

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

Opening  
*June Lowery-Kingston, European Commission*

**10:10 EST**  
16:10 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*

*Kalina Zografiska, INHOPE*

Topic 2 "How can we reach them?"

*Room facilitators:*

*Almudena Lara, 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 reporting so important? (Presentation and poll)  
*Guillermo Galarza, ICMEC*

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

The real world and work of hotlines:  
*Austria, Columbia, Estonia, Germany present their experience on mandatory and voluntary reporting*

**14:25 EST**  
20:25 CET

Closing  
*Samantha Woolfe, INHOPE*