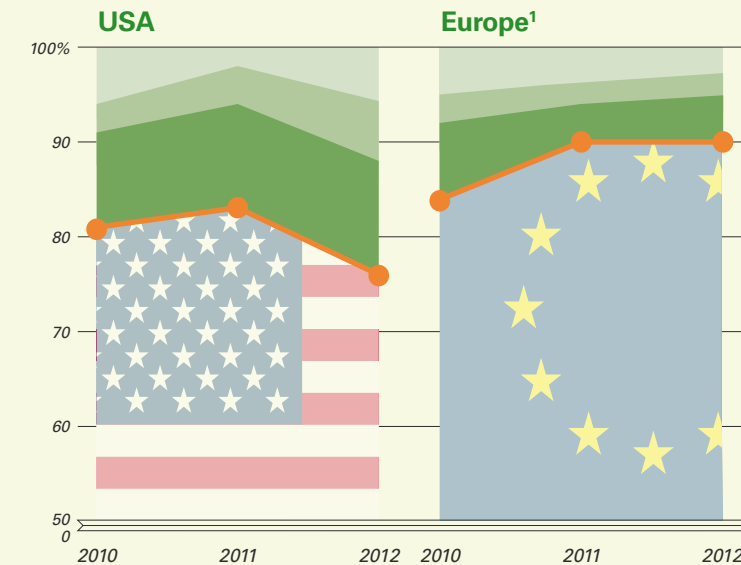
This is the process where illegal content is removed from the Internet. It clearly shows that the reported CSAM content is in the vast majority of cases removed within a week. The time spans may be longer in duration when dealing with foreign entities and because of time zone differences.

Notice and takedown

Europe¹ vs. the USA

Comparative takedown time²

● 1-3 days ■ 4-7 days ■ 8-11 days ■ 12+ days



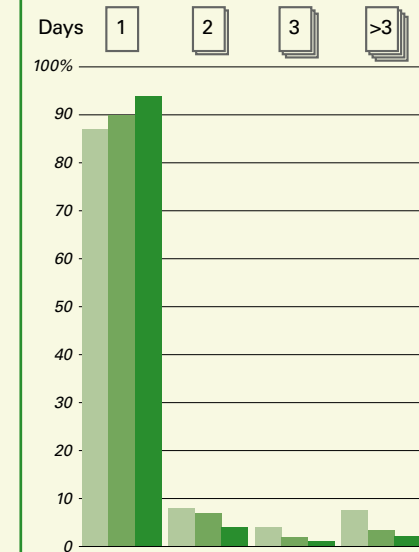
¹ All EU member states, minus Sweden, plus Bosnia and Herzegovina, Iceland, Russia and Turkey.

² Time between date of reporting to Content Service Provider (CSP) and removal date.

Focus on Europe

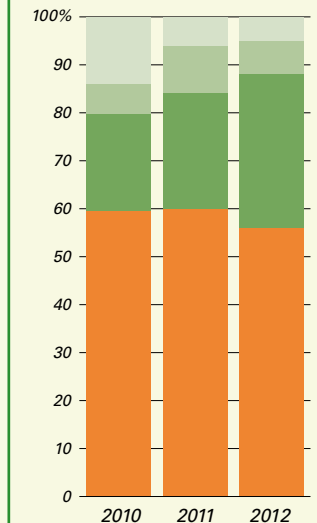
Hotline reports to law enforcement (days)

■ 2010 ■ 2011 ■ 2012



Time taken before CSAM* is removed from public access³

■ 1-3 days ■ 4-7 days ■ 8-11 days ■ 12+ days



³ Time between date of reporting and actual removal from public access

* Child Sexual Abuse Material

THE HOTLINES OF INHOPE

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES
INHOPE

Reach

Australia

- ✓ The Australian Communications and Media Authority (ACMA)



Austria

- ✓ Stopline.at



Belgium

- ✓ Child Focus



Bosnia and Herzegovina

- ✓ International Forum of Solidarity (EMMAUS)



Bulgaria

- ✓ Bulgarian Safer Internet Hotline (ARC Fund)



Canada

- ✓ Cybertip.ca



Cyprus

- ✓ SafenetCY



Czech Republic

- ✓ Horka Linka



Denmark

- ✓ Save the Children, Denmark



Estonia

- ✓ Lastekaitse Liit - Estonian Union for Child Welfare



Finland

- ✓ Save the Children, Finland



France

- ✓ AFA - Point de Contac



Germany

- ✓ ECO
- ✓ FSM
- ✓ Jugendschutz.net



Greece

- ✓ SafeLine.gr



Hungary

- ✓ National Media and Info Communication Internet Hotline
- ✓ Theodore Puskas Foundation



Iceland

- ✓ Save the Children, Iceland



Ireland

- ✓ Hotline.ie



Italy

- ✓ Telefono Azzurro
- ✓ Save the Children



Japan

- ✓ Internet Hotline Center - Japan



Korea

- ✓ Korean Internet Safety Commission (KCSC)



Latvia

- ✓ Drossinternets.lv



Lithuania

- ✓ Draugiskasinternetas.lt



Luxembourg

- ✓ BEE SECURE Stopline



Malta

- ✓ Be Smart Online - Aġenzija Appoġġ



Netherlands

- ✓ Meldpunt Kinderporno



Poland

- ✓ Dyżurnet.pl



Portugal

- ✓ Linha Alerta



Romania

- ✓ Focus internet hotline - Safernet.ro



Russia

- ✓ Safer Internet Centre
- ✓ Friendly RUNET Foundation



Slovakia

- ✓ eSlovensko - Stopline.sk



Slovenia

- ✓ Spletno Oko



South Africa

- ✓ Film and Publication Board



Spain

- ✓ Protegeles
- ✓ Alia2 Fundacion



Taiwan

- ✓ ECPAT Taiwan Web 547



Turkey

- ✓ Information and Communication Technology Authority IHBAR-WEB



United Kingdom

- ✓ Internet Watch Foundation (IWF)



United States of America

- ✓ National Center for Missing & Exploited Children (NCMEC) - Cybertipline



INHOPE PARTNERS

Reach



INHOPE SPONSOR

The European Commission's DG Connect



Since the start of operations in 1998, INHOPE has carried out projects for the European Commission under its Safer Internet Programme. The EU has coordinated and supported INHOPE efforts to make the Internet a better place, especially for children. The Safer Internet Programme will become part of the Connecting Europe Programme in 2014.

Insafe – our Safer Internet Consortium Partner

Insafe is a European network of Awareness Centres promoting safe, responsible use of the Internet and mobile devices to young people. The mission of the Insafe cooperation network is to empower citizens to use the internet, as well as other online technologies, positively, safely and effectively. The network calls for shared responsibility for the protection of the rights and needs of citizens, in particular children and youths, by government, educators, parents, media, industry and all other relevant actors. Insafe partners work closely together to share best practice, information and resources. The network interacts with industry, schools and families in the aim of empowering people to bridge the digital divide between home and school and between generations.



Virtual Global Taskforce

The Virtual Global Taskforce (VGT) seeks to build an effective, international partnership of law enforcement agencies, non-government organisations and industry to help protect children from online child abuse.



Interpol



INTERPOL is the world's largest international police organization, with 190 Members. Their role is to enable police around the world to work together to make the world a safer place. Their high-tech infrastructure of technical and operational support helps meet the growing challenges of fighting crime in the 21st century.

EuroISPA

EuroISPA is the European law enforcement agency. Their job is to make Europe safer by assisting the Member States of the European Union in their fight against serious international crime and terrorism. Large-scale criminal and terrorist networks pose a significant threat to the internal security of the EU and to the safety and livelihood of its people.



EuroISPA chair the European Financial Coalition of which INHOPE is a partner

The European Financial Coalition against Commercial Sexual Exploitation of Children Online (EFC) brings together key actors from law enforcement, the private sector and civil society in Europe with the common goal of fighting the commercial sexual exploitation of children online. Members of the EFC join forces to take action on the payment and ICT systems that are used to run these illegal operations.



EUROPEAN FINANCIAL COALITION
against Commercial Sexual Exploitation of Children Online

EuroISPA

EuroISPA is a pan European association of European Internet Services Providers Associations. It is the world's largest association of Internet Services Providers (ISPs), representing over 1800 ISPs across the EU and EFTA countries. The Association was established in 1997 to represent the European ISP industry on EU policy and legislative issues and to facilitate the exchange of best-practices between national ISP associations. EuroISPA is recognised as the voice of the EU ISP industry and is the largest 'umbrella' association of Internet Services Providers in the world.



INHOPE and its member Hotlines would like to acknowledge the on-going support and assistance of Microsoft over the past 10 years. The Microsoft Corporate Citizenship program has assisted INHOPE and its members in accessing the most up to date software on a no cost basis through the Microsoft software donations program for non-profits.

GOVERNANCE

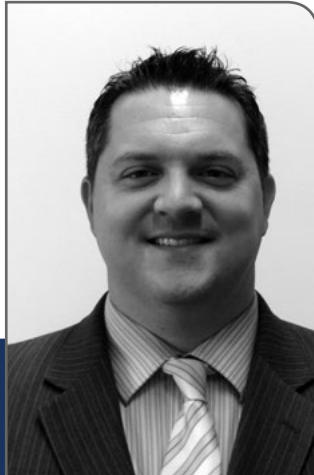
INHOPE is a Member organisation governed by Articles of Association and Rules and Regulations and Member Hotlines have to comply with a Code of Practice.

Members vote to elect a President who leads an elected Executive Committee, also known as the Board. The Executive Committee is charged with the management and administration of the Association. The Committee is also known as the **INHOPE Board** and currently consists of five people.

The Secretariat carries out the day to day business of the Association and is accountable to the Executive Committee.



**Fred Langford (UK)
President**
Fred has been a Director at the IWF for over four years and has extensive experience in Internet technologies and Information Security. He is the current Director of Operations, Technology and Content and IWF–International at the IWF in the United Kingdom.



**John Shehan (US)
Vice President**
John is the Executive Director of the Exploited Children Division at the National Centre for Missing & Exploited Children (NCMEC) in the United States. At NCMEC, he is responsible for the operations within the CyberTipline, Child Victim Identification Program and NetSmartz411 program.



**Zuzanna Polak (PL)
Treasurer:**
Zuzanna is a content analyst at Dyzurnet.pl the Polish hotline. She also manages educational projects concerning Internet Safety for teachers and pupils. Dyzurnet.pl is a part of the NASK organization in Poland.



Imme Pathe (DE)
Imme joined the FSM Hotline in Germany as an in-house lawyer in 2003 and has gained vast experience in all the fields relevant to hotline work, including legal questions surrounding the hotline work and liaison with law enforcement and stakeholders. At present, she is in charge of legal affairs, EU funding, INHOPE topics and other international matters.



Agnese Krike (LV)
Agnese has been the Latvian hotline Manager for over five years and is an integral part to the Latvian Safer Internet Centre as a whole. She brings her in–depth knowledge of a complete Safer Internet Centre and communications experience to the Board.

INHOPE FOUNDATION

The INHOPE Foundation is a charity constituted in 2010 and located in Amsterdam, Netherlands. Historically, the INHOPE Association primarily focused on identifying and assisting with **the development of Hotlines within Europe**, which is logical considering much of the funding for INHOPE and the European Hotlines comes from the European Commission. Through the development of the European Hotlines, the INHOPE Association has gained valuable insight and experience. Experience that we are now utilizing to identify and **develop Hotlines outside the European continent**. As we began the expansion process, it was evident that some of the larger-sized non-European Hotlines are self-funded or have the financial support from industry and governments to run their operations. However, in many of the emerging countries there is a lack of funding, interest, or even legislation. We have found the problem of child exploitation is not addressed, much less reported to a centralized hotline. Well-meaning non-governmental organizations have tried to address this issue, but lack the financial resources, expertise, and knowledge of best practices.

Realizing the challenges developing countries face, the INHOPE Association created an innovative but simply designed program to support the development of hotlines in areas of greatest need, through the INHOPE Foundation.

The INHOPE Foundation has five primary objectives in order to enhance international co-operation to eliminate illegal content, especially child abuse material, from the Internet and other online communication services. Those five primary objectives are:

- 1 To raise funds** to use in the development of new hotlines worldwide
- 2 To financially sponsor** and support start-up activities of participants of the foundation in the development of new hotlines to enable a controlled expansion of the INHOPE network, prioritizing countries where child sexual abuse material (child pornography) is being facilitated, or distributed online
- 3 To utilize** funding for the purpose of identifying potential participants
- 4 To develop** regional training, coordination and implementation of best practices and standardization of reporting and analysis for participants
- 5 To continue** development support and education for participants and to advise participants in the creation and operation of a hotline.

The INHOPE Foundation can provide initial “start-up” support and training on best practices to the staff of qualified organizations within specifically targeted countries to develop a hotline that addresses the issue of child sexual victimization via the Internet. The Foundation also provides guided oversight during the initial start-up phase, including instruction on best practices for staffing requirements, equipment needs, location security, data safeguarding, and internal & external policy development. INHOPE Foundation staff can also work with the local organization to report on the development of the new hotline within an agreed upon time frame.



IN MANY OF THE EMERGING COUNTRIES THERE IS A LACK OF FUNDING, INTEREST, OR EVEN LEGISLATION



The INHOPE Foundation is considered the “charitable arm” of the INHOPE Association network. The link between the two organizations is that the Board of the INHOPE Foundation and the supervisory board of the Foundation comprise of representatives from the INHOPE Association Board and Secretariat, ensuring a strong link between both organizations in achieving a mutual goal. Through a generous grant agreement from the Oak Foundation, the INHOPE Foundation is aiming to help create and/or enhance nine to twelve new Hotlines outside Europe over the next three years. The first Hotline to receive direct assistance from the INHOPE Foundation is Te Protejo, operated by Red Papaz in Bogota, Colombia. We are also actively communicating with Mexico, Peru, Ecuador, Thailand and others.



The Foundation has a three person Board:

- **Chair - John Shehan**, the Vice President of the INHOPE Association
- **The INHOPE Association Executive Director**
- **Derek Able**, Treasurer and INHOPE Secretariat Member

Supervisory Board

The INHOPE Foundation has a Supervisory Board made up of elected Members of the INHOPE Association and a Member Representative as follows:

Fred Langford, President of INHOPE Association

Agnese Krike, an INHOPE Association Board Member

Ana Luisa Soares, INHOPE Member from the Protégés Hotline, Spain.

Role of the Supervisory Board

The role of the Supervisory Board is to ensure INHOPE Association interests are protected whilst granting the Foundation Board access to Association resources as appropriate.

Financial Accounts to the year ended 31st December 2012

The majority of INHOPE's financing is received as a donation from the European Commission under their Safer Internet Programme. Members also contribute a fixed amount each year to support the project and the Association. Budgets and funding sponsorship requirements are produced and submitted to the European Commission at least 12 months in advance for their review and acceptance of the finances and objectives of the Association, with a full costing/accountability review performed by the European Commission on the project costs within specified deadlines.

The summarised financial statements are taken from the audited financial statements of the INHOPE Association for the year ended 31st December 2012. The audited financial statements, on which the auditors have expressed an opinion, were approved by the Board and have been submitted and accepted by the Membership.

Z. Polak

Z. Polak, INHOPE Treasurer

The summarised financial statements may not contain enough information for a full understanding of the INHOPE Association. Copies of the full audited financial accounts may be obtained on request from our Secretariat, International Association of Internet Hotline Providers – INHOPE, Jozef Israëlskade 46V, 1072 SB Amsterdam, The Netherlands.



BALANCE SHEET AS AT

ASSETS

Current Assets

Receivables		
Debtors	7.846	196
Receivable from EC	12.868	0
Taxation	11.882	2.482
Prepayments and other receivables	34.440	14.833

	67.036	17.511
Bank	488.983	596.590
Total Assets	556.019	614.101

EQUITY AND LIABILITIES

Capital

Reserves	187.354	143.298
Unappropriated result for financial year	330.238	44.056
	517.592	187.354
Non-discretionary reserves	0	205.000
Restricted fund reserve	9.632	11.844
	527.224	404.198

Current Liabilities

Creditors	6.005	9.840
Deferred Income from EC	0	155.450
Membership Fees for coming year	2.847	4.994
Taxation	6.265	16.039
Other payable and deferred expenses	13.678	21.098

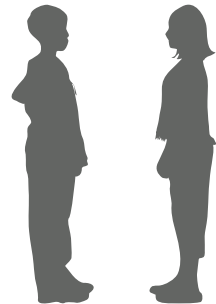
	28.795	207.421
Total Equity and Liabilities	556.019	611.619



INHOPE PLANS FOR THE FUTURE

We have an ambitious Strategic Plan for the years ahead.

This 2013–2015 plan has been agreed by members for focus and development. Members are currently being consulted on the desired actions to support the first year of the plan.



1 Establishing INHOPE as a world-leading and trusted body for Hotlines such as future-proofing INHOPE beyond 2015 by positioning the Association as relevant, effective and accountable in its global mission and developing and representing INHOPE as a centre of excellence for Hotline activities.

2 Placing working partnerships at the heart of INHOPE's effort such as positioning INHOPE as an effective and indispensable partner to law enforcement through formal engagement with law enforcement bodies including cybercrime agencies such as INTERPOL, EUROPOL, the Global Alliance and the Virtual Global Taskforce.

3 Speed up the removal of illegal content from the Internet such as developing INHOPE as a centre of expertise for notification and take-down practices, with specific applicable best practice guidelines and to promote and foster their adoption by law enforcement and industry world-wide.

4 Active promotion of INHOPE's mission and values to the world such as developing and implementing a communications plan that includes activities on national and international levels.

5 Support the critical work of Hotlines such as providing first-class training to the highest level of technical and scientific excellence and developing advanced tracing techniques to keep pace with emerging technologies.

6 Active engagement with rapidly changing online technologies and political environments such as sharing knowledge on a world-wide basis of initiatives designed to eradicate illegal content, particularly child sexual abuse material.



Help INHOPE make the internet safer. Report any websites you suspect may be illegal to: www.inhope.org

A sensible approach to paper consumption, procurement and recycling is a vital part of INHOPE's care for the environment. That is why this report is printed on Forest Stewardship Council (FSC) certified paper with vegetable based inks without any damaging solvent ingredients. Ecodrukkers has a clear philosophy in making eco-printed matter (Ecodrukwerk ®): high quality printing and sustainable production. This report is printed using an Ecocolor press and vegetable-oil based inks. The production and stock used are carbon neutral. The complete production process is 'Grafimedia Milieuzorg' certified.

COLOPHON

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