

**10:00 EST**  
16:00 CET

Introduction  
***Samantha Woolfe, INHOPE***

**10:15 EST**  
16:15 CET

Understanding public reports, who they are and what we need to know about them.  
***Lauren Coffren, NCMEC***

**10:35 EST**  
16:35 CET

Breakout Sessions (chaired by Michelle DeLaune, NCMEC)

Topic 1 "Who are hotline reporters?"

*Room facilitators:*

***Cathal Delaney, EUROPOL***

***John Shehan, NCMEC***

***Sarah Smith, IWF***

Topic 2 "How can we reach them?"

*Room facilitators:*

***Emma Higham, Google***

***Per Frederiksen, Red Barnet***

***Jacqueline Beauchere, Microsoft***

**11:20 EST**  
17:20 CET

Breakout Discussion (chaired by Michelle DeLaune, NCMEC)  
Room facilitators will have 10 minutes to present their group findings and answer questions from the floor.

**12:30 EST**  
18:30 CET

Lunch/Dinner Break

**13:15 EST**  
19:15 CET

Why is mandatory reporting so important? (Presentation and poll)  
***Guillermo Galarza, ICMEC***

**13:45 EST**  
19:45 CET

The real world and work of hotlines:  
***Columbia***  
***France***  
***Estonia***

**14:15 EST**  
20:15 CET

Closing  
***Samantha Woolfe, INHOPE***