

Annual Report 2011

INTERNATIONAL ASSOCIATION
OF INTERNET HOTLINES

INHOPE

**SAYING
NO**
TO ILLEGAL
CONTENT
ON THE
INTERNET

Membership increased to
41 member organisations
in **36** countries ...
helping INHOPE to protect
more children.



Launch of Protegeles (Spain) Hotline button with Google



Slovenian Conference with Law Enforcement and Industry



INHOPE
representing
National Hotlines
Internationally

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In 2011, INHOPE Hotlines processed 29,908 reports of web-based Child Sexual Abuse Material, which represents a 24% increase on the previous year.





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Overview

Globally 2011 was a very successful year for INHOPE as the International Association of Internet Hotlines. Membership increased to 41 members in 36 countries which reflects the increased international acceptance of Hotlines as a tool in combating online Child Sexual Abuse Material.

In 2011, INHOPE Hotlines processed 29,908 reports of web-based Child Sexual Abuse Material (CSAM) which represents a 24% increase on the previous year. INHOPE also launched a coordinated and long term program to reduce the time it takes to get illegal content removed from the internet (Notice and Takedown). This resulted in 82% of illegal content reported being removed within 7 days and much of that content was removed within the first 48 hours (58% of the total). These headline figures represent the cumulative actions of all INHOPE member Hotlines and there are some specific examples of Hotline success stories in this report.

Hotlines and their law enforcement partners face an array of constantly evolving challenges in tracing online CSAM. INHOPE provides a range of technical training to support Hotlines in this very difficult and challenging work.

Preface from the President

INHOPE as the International Association of Internet Hotlines has grown and evolved dramatically from when I first became involved 11 years ago as the representative of NCMEC. This is especially so since I became INHOPE President in May 2007.



*Ruben D. Rodriguez
President*

As my tenure on the INHOPE Board comes to an end in 2012, I would like to thank all of the INHOPE Members for their support and efforts in growing and developing INHOPE into the organisation that it is today, a respected and integral part of the global fight against Child Sexual Abuse Material on the internet. I would also like to thank all past and present Board Members who have worked with me in moving the development of INHOPE forward.

The purpose of an Annual Report is to provide interested parties with a summary of what has been achieved over a 12-month period. In the case of INHOPE, 2011 was an extremely busy and productive year and the activities are explained in detail in this document. There are, however, a number of highlights that I would like to bring to your attention:

- **Growth:** INHOPE has expanded the network to 41 Member Hotlines in 36 countries across the globe. INHOPE gained new members from Malta, Turkey

and Estonia. I would like to formally welcome all of these new members into INHOPE.

- **INHOPE Foundation:** During 2011 INHOPE formed the INHOPE Foundation which is registered in the Netherlands. This was created as a financial vehicle to enable and support expansion of the network of Hotlines in countries where resources may not be currently available to do so.
- **Virtual Global Taskforce (VGT):** In June 2011 INHOPE joined the VGT as a Partner. This was part of INHOPE's international effort in combating online child sexual exploitation and demonstrates our on-going commitment to the protection of children online.
- **INHOPE Mobile:** At the Law Enforcement & Industry conference in Rome (November 2011) INHOPE launched the INHOPE Mobile Reporting Application which allows mobile device users to report online illegal content through a central point. This type of development is vital for the future of INHOPE, especially as the number of mobile internet users continues to grow exponentially.
- **Hotline in box:** During 2011 INHOPE announced the development of the INHOPE Integrated Reporting System (IIRS "Hotline in a box"). When completed the IIRS will combine all the functionality of the existing INHOPE Report Management System and the added functionality required for the efficient reporting of Child Sexual Abuse Material (CSAM) and

other illegal content found on media other than the World Wide Web. This product will be launched in February 2012.

One of the main strengths of INHOPE has been the ability to build and maintain strong partnerships with relevant stakeholders that share many of our core goals. These partners come from Industry, International Law Enforcement, Governmental and Non-Governmental Organisations and have been key to our success. INHOPE, in partnership with Interpol, have agreed an outline wording for a "Memorandum of Understanding" (MoU) to formalise an already strong working relationship. It is hoped that the detailed version of this MoU will be finalised and signed in early 2012.

In order to increase the profile and awareness of INHOPE and National Hotlines, the Board and staff of INHOPE have attended and presented at numerous events and meetings across the globe throughout 2011. This has aided the development of Hotline initiatives in a number of countries and will continue to bear fruit in the future. These events have included:- Internet Governance Forum 2011, Interpol Conferences, Octopus Conference, Safer Internet Forum, ITU and the ECPAT Conference on Child Protection.

The issues faced by INHOPE and its Members are continually changing which offer both opportunities and challenges and INHOPE must also develop to meet these issues head on. INHOPE needs to evolve into a more dynamic organisation which can respond quickly to these opportunities and challenges as they arise. The current structure of INHOPE and its governance system was

designed for a small membership organisation in a totally different environment than the one that INHOPE operates in today. This must be improved in the future. To begin the process of evolution the INHOPE Board of Directors has begun a review process with the appointment of an external expert who will report the initial findings in the near future. This will assist in the design of a strategic development roadmap for INHOPE.

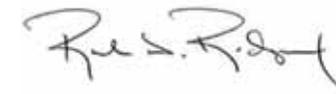
I wish to acknowledge the continuing assistance of the European Commission through the Safer Internet Program in combating the production and distribution of Child Sexual Abuse Material. The European Commission has been a pillar of support in the development of INHOPE and as we look to the future I see this relationship continuing to develop and evolve.

The INHOPE Secretariat and the Executive Director, Adrian Dwyer, are the heart, soul and engine room of the organisation, and without their continuing efforts in the daily management of INHOPE we could never achieve the goals we have established. We are most fortunate to have such dedicated and professional staff.

The future: 2011 was a very busy year for INHOPE and many milestones were reached. Looking forward to 2012 and beyond, there are many challenges but equally many opportunities. I see an organisation that is primed for stable growth, not just in member numbers but also in capacity building especially in areas other than the web. Specifically I see that Hotlines will follow the CSAM content wherever it is exchanged or hosted e.g. P2P and Newsgroups.

In closing I foresee a larger, better, more effective and efficient organisation than a year ago. I see this continuing into the future.

Ruben D. Rodriguez
President - INHOPE Association



2011 was a very busy year for INHOPE and many milestones were reached. Looking forward to 2012 and beyond, there are many challenges but equally many opportunities.

Preface from the Executive Director

As the Executive Director and heading the Secretariat I'm pleased to report another successful year for INHOPE. The work of the network is not only accepted as a valuable tool in fighting the proliferation of Child Sexual Abuse Material on-line but a universal resource for stakeholders involved in combating this crime.



*Adrian Dwyer
Executive Director*

Through the INHOPE Report Management System INHOPE has identified 24% more unique web pages containing Child Sexual Abuse Material in 2011 along with another 90 websites hosting these web pages.

Membership of the INHOPE Association continues to be a globally recognised quality assurance mark and well known benchmark for national Hotlines. Membership enquiries continue to be received from organisations in many different countries seeking to join the network and provide a national Hotline within an accredited international network. The INHOPE Association has established the INHOPE Foundation to help support these Hotline initiatives in new and emerging countries. The contribution made by the INHOPE Network of Hotlines in combating the distribution of Child Sexual Abuse Material (CSAM) is becoming increasingly more

crucial as offenders are continually developing new methods of masking and hiding the true locations of CSAM. The increased use and functionality of the INHOPE Report Management System (IHRMS) enables INHOPE to identify new trends and movements of CSAM as offenders develop new methods of sharing. The collating of information from over 90 analysts working in 35 Hotlines (worldwide) and participating in the system enables INHOPE to provide unparalleled statistics on the proliferation and distribution and subsequent deletion of the content.

One of the many areas INHOPE is being asked to assist in is the deletion and removal of CSAM, referred to as 'Notice and Takedown' (NtD). This is currently being examined by several different bodies. INHOPE with its network of Hotlines and a unique dataset is able to

ECPAT Taiwan - International Conference on Child Online Safety



INHOPE Analyst Workshop



Through the INHOPE report management system INHOPE has identified 24% more unique web pages containing Child Sexual Abuse Material in 2011.

assist these studies by effectively monitoring the whole process from first report to removal. Having a network of national experts with extensive knowledge of the process of removal in many countries, INHOPE is in a position to identify the 'bottlenecks' which hinder the swift removal of CSAM. This allows the national Hotline/INHOPE to work with the various bodies/organisations to facilitate prompter action where possible.

As already reported by our President Ruben Rodriguez, INHOPE is keen to develop and maintain close partnerships with its stakeholders. One of these partnerships is with Microsoft being a long term supporter of the INHOPE Association. Through their financial and technical support INHOPE has been able to develop the Mobile reporting app allowing mobile users to report to one central point, along with the 'Hotline in a box', a

report management system for member Hotlines which is compatible with the INHOPE IHRMS. Such collaboration and support is vital to INHOPE as we work to increase our support to stakeholders in the future.

On behalf of the Secretariat I would like to thank all the Members of the Association for their support over the past year and especially the Hotline Analysts who work with such disturbing material with dedication and professionalism. Furthermore I would like to thank the INHOPE Board for its guidance and support over the past year.

Personally I would like to thank my colleagues Denton Howard, Derek Lee and Derek Able for their diligence and commitment. Without them many of the achievements or advances INHOPE has made in the past year would not have been possible.

Adrian Dwyer
Executive Director

BACKGROUND



**Membership of
INHOPE continues
to be a globally
recognised quality
assurance mark.**



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

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

Goals

- To establish and support effective national Hotlines.
- To train and support new Hotlines
- To foster on-going Internet safety awareness and education
- The establishment of effective common procedures for receiving and processing reports

The Role of Hotlines

The role of a Hotline is to provide a mechanism for the public to report content or use of the internet that they suspect to be illegal in a confidential manner.



All Hotlines work to assist the removal of illegal content in their country and cross-border. The largest field these actions cover is on Child Sexual Abuse content, and a number of Hotlines also deal with issues such as Human Trafficking, Racism and Xenophobia.

The Hotline will analyse the reported website(s) (or other Internet service) to determine if the content is illegal under their national legislation, and if so, will perform a "trace" on the web to identify where it appears to be located (source country). With this data, the Hotline will then pass the information to the relevant stakeholders for further action.

The stakeholders for a "domestically" hosted site for further investigation are National Law Enforcement and the ISP hosting the site. Where a site is hosted in another country, the Hotline will report this site to a Hotline in the

hosting country who, in turn, will perform the necessary checks to confirm whether the content / site is illegal in the hosting country. Again, once these analyses have been performed the Hotline will pass their findings on to their national law enforcement and ISP bodies for further investigations and actions.

The objective for Hotlines is to have all internet sites and content identified as illegal passed to Law Enforcement and ISP's immediately so that following their investigations, the innocent victims of abuse can be traced, rescued and support given to them and for the illegal content / sites to be removed as quickly as possible.

Through the agreed standards applied by INHOPE, the Hotlines act as a "fast lane" across international boundaries to support rapid law enforcement and ISP action in the source country.

Success Stories

Bulgarian teacher arrested after report from the Hotlines in Ireland and Bulgaria. Successful collaboration between the Hotlines of Ireland and Bulgaria and the Bulgarian Cybercrime Unit resulted in the identification and arrest in May 2011 of a middle school teacher in Bulgaria for possession and dissemination of child sexual abuse images.



At the beginning of April, the Irish Hotline received a report of suspected sharing of child pornography content on the BitTorrent network. After successfully connecting to the BitTorrent swarm where content was being distributed, the Hotline traced an IP address in Bulgaria from which a video of a sexual scene with two boys engaging in sexual activity with two girls was shared. The estimated age of the boys was 8 to 10 years old, and the estimated age of the girls was 10 to 12 years old. The Irish Hotline transmitted the information to the Bulgarian Hotline which transferred it to the Bulgarian Cybercrime Unit. The Cybercrime Unit officers asked for some additional details and their request was passed from the Bulgarian to the Irish Hotline.



All the information collected by the two Hotlines helped the Bulgarian Cybercrime Unit to trace the illegal activity to one specific location and identified the user as a 34-year old geography school teacher in the city of Plovdiv who had been teaching pupils from 12 to 15 years of age.

On 12 May, the teacher was arrested. During the search of his home, large quantities of child pornography were discovered and confiscated as evidence. In the official press-release the Ministry of Interior explicitly pointed to the Hotline as a source of the initial information. The case resulted in dozens of publications in mainstream media and many times more in online and local media.

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ACMA Reports International Success with IWF

In recent weeks the efficiency of the INHOPE network was once again demonstrated by members working collaboratively together with law enforcement. Information provided to the ACMA by the Internet Watch Foundation (IWF) and subsequent referral by the ACMA to local law enforcement proved crucial in a case that led to the arrest of an Australian male. The arrest occurred less than twenty-four hours from the ACMA's receipt of the original report from the IWF.

The efficiency of the INHOPE network was once again demonstrated by members working collaboratively together with law enforcement.

From the above action, detectives from Taskforce Argos (part of the Queensland State Crime Operations Command), executed a search warrant at a Molendinar address following information provided by the Australian Communications and Media Authority.

Detectives allegedly located a number of cameras, laptop computers and child exploitation material at the address and a 47 year old Molendinar man was arrested and charged with a number of child exploitation offences.

The man was charged with one count of using a carriage service to access child pornography material (Commonwealth Criminal Code), one count of distributing child exploitation material, two counts of making child exploitation material and five counts of possessing child exploitation material.

Detectives of Taskforce Argos regularly work in partnership with law enforcement, communication and internet safety agencies to monitor the internet and respond to any issues of child exploitation. The man appeared in Brisbane Magistrates Court on the 9th February and was remanded in custody to reappear on March 1 2012.



Promising "Take-down" results by FSM Hotline in Germany

The FSM Hotline in Germany has been monitoring very closely the period it takes between receiving a report about child abuse content and the content being taken down. Since mid-March 2011, the monitoring has taken place every second working day.

Between mid-March 2011 and end of 2011 FSM Hotline processed in total 135 reports with confirmed child abuse content. In 126 cases, the content was taken down within 3,18 days on average. Only in 9 cases it took longer than 7 days until the content was taken down (6,67%). Included in the total of 135 reports are all the reports that were handed in from INHOPE partners.

We are striving towards maintaining this good result and are hoping to accelerate the take-down time in the future even more.

Statistical Results in the Fight Against Illegal Content

A vital element of the work undertaken by INHOPE is the collation of accurate and timely statistics from its 41 member Hotlines in 36 countries.

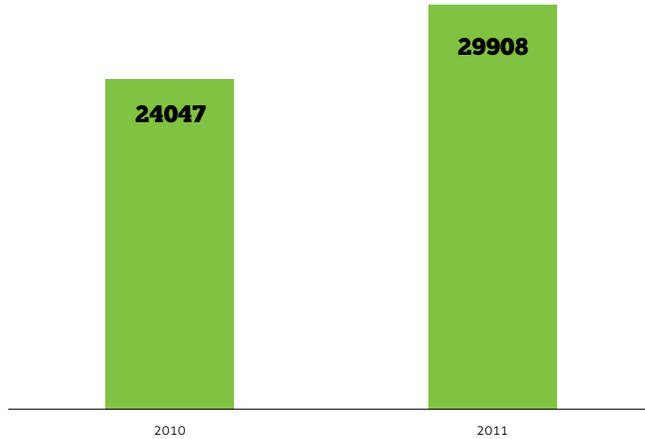
This enables INHOPE to build a global picture of the distribution of Child Sexual Abuse Material. INHOPE Statistics are also gathered via the INHOPE Report Management System (IHRMS) - a database used by Hotlines to record and forward reports of Child Sexual Abuse Material.

The IHRMS has been the springboard for the progress that has been achieved by INHOPE in the past two years. In particular 2011 has been very successful in terms of the volume of reports exchanged between Hotlines and then on to law enforcement & industry. This in turn speeds up the removal of the content, aids the investigation of the criminals by law enforcement and ultimately helps in the rescue of victims.

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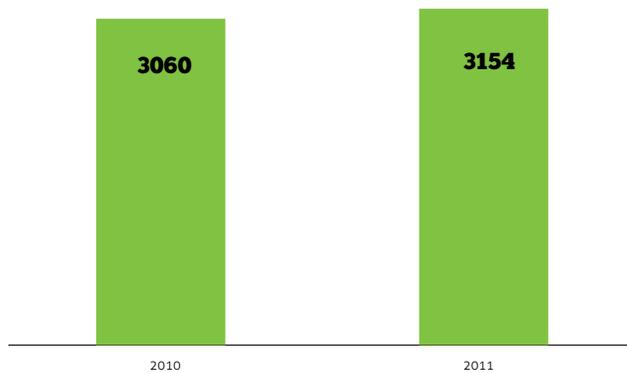
A Snapshot of the Main Findings:

Level of Reports



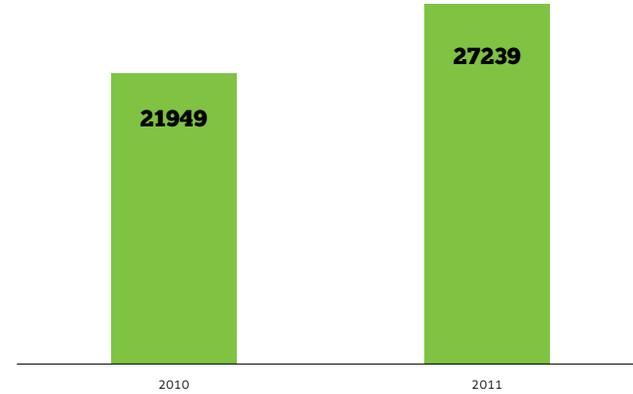
Level of reports: During 2011 the level of web-based reports processed by INHOPE Hotlines increased from 24,047 in 2010 to 29,908 in 2011 which represents an increase 24% in 12 months. While this reflects the success of the increased visibility and awareness of Hotlines by the public, it also indicates the continuing global distribution of Child Sexual Abuse Material.

Unique Domains



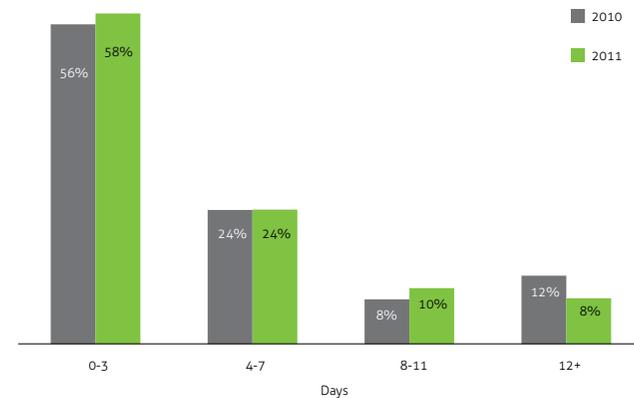
Unique Domains: During 2011 INHOPE recorded a slight increase in the number of Unique Domains where illegal content was allegedly hosted.

Unique URLs



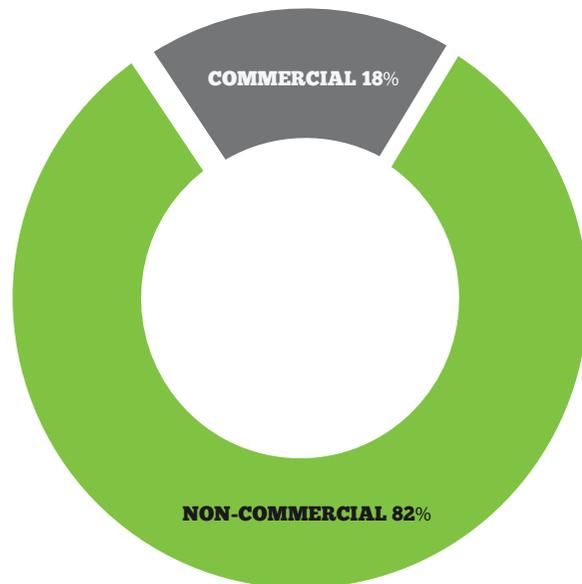
Unique URLs: In 2011 INHOPE saw an increase in the number of unique Uniform Resource Locations (URLs) reported where illegal content was allegedly hosted.

Child Sexual Abuse Content Removal in Days (Notice and Takedown)



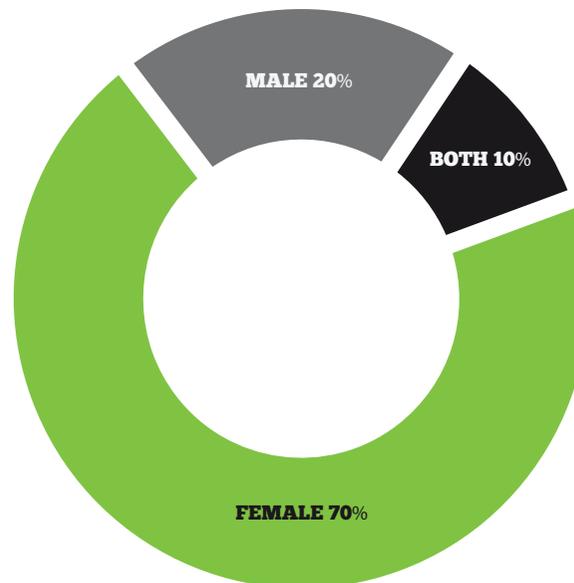
Notice & Takedown: This is the process where illegal content is removed from the Internet. INHOPE and its member Hotlines focused a lot of energy on this area during 2011 and this has shown great progress with 82% removed within 7 days and much of that content is removed within the first 48 hours (58% of the total).

Commercial vs Non-Commercial 2011



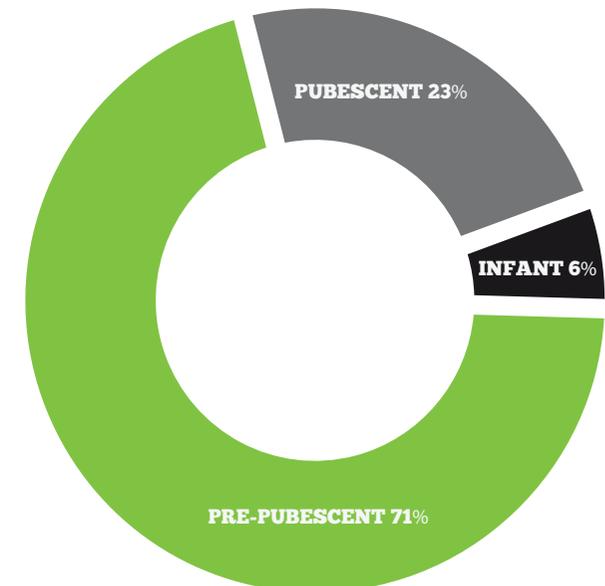
Commercial vs. Non-Commercial: Commercial refers to websites hosting or giving access to Child Sexual Abuse Material which requires payment for further access. Non-Commercial refers to free access.

Gender Grouping of Victims 2011



Gender of Victims: When assessing the contents of a report one of the criteria that is recorded is the gender of the victim or victims. In 2011 70% of reports assessed as illegal had females only, 20% had males only and 10% had both male and female victims.

Age Profile of Victims 2011



Age profile of victims: A worrying and developing trend is the increasing incidence of very young children including babies as victims. In 2011 the breakdown was Pubescent 23%, Pre-Pubescent 71% and Infant 6%.

Major Developments and Enhancements

New Developments

- Improvements to IHRMS
- Creation of an APP for smartphones and tablets

During the summer of 2011, INHOPE hosted its very first internship, thanks to Microsoft's *Tech Talent 4 Good* initiative, a program that ran for the first time in collaboration with AISEC, the largest student organisation in the world.

The objective of the *Tech Talent 4 Good* project was to raise awareness amongst young IT students and recent graduates about the opportunities available in the non-corporate sector to implement ICT solutions that create a real and sustainable impact to support the missions of many NGOs.

The major project developed with the benefit of having the intern was the **INHOPE Mobile**, an application for mobile telephones allowing users to report online illegal content to INHOPE Hotlines. The application was presented and launched at the third annual INHOPE International Law Enforcement and Industry conference held in Rome in November 2011, and is currently

INHOPE Mobile App platforms

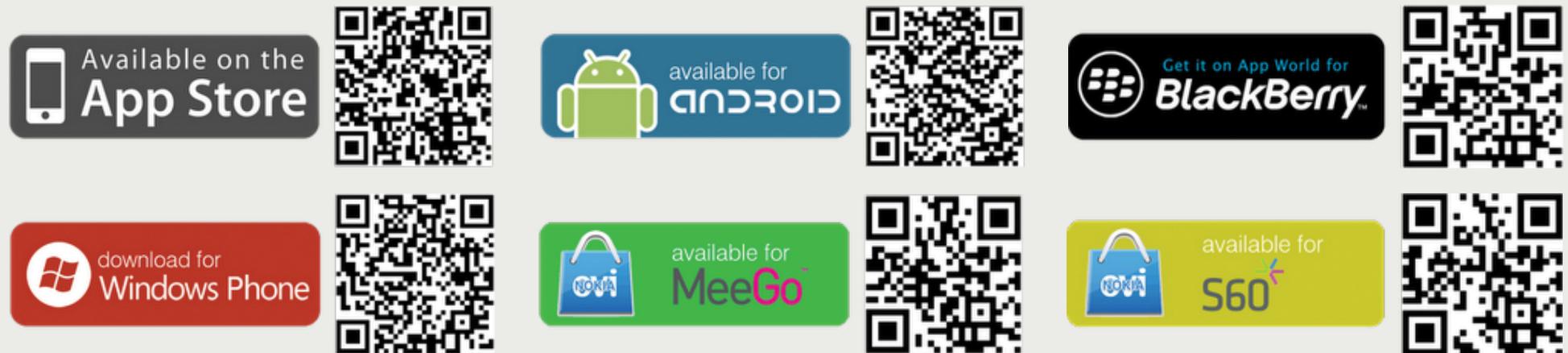


available free to download on Windows 7 phones, iPhones and Android platforms, with development for the Nokia platforms underway. The BlackBerry platform is to follow in the next few months.

Law Enforcement and Industry Conference

In an effort to strengthen the ties and collaboration with Law Enforcement, Industry and its Member Hotlines in the fight against illegal content, INHOPE has organised since 2009 an annual conference to bring these main players together and to discuss ways in which to best combine forces in the on-going fight against child abuse in all its forms.

INHOPE Mobile App QR codes



The first conference in 2009 was held in Helsinki, the second in November 2010 in Amsterdam and our third conference was hosted in November 2011 in Rome and was hosted at the headquarters of the Polizia Postale e delle Comunicazioni with over 110 people registered as attendees.

The key-note speaker this year was Assistant Commissioner Neil Gaughan from the Australian Federal Police and current chair of the Virtual Global Taskforce. Michael Busch from the EC was also present and gave a presentation on the requirements being sought by the European Commission in the fight to improve actions

combating Child Sexual Abuse Material on the Internet within the EC's Safer Internet Programme initiative.

Other main speakers at the event were Paul Almanza from the US Department of Justice making a call to industry to help remove Child Sexual Abuse Material and the benefits being seen in the US of Microsoft's PhotoDNA software. Jean-Christophe Le Toquin and Sue Hotelling then presented the PhotoDNA software development and Michelle Collins from NCMEC, Christian Sjöberg from NetClean, Richard Brown from ICMEC and Mick Moran from Interpol also stressed the benefit that a tool such as this gave them in their investigations and prosecutions.

The afternoon session had presentations from Susie Hendrie of GSMA as to their current actions and a further presentation from Francey Hakes of the US Department of Justice and their NATIONAL Strategy attacking the problem of child exploitation on multiple levels.

Major Developments and Enhancements from our Members

Our Members are also always looking for ways to improve their working environment and profile with public interfaces and to facilitate their working practices and to share these with INHOPE Member Hotlines.



Following the launch of our Mobile app - SafeLine – our Greek Member has developed a similar app but this has only been developed for the Android platform.

As the application is oriented for Greek users, its content and screens are written solely in Greek



Barnaheill

Save the Children Iceland



In October 2011 Barnaheill – our Icelandic Member and Save the Children Iceland's Hotline, in cooperation with the awareness Node and the Helpline launched a new Report Button where people can report illegal and also inappropriate websites.

The Report Button is not only on the Save the Children website, but also on other websites (the National police and Home & School).

Save the Children Iceland is introducing and distributing the Report Button to other institutions and organisations in an effort to raise awareness and reporting opportunities.



On 19 September 2011, AFA released a new **software application**, which is an adaptation of the existing online reporting service **Pointdecontact.net**

It was designed to allow Internet users to report potentially illegal content to the Point de Contact Hotline in even fewer clicks. Since its release, Point de Contact has received nearly **250 reports** through the application, which represents a little less than 1 in 10 reports.

Once the software is installed, the application icon will appear in the operating system's taskbar. When clicking on this icon a window automatically displays a reporting form that asks for exactly the same information as when reporting through **Pointdecontact.net**

This window is superimposed on the user's web browser (Chrome, Firefox, IE, Safari...) so there isn't the need to switch from one window/tab to another during the reporting process.

The user has the option of reporting anonymously or they can record their personal data (location, age, gender, email).

The application was developed to solicit **minimum system resources** and is available for **free download** on Pointdecontact.net.

It is currently only compatible with **Windows** operating systems (2000, XP, Vista, 7 and 7 Starter).

AFA have offered this reporting option to any INHOPE member wishing to adapt the application to its own reporting service.

Website and Social Media

The redevelopment of the www.inhope.org INHOPE website during the latter part of 2010 and early 2011 was a long term project for INHOPE in conjunction with our web designers Arekibo and was over a 12-month period.

The upgraded website made navigation easier and enables the screening of the more current News items to be seen on the homepage.

Discussions with member Hotlines during the build stage enabled an enhanced member area for recording Hotline information. This enables members to identify those with similar issues / dealings with illegal content to promote and facilitate communications, support and enhancements.

This was a challenging technical project with many elements and presented unique obstacles which had to be overcome.

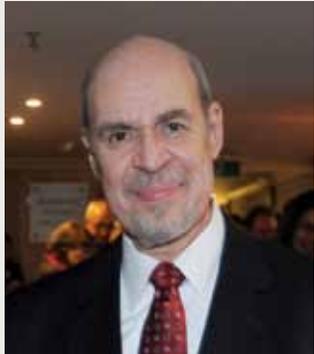
The website design was also nominated and short-listed for the “*Eircom Golden Spider Award*” under the best website within the Charitable and NGO category. Although shortlisted, we were alas not the winners of this award but it was good for our name and website to be circulated in an area where it would not normally have been.

We are now keeping a record of the number of visits to our website by country and whether they are first time visitors or re-visiting the website and whether they are direct search visits or re-routed visits.

Apart from our website we also have a Facebook page [Inhope-International-Association-of-Internet-Hotlines](#), a Twitter feed [@INHOPE_PR](#) for relevant news items, alerts, links and regular updates of News items as well as other relevant links with our partners.



STRUCTURE



*Mr Ruben Rodriguez
President
from National Center for Missing
& Exploited Children (USA)*



*Ms Mari Laiho
Vice President
from Save The Children (Finland)*



*Mr Rytis Rainys
Treasurer
from The Communications
Regulatory Authority of the
Republic of Lithuania*



*Mr Frank Ackermann
Board Member
from ECO (Germany)*



*Mr Gustavo Neves
Board Member
from FCCN (Portugal)*

The INHOPE Board

The INHOPE Board is charged by the members with the Management, Administration and Representation of the Association and is comprised of a minimum of three members from the Association with no member having more than one representative on the Board at any one time.

Appointments to the Board are for a term of two years and members are elected by the General Assembly at the Annual General Meeting.

Board members can only be eligible for appointment for two consecutive two-year terms in office for a maximum four-year term. Any member who is appointed to the Board for a continuous period of two two-year terms must then stand down for a period of at least two years before being eligible to stand for election again.

INHOPE Advisory Board



The purpose of this Board is to provide guidance and support to **INHOPE in its core activity of combating **Child Sexual Abuse Material on the Internet.****



The INHOPE Advisory Board

The INHOPE Advisory Board was created in 2009 and continues to grow. The purpose of this Board is to provide guidance and support to INHOPE in its core activity of combating Child Sexual Abuse Material on the Internet.



*Prof. Alisdair Gillespie
New Advisory Board Member*

The current Members include AOL Europe, Microsoft, GSMA, News Corporation, GSMA, TeliaSonera, Telefonica, Vodafone, Interpol, John Carr, O.B.E. and since March 2011 Professor Alisdair Gillespie

New Advisory Board Members

The INHOPE Board had great pleasure in welcoming Professor Alisdair Gillespie to the INHOPE Advisory Board at the end of March 2011.

Alisdair is a Professor of Criminal Law and Justice at De Montfort University in Leicester, and primarily researches the law relating to the sexual exploitation and abuse of children, particularly when facilitated by Information & Communication Technologies.

He has authored five books and over 100 articles on this subject and has served on advisory bodies at both national and international levels including for the UK Home Office, the Association of Chief Police Officers ECPAT International and UNICEF.

Alisdair is also a former Trustee of the Internet Watch Foundation, the UK Hotline and industry self-regulator on content. Alisdair gave his first presentation to Members on the EU21 Directive at the Members meeting in Vilnius on the 19th May 2011 and also attended the Rome Meeting and Law Enforcement Conference.

Our Main Partners and Stakeholders



The European Commission – 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 efforts to make the internet a safer place, especially for children. These efforts are on-going and in a five-year project (2009-2013), under the umbrella of the Safer Internet Programme, €55 million will be used to fight illegal content and harmful behaviours on the Web such as bullying or grooming.



INSAFE - has coordinated the Awareness Centres and Helplines since 2004, also under the Safer Internet Programme and have organised the Safer Internet Day programme since 2004.

INHOPE and Insafe have worked jointly under the Safer Internet Programme since October 2010 due to the overlapping of the component parts to safeguard the public and to make the internet a safer place.

Statement from Janet Richardson Network Coordinator Insafe

“Online technology offers remarkable opportunities for people of all ages, more particularly children and young people. Nevertheless, it also brings with it a broad array of risks and the Insafe network strives to counterbalance these through awareness raising and education. Unfortunately internet and mobile technologies have facilitated the dissemination of illegal content including child sexual abuse images. This underlines the need for Insafe to work hand in hand with INHOPE to make the internet a safe place for young people. Working together under an umbrella grant agreement since September 2010 has brought dividends for both partners through coordinated communication campaigns and strengthened collaboration within national Safer Internet Centres. As we move into the second phase of the joint coordination project, we are confident that the partnership will continue to enrich our work and help us better achieve our overriding objective: make every child in Europe safer.”



Microsoft -
Una O’Sullivan (LCA)

The Tech Talent 4 Good internship pilot initiative was run in partnership with AIESEC International, the world’s largest student-run organisation working to develop youth leadership development. Through a competitive selection process, 10 internships were awarded during the spring of 2011 to European IT students/graduates with 10 leading partner non-profit / charitable organisations around Europe. The goal was to engage the energy, IT knowledge and passion of IT students to work in a non-profit environment. The internships ran for 2 months during the summer. All 10 internships took place in Europe with NGO partners in 8 cities/countries as listed here. The interns were from Spain, Slovakia, Russia, Greece and Poland.

NGO	Location
Caritas Europa	Brussels, Belgium
INHOPE	Amsterdam, Netherlands
Médecins sans Frontières	Paris, France
Save the Children International	London, UK
Special Olympics Europe EurAsia	Dublin, Ireland
Concern Worldwide	Dublin, Ireland
SOS Children’s villages	Innsbruck, Austria
International Federation of the Red Cross	Geneva, Switzerland
Junior Achievement – Young Enterprise	Brussels, Belgium
Transparency International	Berlin, Germany

The job roles varied across NGOs but mainly focus on Microsoft technology projects e.g. Sharepoint deployment projects, Windows phone application development, database projects, cloud projects or general organisational IT upgrades.



INTERPOL- Hotlines are essential organisations in the fight against CSAM on the Web and their support and representative organisation INHOPE is equally essential. From a Law Enforcement perspective they are an excellent ally, collating, culling and pointing. From an awareness and prevention perspective they are indispensable.

The web is no longer a friend to the CSAM sellers. Massive inroads into stopping them exploiting children to make money have been made over the last number of years and no one sector or organisation could have achieved this alone. We did it together and it is very important that we continue to do it together. History has shown that there are massive profits to be made from selling CSAM on the web and only the vigilance of the public, Hotlines, law enforcement and civil society generally can thwart them re-establishing a foothold. The importance of this point cannot be understated.

Informing the public about this resurgence in CSAM offending and child sexual abuse generally is of vital importance if we are to properly deal with the issue on the Internet and offline and therefore reduce the amount of CSAM available. The need to get the message across about the true nature of CSAM and the explosion of the myth that it is harmless "pornography" is of vital importance. Within Law Enforcement we are trying hard to make Victim Identification the primary concern with Notice and Take down and blocking being valuable prevention mechanisms. INHOPE through its members are invaluable to those efforts.

2011 was a seminal year in Cybercrime with the realisation that the bad actors on the Internet needed to be addressed. The EU Directive for offences concerning sexual abuse and sexual exploitation of children and child pornography is excellent progress and is a very well informed document. The role of people involved in the Hotlines around Europe and organisations like INHOPE cannot be underestimated in making that document so complete.

INTERPOL has supported and been supported by INHOPE on a number of occasions in 2011 and looks forward to 2012 and a continuation of the alliance against the misuse of the Internet to exploit children.



INHOPE has been a strategic partner of Europol for many years. In this respect Europol has always promoted the role of internet Hotlines as complementary to the law enforcement activities and INHOPE has always been referred to as the right representative of the above Hotlines. Since last year Europol has also engaged INHOPE in a more comprehensive partnership. In fact as new Chair of the European Financial Coalition (EFC), in 2011, Europol officially requested INHOPE to join the Steering Group of the EFC in order to strengthen their cooperation by taking advantage of INHOPE's expertise, and of the other EFC partners, to monitor, assess and combat the online presence of commercial child abusive websites.



*Australian Federal Police
National Manager of High Tech
Crime Operations and current
VGT Chairman Neil Gaughan*



Virtual Global Taskforce – VGT The Virtual Global Taskforce (VGT) is an international alliance of law enforcement agencies and private sector partners working together to combat online child sexual exploitation anywhere, anytime.

As part of the on-going fight against online child sexual exploitation, INHOPE joined the VGT collaboration in May 2011.

With internet Hotlines being an effective first line of defence against illegal activity online, INHOPE's work strongly aligns with the VGT's aims of keeping children safe online.

The VGT benefits by working with organisations such as INHOPE through sharing knowledge, information and resources and joint education and promotion activities.

Members of the VGT include the Australian Federal Police, the Child Exploitation and Online Protection Centre (UK), the National Child Exploitation Coordination Centre (Royal Canadian Mounted Police), United States Immigration and Customs Enforcement, the Italian Postal and Communication Police Service, INTERPOL, the Ministry of Interior for the United Arab Emirates, the New Zealand Police and Europol.

Other private sector partners include End Child Prostitution Child Pornography and Trafficking of Children for Sexual Purposes network (ECPAT International), the International Centre for Missing and Exploited Children (ICMEC), the National Centre for Missing and Exploited Children (NCMEC) and PayPal. For more information visit www.virtualglobaltaskforce.com



*Christian Sjöberg
Founder & CEO NetClean
Technologies Services AB*



NetClean Technologies is a company dedicated to develop technical solutions to help law enforcement, ISPs and companies to stop the spread of child abuse content. As such, partnering with INHOPE is a very important part for NetClean. The spread of CSAM will always take new paths on the Internet, and that is why it is so important to continue to innovate and dedicate resources to fight this problem. As long as it exists on the Internet, NetClean will continue to develop our solutions.

Current Members

INHOPE has grown significantly in membership over the past twelve years. Today there are 41 members in 36 countries



Australia ACMA - acma.gov.au
Austria Stopline - stopline.at
Belgium Child Focus - stopchildporno.be
Bosnia and Herzegovina Emmaus - sigurnodijete.ba
Bulgaria ARC Fund - web112.net
Canada Cybertip - cybertip.ca
Chinese Taipei ECPAT Taiwan - web547.org.tw
Cyprus CNTI - cyberethics.info
Czech Republic Our Child Foundation - internethotline.cz
Czech Republic Horkalinka.cz - horka-linka.saferinternet.cz
Denmark Red Barnet - redbarnet.dk

Estonia - Lastekaitse Liit
Finland Save The Children Finland - pelastakaalapset-fi.directo.fi
France AFA - pointdecontact.net
Germany ECO - eco.de
Germany FSM - fsm.de
Germany Jugendschutz - jugendschutz.net
Greece SafeNet - safeline.gr
Iceland Barnaheill - barnaheill.is
Ireland ISPAI - Hotline.ie
Italy Telefono Azzurro - hot114.it
Italy Save The Children Italy - stop-it.org



INHOPE membership growth

1999

2000

2001

2002

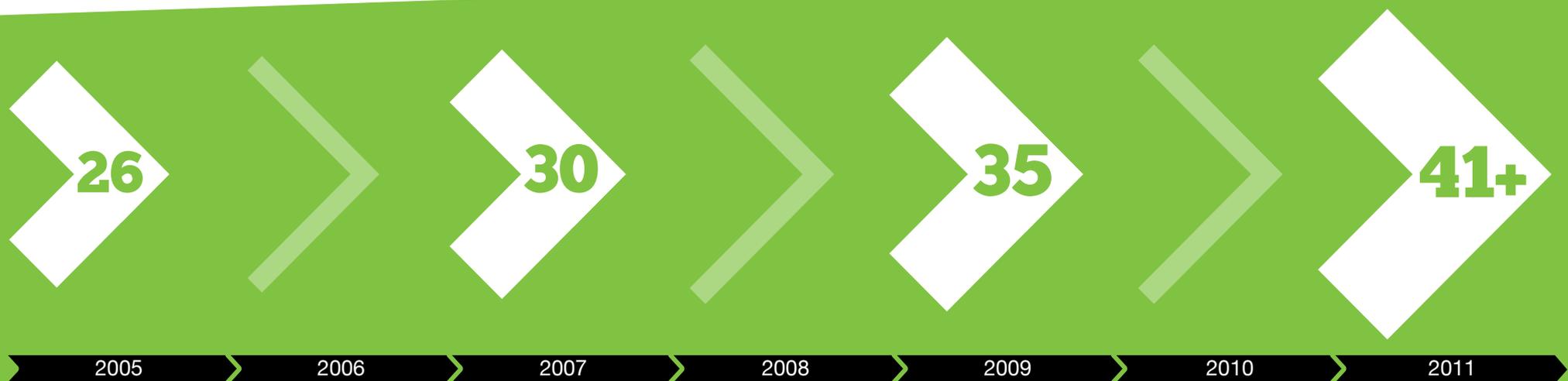
2003

2004

The INHOPE Forum was formed and 8 Hotlines regularly came together to form the INHOPE Association. The Hotlines agreed the statutes of the association and it was formally established as a Dutch company on 23rd November 1999

Japan Internet Association Japan - internethotline.jp
Luxembourg LISA Stopleveline - lisa-stopline.lu
Latvia Latvian Internet Association - drossinternets.lv
Lithuania Communications Regulatory Authority - draugiskasinternetas.lt
Malta - Foundation for Social Welfare Services APPOGG
Netherlands Meldpunt - meldpunt-kinderporno.nl
Poland NASK – hotline.org.pl
Portugal FCCN - linhaalerta.internetsegura.pt
Romania Safernet - Safernet.ro
Russia National Internet Safety Node in Russia - saferunet.ru

Russia Friendly Runet Foundation - hotline.friendlyrunet.ru
Slovakia eSlovensko - stopline.sk
Slovenia Spletno Oko - spletno-oko.si
South Africa Film Publication Board - fpbprochild.org.za
South Korea Korean Communications Standards Commission - singo.or.kr
Spain Protegeles - protegeles.com
Turkey - IHBARWEB
United Kingdom Internet Watch Foundation - iwf.org.uk
United States CyberTipline - ncmec.org



Within 10 years the expansion of the network to 35 Hotlines in 31 countries around the globe has increased the ability to remove child sex abuse images from the Internet and help to protect the children behind the images

Treasurer's Report

Financial Accounts to the year ended 31st December 2011



Rytis Rainys
Treasurer

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 2011. The audited financial statements, on which the auditors have

expressed an opinion, were approved by the Board and have been submitted to the Membership for acceptance.

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.

Rytis Rainys

A handwritten signature in black ink, appearing to read 'Rytis Rainys', written in a cursive style.

Financial Accounts to the year ended 31st December 2011

BALANCE SHEET AS AT	December 31, 2011		December 31, 2010	
ASSETS				
Current Assets				
<i>Receivables</i>				
Debtors	196		0	
Receivable from EC	0		0	
Prepayments and other receivables	14,833		16,219	
		15,029		16,219
Bank		596,590		562,821
Total Assets		611,619		579,040
EQUITY AND LIABILITIES				
Capital				
Reserves	143,298		33,089	
Net Income for the year	44,056		110,209	
		187,354		143,298
Non-discretionary reserves		205,000		145,920
		11,844		15,382
		404,198		304,600
Current Liabilities				
Creditors	9,840		7,363	
Deferred Income from EC	155,450		240,721	
Membership Fees for coming year	4,994		3,221	
Taxation	16,039		3,981	
Other payable and deferred expenses	21,098		19,154	
		207,421		274,440
Total Equity and Liabilities		611,619		579,040

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MeeGo



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available for
ANDROID



available for
S60



INTERNATIONAL ASSOCIATION
OF INTERNET HOTLINES

INHOPE

**SAYING
NO
TO ILLEGAL
CONTENT
ON THE
INTERNET**

INHOPE – International Association of Internet Hotlines

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