

Chapter 1

# About the organisation

# 1 INHOPE

INHOPE and all its members are guided by the Articles of Association and Code of Practice. INHOPE recognises two types of membership, Provisional and Full Membership of the INHOPE Association. Please review and become familiar with INHOPE's Articles of Association and Code of Practice at the start of your journey. You can read more about them on Page 5.

Today 46 hotlines in 42 countries (as of January 2021) provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by content analysts who classify the illegality of the material. If classified as illegal, the URL containing CSAM is shared with the national Law Enforcement Agency (LEA) for victim identification purpose. Simultaneously, the hotline analyst issues a Notice and Takedown order (NTD) to the relevant Hosting Provider (HP) so that the material is removed from the internet. The network of INHOPE hotlines works closely with industry partners who are key in removing CSAM from their platforms. At the same time, hotlines provide police forces with actionable intelligence to rescue children in real time and stop perpetrators, making the internet safer for everyone, reducing revictimisation and supply.

The INHOPE network of hotlines has become the leading global network combatting online CSAM. INHOPE exists to make sure that victims of online CSAM know that there is a global network of people and organisations fighting for them, protecting them, and preventing their revictimisation.

Formed in November of 1999 by eight hotlines, the name INHOPE comes from International Hotline Operators of Europe. However, over time the network has evolved beyond Europe and into a global network<sup>1</sup>. INHOPE now represents the cause and positivity of the name 'in hope' and the hotlines that create the hope for an internet free from Child Sexual Abuse Material, or CSAM.

For more general information about INHOPE, our projects and partners please visit our [website](#) or read our [2020 Annual Report](#).

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<sup>1</sup> Currently, INHOPE is a global network of 46 member hotlines located in Australia, Austria, Belgium, Bosnia Herzegovina, Brazil, Bulgaria, Cambodia, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, the Philippines, Poland, Portugal, Romania, Russia, Slovenia, South Africa, South Korea, Spain, Sweden, Turkey, Taiwan, Thailand, United Kingdom, United States. For the full list of member organisations please click [here](#).

## 1.1 INHOPE's Articles of Association and Code of Practice

There are fundamental requirements for a hotline to be part of INHOPE's network. The main principles and expectations of an INHOPE member are explained in the [Articles of Association](#) and in the [Code of Practice](#).

Throughout this process, the organisation should have a few things in place from the start, namely:

- There should be an English version of the reporting form.
- The hotline needs to have a complaints procedure in place.
- The hotline should develop a Hotline Operations Manual and Staff handbook, including recruitment procedures and policies.

*Especially if your country does not have a hotline today, we look forward to hearing from you and discussing how we can help you establish one. Good luck setting up your hotline and don't forget, we are here to support you!*

## 1.2 Mission

The mission of INHOPE is to support the network of hotlines in combatting online Child Sexual Abuse Material. INHOPE supports hotlines and its partner organisations through the exchange of best practices and by ensuring high quality standards are followed by all hotlines. INHOPE also provides technical, tracing and content assessment training to hotline analysts worldwide and supports hotlines in the well-being and welfare of the analysts.

## 1.3 Vision

INHOPE's vision is a world free of Child Sexual Abuse Material (CSAM) online.

## 1.4 Background

The INHOPE network was formed in response to a shared vision of an internet free of child sexual abuse material. With the financial support of the European Commission, eight organisations realised that they had to create a collaborative and active network to together fight online CSAM, alongside all stakeholders, especially with the police and the internet industry. In the intervening 22 years, INHOPE has grown to successfully face the ever-expanding scourge of online CSAM which has grown exponentially in numbers, geographical spread, and severity.

## 1.5 Today's committed network supporting tomorrow's members

Today INHOPE hotlines are working on the ground on every continent, receiving reports daily to rapidly remove CSAM from the internet, share data with law enforcement for investigation, and industry for removal. This has been achieved by teams of committed hotline analysts using a world-class technology solution platform and IT infrastructure, 'ICCAM', operated by INHOPE in collaboration with a technology partner ZiuZ. ICCAM enables the secure exchange of CSAM between hotlines located in different jurisdictions. ICCAM is securely hosted at INTERPOL's Lyon headquarters, France. ICCAM also provides a service to hotlines worldwide to classify images and videos according to international legislation (INTERPOL's criteria) as well as national laws – all in one system. Through facilitating the exchange of critical information, the global INHOPE network ensures that CSAM is removed from public access in a swift manner.

At the same time, we advocate for legislative and policy changes to support our vision of an internet free from CSAM, especially in countries where a new hotline is being set up.

The smooth communication and relationship that INHOPE hotlines have with their national law enforcement agencies is essential from the start of setting up a hotline. A Memorandum of Understanding is key to setting up a hotline. Without it, you cannot set up a hotline successfully, so we work on this together from the outset. You will see in the [Hotline Creation Timeline](#) how this is achieved and that it is one of the applying organisation's first tasks in seeking support nationally to set up a hotline. INHOPE enables and guides you in all aspects of developing a hotline.

## 1.6 Stakeholder partnerships are key to your success

The relationships that national hotline(s) have with law enforcement, the internet industry and government, are key to the success of the hotline and the whole country's fight against online CSAM. We work closely with you and your stakeholders to ensure that from the moment you decide that your organisation will develop a hotline, they will understand the importance and the legitimacy of the work the hotline and its analysts undertake. Alongside you and your national partners, we work collaboratively with you to advocate for legislative and policy changes to support our vision of an internet free from CSAM.

## 1.7 Let's commit to an internet free of CSAM together

In its most recent strategy drafted in July 2021, INHOPE recommitted to its vision of an internet free of child sexual abuse material, but with an even greater commitment to having CSAM removed more rapidly by expanding its network to cover more countries and regions. The network expansion plan continues to enable INHOPE in supporting organisations and institutions that wish to start a hotline. This involves especially:

- High quality standards and practices of operating a hotline.
- Support in setting up hotline operations.
- Technology tool [Report Box](#), a plug and play solution that your organisation can use to record information and remove online CSAM. See [Chapter 2](#) for more information on this tool.
- Network growth to ensure the public in more countries are able to report online CSAM and gain awareness of the crime.
- Greater cooperation with law enforcement and industry in more regions and countries.
- Support from the experience of hotlines worldwide and lessons learned in other countries.

## 1.8 Training and capacity building *#strongertogether*

We support hotlines and their partner organisations by delivering training and providing guidelines on high quality standards in operating a hotline. Best practices from the whole network are documented and shared with potential hotlines so that a newly established hotline is set up and operated successfully from the start. We assist newly established hotlines in ensuring welfare of their staff, as hotline analysts' jobs are tough, and their well-being is at the heart of what we do.

## 1.9 Wherever you are, we support you

INHOPE is based in the Netherlands and our member hotlines operate in all EU member states, Russia, South Africa, North & South America, Asia, Australia, and New Zealand. In a borderless digital world, CSAM has global consequences, and as CSAM increases, so do our efforts and those of our partners to combat it.