

# THE GABALA FORUM

Report of the Forum of the  
No Hate Speech Movement youth campaign



Gabala, Azerbaijan  
1-5 October 2014





NO HATE  
SPEECH  
MOVEMENT

# **REPORT**

## **OF THE FORUM**

### **OF THE NO HATE SPEECH MOVEMENT CAMPAIGN**

**GABALA, AZERBAIJAN, 1-5 OCTOBER 2014**

COMPILED AND EDITED BY

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## **PREFACE**

### **THE SPIRIT OF GABALA**

Gabala is an old city up in the mountains of Azerbaijan which, in October 2014, became the very improbable venue for the Forum of the No Hate Speech Movement. The “spirit of Gabala” had a deep influence in the Forum, not so much because of the mountains, mist and fog, but because it quickly became the home of the movement. The No Hate Speech Movement is a campaign that was initiated by young people from the Advisory Council on Youth and it has spread across Europe and beyond. The Campaign has always had a plurality of meanings and priorities for each partner, but one common concern: making the Internet a better place for human rights and reducing the acceptance of hate speech as inevitable or even normal.

Campaigning for human rights take place anywhere and everywhere because human rights are at home wherever people are. This Forum was, nonetheless, deeply shaped by Gabala and the unconditional support and the exemplary hospitality of the Azerbaijani hosts. Gabala will remain in the hearts of many campaign activists in Europe and beyond. The scare of an earthquake on the last day of the Forum only made the experience more memorable!

In his 2014 report on the state of human rights, democracy and the rule of law, the Secretary General of the Council of Europe, Thorbjørn Jagland, warned of “an unprecedented state of crisis since the Cold War”. The crisis that the Secretary General talked about was not just about armed conflict in Ukraine. He drew attention to other serious violations – such as corruption, immunity from prosecution, impunity, human trafficking, racism, hate speech and discrimination. The Secretary General invited the member states to act urgently to stop this erosion of fundamental human rights. The No Hate Speech Movement is also a support to this process: through raising awareness that respecting and applying human rights is everyone’s business.

Human rights are never defined, achieved or guaranteed forever: they need to be continuously re-claimed, defended and updated. This ought to be done with the involvement and active participation of the people, including young people of all ages. This is also the point of human rights education: to empower learners to contribute to the building and defence of a universal culture of human rights in society.

Hate speech is not created by the media or by the Internet. Hate speech is amplified by the media and especially by social media and the Internet. We must promote the Internet as a public space where the same values and norms apply as in the offline world. It is very important to correct the widespread view that nothing can be done and nothing will be done about hate speech online. This feeling of both impunity and powerlessness has devastating effects on the perception of democracy and citizenship online.

Education needs to be sustained by political and legislative action. We can only succeed if we know that the flash mobs, the online petitions, the video films, the photo messages and the blog posts will result in change. Changes in behaviour, and changes in awareness, are the role of education.

The Forum in Gabala was about all of this: campaigning for awareness raising among the public, and campaigning for change by public and private sector actors with responsibilities for addressing, countering



and limiting hate speech. The Message of the Forum contains the best expression of the synthesis between small actions by young activists and volunteers, and what is expected from the Council of Europe and its member states. Campaigning is always acting for change.

Reporting on an intercultural event with more than 250 participants is always bound to be an exercise in managing frustration. It is not possible to include everything that has been said or reported. It is not possible to check every single statement and ask follow-up questions. What's more, we'll always be left with doubts about whether the selection was accurate or not. This report is no exception to this. The Forum was, in first place, an opportunity for meeting other activists and volunteers involved in the Campaign, and for exchange, co-operation and experiencing together. This report is both a memory for participants and organisers to take with them and something to reflect upon for those interested in the Campaign.

Ellie Keen, general rapporteur of the Forum, worked wonders to secure that nothing important would be missed. The result is here for us to enjoy and take inspiration from.

We would like to pay tribute to the work of the National Assembly of Youth Organization of Republic Azerbaijan leadership, staff and the many volunteers who have helped make the Forum a memorable event, and, in addition, to the Ministry of Youth and Sport of Azerbaijan for their dedicated support to the Campaign in Azerbaijan, and for making the Forum possible during the Azerbaijan chairmanship of the Council of Europe.

*Rui Gomes*

Youth Department, Council of Europe

## **TABLE OF CONTENTS**

PREFACE.....	3
<b>I. INTRODUCTION .....</b>	<b>7</b>
The programme .....	8
<b>II. THE MESSAGE OF THE FORUM .....</b>	<b>12</b>
Message of the Forum to the Council of Europe.....	12
<b>III. HATE SPEECH IN NATIONAL CONTEXTS.....</b>	<b>14</b>
Common targets: key findings .....	15
<b>IV. THE CAMPAIGN SO FAR.....</b>	<b>16</b>
Working groups: challenges and weaknesses.....	25
<b>V. NEW SKILLS AND COMPETENCES .....</b>	<b>28</b>
Masterclasses in campaigning.....	28
Masterclass 1: Producing video films and animations.....	28
Masterclass 2: Personal action – reporting and reacting to hate speech.....	29
Masterclass 3: Functioning of the National Campaign Committees.....	30
Masterclass 4: Legal tools to combat hate speech .....	31
Masterclass 5: How to use Bookmarks effectively.....	33
Masterclass 6: Branding and visibility .....	34
Masterclass 7: Involving young people from rural areas.....	36
Masterclass 8: The role of hate speech in conflicts and conflict-stricken areas .....	38
Masterclass 9: Gender-based hate speech.....	39
Masterclass 10: Preparing the action day for 10 December 2014.....	41
<b>VI. PLANNING FOR THE FUTURE .....</b>	<b>43</b>
Working groups: planning for the future.....	43
Workshop 1: Internet Governance .....	43
Workshop 2: Educational policies.....	44
Workshop 3: Youth policies.....	45
Workshop 4: Legal measures .....	46
Workshop 5: Anti-discrimination policies .....	46
Workshop 6: The future of the network and legacy of the movement.....	47
Workshop 7: The closing of the Campaign and future of the platform.....	48



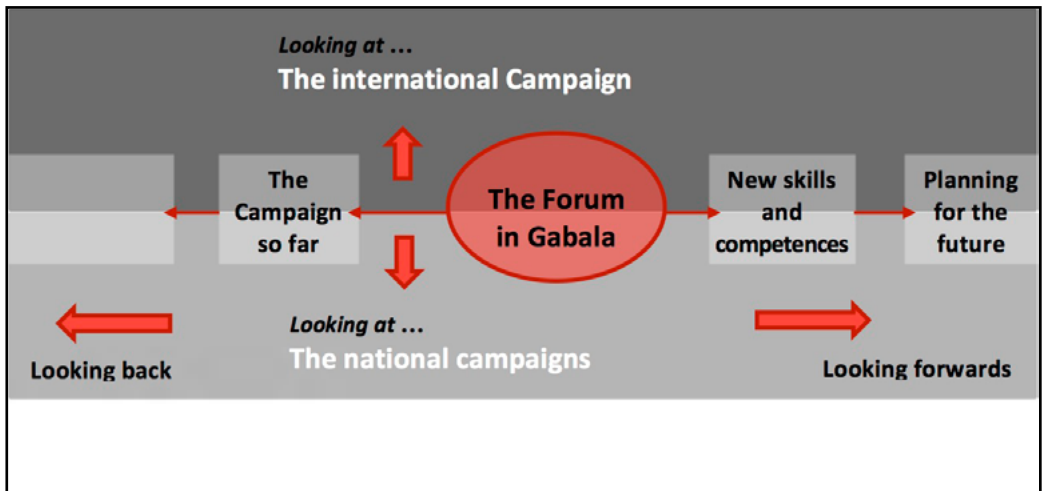
Workshop 8: The online community .....	49
Workshop 9: Remaining action days .....	50
Workshop 10: A programme for 22nd July .....	51
<b>VII. CONCLUDING REMARKS .....</b>	<b>52</b>
Presented at the Forum .....	52
<b>VIII. APPENDICES .....</b>	<b>54</b>
After the Forum.....	54
List of Participants .....	55
Programme of the forum.....	63

# I. INTRODUCTION

In October 2014, the ancient city of Gabala in Azerbaijan played host to some 240 young people from countries across the whole of Europe. The event was a three-day Forum on the No Hate Speech Movement, and participants included activists, campaign co-ordinators, educators, government representatives, youth leaders, journalists, and many more. Young people from over 45 countries were represented.

The organisation of the event was undertaken by NAYORA, the National Assembly of Youth Organisations of the Republic of Azerbaijan. Participants represented a broad cross-section of societies, cultures, skills and experience. All had, in some way, been involved in the Campaign itself or, at least, in working to combat hate speech in some form. Some had recently become involved, some had been there from the start, and some had worked on the issues even before the Campaign was formally launched.

The Forum's programme looked both backwards and forwards in time: back to the issues which had first motivated the Campaign and back over the first 18 months of campaigning; forwards to the final stretch, the remaining six months of the European Campaign – and to what would happen after its formal ending. There was also a "sideways" element: discussions looked both at the international Campaign and at initiatives in individual countries or regions.





## **BACKGROUND TO THE FORUM**

The Forum aims to bring together young people and other players active in the No Hate Speech Movement at national and European levels to share experiences, achievements and expectations, and to contribute to prepare the follow-up and consolidation of the Movement and its achievements at national and European level.

From the call to participants

The No Hate Speech Movement is an initiative of the Youth Department of the Council of Europe. The three-year project, which began in 2012, aims to support young people in addressing the problem of online hate speech by raising awareness, building competences and encouraging activism at a national and local level. An important component of the Campaign was the development of national initiatives to combat hate speech, led by youth activists.

This Forum took place two and a half years into the Campaign, and was an opportunity for those who had been involved to meet one another, share experiences and campaigning tools, and feel supported in the next phase of their work. It was also designed to draw up general recommendations, both for activists and for outside bodies, such as the Council of Ministers.

The Forum was hosted by the government of Azerbaijan within the framework of its Chairmanship of the Committee of Ministers of the Council of Europe. It was organised in close co-operation with NAYORA.

## **THE PROGRAMME**

The following brief list outlines key sessions included in the formal programme. The full programme can be found in Appendix 1.

### **Welcome session**

Participants were introduced to each other and given an overview of the programme. Anca-Ruxandra Pandeia presented the State of Play of the Campaign, to remind participants of the significant amount of work that had already been carried out.

### **Opening speeches and presentations**

#### *1. From the hosting country:*

The Deputy Minister of Youth and Sports, Intigam Babayev, spoke of the importance of the Campaign in combatting hate speech and of the on-going support provided by the Ministry, including for the Forum itself. There were also presentations by Vusal Guliyev, from the Presidential Administration, and Shahin Seyidzade, President of NAYORA.

## 2. From the Council of Europe

Presentations from Rui Gomes (Youth Department) and Alexandra Mitrovic (Joint Council on Youth) reminded the Forum of the origins of the Campaign and of the role that young people themselves had played in bringing this issue to public attention. Rui Gomes emphasised the vital role that education needs to play in combatting hate speech, and of the need to see the problem as a social and political concern: a *human rights* concern.

We are here ... because we do not accept hate speech as normal or inevitable. We are here because we believe that hate speech is an abuse and violation of human rights.

*Rui Gomes*

### **Round table: hate speech and discrimination here and now**

Six speakers gave valuable presentations on Day 1, addressing some of the issues related to the Campaign's Action Days. The small group of experts and activists presented approaches they had used, and some of the challenges they had encountered in campaigning on the selected areas.

#### Round-table presentations

- Online bullying and safety: *Satu Valtere*, national co-ordinator for Finland
- Racism and discrimination: *Ana Carla Laura Lopez*, online campaign activist
- Antigypsism: *Aisling Twomney*, Pavee Point for Roma and Travellers
- Homophobia and transphobia: *Roh Petas*, Advisory Council on Youth
- Islamophobia and religious intolerance: *Youssef Himmat*, Advisory Council on Youth
- Antisemitism: *Bálint Józsa*, online campaign activist

### **Workshops**

There were three sets of workshops, in smaller working groups, looking at Hate Speech in National Contexts, Sharing Achievements, and Planning the Future.<sup>1</sup>

### **Masterclasses**

The second day saw a series of master classes in smaller working groups which addressed new skills or areas of understanding relevant to future work under the Campaign<sup>2</sup>

<sup>1</sup> Sections II, III and V in this report

<sup>2</sup> Section IV in this report

### **Other programme elements:**

- *Exhibition:* An exhibition of national initiatives remained in place throughout the course of the event<sup>3</sup>
- *The Mexico campaign:* On the final day, there was a presentation from the Mexico National Campaign Committee, the most recent recruit and the only campaign committee on the American continent.
- *The Forum Message:* An active discussion took place towards the end of the Forum on the Message to the Member States of the Council of Europe<sup>4</sup>
- *Remarks from the Rapporteur:* A few concluding remarks based on discussions over the course of the three-day Forum were presented by the Rapporteur<sup>5</sup>
- *Various social events:* These included a tour of the city, an evening banquet (with national dancing) and a visit to a local winery.

### **About the report**

This report does not aim to be a complete account of the three-day event and nor, obviously, can it represent the full extent or range of discussions which took place. It aims to present a broad picture of the major programme elements, including key topics presented and discussed.

The content of the report has been based on the invaluable work of several volunteer rapporteurs, who found time during sessions and after the official programme had closed, to write up notes on the parts of the programme they had attended. Without their assistance, the report would not have been possible.

It should be recognised that there were many more opinions than those represented in the pages of this report: many different issues were raised and discussed, and many other disagreements and points of consensus were found. We hope that the variety presented below will give some picture of the range and diversity of opinion, of experience, and of cultures and strategies which were represented at the event. We hope also that they will illustrate the numerous points of consensus and common purpose which united all participants.

### **Structure of the report**

The main body of the report covers, in sequence, the four time elements of the programme illustrated in the diagram above. These mostly overlap with the four sets of workshops which took place over the course of the event. We include the Forum's Message at the beginning because it synthesises many of the issues and questions addressed across the three days of the Forum.

#### **I. Introduction**

(This section)

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3 See page 16

4 See page 12

5 See page 52

## **II. The Message of the Forum**

This document was prepared to be communicated to the Committee of Ministers and to the member States of the Council of Europe. It was drafted with contributions from the Forum participants in working groups and in plenary.

## **III. Hate speech in national contexts**

This covers the discussions which took place in Workshop 1 on Day 1 (Hate Speech in National Contexts).

## **IV. The Campaign so far**

This mainly addresses the discussions in Workshop 2 (Sharing Achievements as a Movement). Key achievements of the different campaigns are listed, together with some of the challenges identified by individuals and groups. A brief description of the Exhibition as a platform for sharing is also included.

## **V. New skills and competences: Workshop 3**

This section outlines the masterclasses which took place on Day 2.

## **VI. Planning for the future: Workshop 4**

This includes the workshops on the third day (Planning for the Future) and a brief description of the discussion around the Forum Message.

## **VII. Concluding remarks**

These contain an outline of the notes made at the end of the Forum by the Rapporteur, and brief concluding remarks to this report.

## II. THE MESSAGE OF THE FORUM

### MESSAGE OF THE FORUM TO THE COUNCIL OF EUROPE

We, youth and human rights activists, national co-ordinators and partners of the Council of Europe No Hate Speech Movement youth Campaign, came together in the Forum held in Gabala, Azerbaijan, from 1 to 5 October 2014, to put our experiences and expectations at the service of the Campaign. The Forum was co-organised by the Council of Europe Youth Department and the Ministry of Youth and Sport of Azerbaijan in the context of the Azerbaijan Chairmanship of the Committee of Ministers of the Council of Europe, in co-operation with the National Assembly of Youth Organisations of the Republic of Azerbaijan.

Young people are often overlooked as agents of social change. From its inception, this Campaign has been led by young people who have put their creativity, talents and energy at the service of the common good. We are running this Campaign because we believe that dignity and human rights apply in all spheres of life, including on the Internet. We campaign together because online hate speech is a global issue which knows no borders: the Internet is also part of public space. We work together because we believe in positive change: hate speech can be and needs to be addressed, combated and prevented.

Europe is going through a deep human rights crisis, which could become a crisis of faith in human rights as our common asset. Antigypsyism, Antisemitism, disablism, homo-/transphobia, Islamophobia, sexism, racism, xenophobia and segregation are on the rise in our societies. Hate speech contributes to this rise. Hate speech also leads to hate crimes where victims are usually among the most vulnerable groups and people. We cannot be indifferent to this. The Council of Europe must stand firm as the guardian and reference point for human rights everywhere in Europe. Democratic security needs to be rooted in a culture of human rights, and this has to include cyberspace.

We are campaigning for human rights online with very disparate means and support from governmental authorities. Promoting human rights online cannot be the task of volunteers and non-governmental organisations alone. Public institutions, including those involved in youth policy, must support and stand by activists.

We have been encouraged by the support expressed by the Secretary General, the Parliamentary Assembly, the Human Rights Commissioner and the Chairmanships of the Committee of Ministers. We remain determined to reduce acceptance of hate speech online as “normal” and to mobilise young people in support of this task. We want to develop online youth participation and citizenship, and for these to be included in internet governance processes. We expect the Council of Europe and its member states to be equally committed to developing policies and actions to make this effective. Politicians and public figures must show responsibility by refraining from using hate speech and by condemning all occurrences.

Combating hate speech and supporting a culture of human rights requires investment in education, especially in education for democratic citizenship and human rights. Education is the life insurance of our democracies; we cannot eradicate hate speech from the Internet, but through education we can limit its occurrence and impact.

We have learnt that addressing online hate speech means involving a variety of stakeholders and parties, including online media networks and businesses. We need the Council of Europe to further engage these bodies to prioritise human rights and dignity and remind them of their responsibilities. Human rights online are everyone's business.

We are alarmed by the scale of hate speech in armed conflicts, and its use as a weapon of propaganda. The Internet amplifies the impact. Hate speech reinforces inter-ethnic hatred and prejudice to levels which make reconciliation and conflict transformation very difficult.

Our common campaign is not over. We call upon the Council of Europe and its member states to:

1. Recognise online hate speech, including cyberbullying, as a serious issue that impacts severely on individuals and on the health of democracies. Member states must renew their commitment to the Campaign by providing it with sufficient resources. Those not yet involved should be encouraged to start their own campaigns.
2. Revise the Council of Europe definition of hate speech to include the online dimension and acknowledge Antigypsyism, disablism, sexism, discrimination based on sexual orientation and gender identity, and Islamophobia as common forms of hate speech.
3. Apply and inform people about existing legal instruments against online racism and xenophobia.
4. Support the full involvement of young people in internet governance matters and facilitate dialogue with other stakeholders.
5. Adopt 22 July as European Day for the Remembrance of Victims of Hate Crime and work with victims and Campaign partners to commemorate this day.
6. Develop education and awareness-raising tools to counter or limit the impact of hate speech in armed conflicts and to address inter-ethnic hatred and conflicts.
7. Address the root causes of radicalisation among certain young people and develop prevention measures based on youth work, education and empowerment. Develop support programmes for victims of hate speech and hate crime.
8. Support the role and the work of online human rights activists and offer effective protection for human rights defenders and "whistle-blowers" of human rights violations.
9. Map, monitor and condemn hate speech, with particular attention to its use in political discourse and by opinion leaders.
10. Include awareness of hate speech within education programmes and strengthen human rights education with net-citizenship contents.
11. Include hate speech as a component of anti-discrimination programmes and policies. Propose a code of conduct for internet service providers, and online and social media.

Combating hate speech is a long-term task that must go beyond the Campaign. It will require the full attention of the Council of Europe, its member states and citizens to make sure that the achievements of our movement will have a multiplying effect and contribute to a better internet and a better Europe for everyone.

### III. HATE SPEECH IN NATIONAL CONTEXTS

The first set of workshops was designed to explore discrimination and hate speech in different national contexts and to look at similarities and differences across the continent of Europe as a whole. The focus was mainly on key challenges and on identifying sectors of society which seemed most commonly subjected to hate speech or discrimination. As this was the first real opportunity, participants had to exchange experiences in small working groups; some of the time was spent on introductions and on providing an overview of initiatives taken by different organisations.

1. An overview of initiatives in different countries

In introducing themselves, participants talked briefly about their participation in the Campaign or about the approach taken by their organisation (which may have been the National Campaign Committee). These comments are mostly addressed below under the section The Campaign so far.

2. Common targets of hate speech

*Actually, when it comes to hate, we have a lot in common . . . .*

Participant at the Forum

The topic of targets of hate speech took up most of the workshop. Some of the groups listed all groups likely to experience discrimination or hate speech in the different countries; some tried to identify those either most severely affected or those which seemed in most urgent need of being addressed by the Campaign. As the quote at the top of this section implies, there were few significant differences between the groups identified as likely targets in different countries. The most commonly identified potential target groups were LGBT, Muslims (or 'religion' as grounds for discrimination) and Roma. The results are presented in more detail below.

3. Priorities for the Campaign

Most groups devoted some time at the end of the workshop to a brief discussion on which of the target groups already identified should provide a focus for future activities under the Campaign. Some looked at particular challenges in working on the issues. These discussions are mostly addressed in the section on Challenges .

## COMMON TARGETS: KEY FINDINGS

The facilitators in each working group used slightly different questions to lead the discussion, but in most groups participants were asked to identify the forms of discrimination or particular target groups which they believed were most in need of addressing under the Campaign. The box below gives a rough picture of the target audiences which were most commonly identified.<sup>6</sup>

### Common target groups

Hate speech against LGBT was identified by at least one person in all 9 working groups;

In 8 of the groups, Roma (or Traveller) discrimination was mentioned;

In 8 groups, hate speech based on religious identification was mentioned (mostly in the form of anti-Muslim hate speech);

6 groups mentioned refugees or migrants;

6 groups mentioned nationalism or xenophobia;

4 groups mentioned racism;

3 mentioned cyberbullying;

2 mentioned gender-based hate speech;

2 mentioned Antisemitism, and;

1 group mentioned disabled people.

Other target groups or forms of discrimination noted by participants included: the unemployed, homeless, discrimination based on social class, neo-Nazis, minorities (3 groups), and ethnic minorities.

### Comments on the discussions

- Many of the categories or target groups overlapped, for example, hate speech based on religion and Islamophobia or nationalism and xenophobia. It was interesting that some people identified 'racism' as a concern, and also listed (as a different concern) specific forms of racism, such as Romaphobia.
- Some working groups raised the question of how the assessment of commonly targeted groups had been arrived at: few specific studies were cited (and perhaps few have been carried out). Others wondered if some of the groups listed might be considered as those most in need of attention partly because these were the groups that activists had been working with, and therefore had an intimate knowledge of the challenges they were facing.
- Although some groups discussed whether the distinction between online and offline hate speech was important, the issue did not appear to be of significant consideration in identifying key target groups.

<sup>6</sup> The numbers in the box relate to the results recorded for each group. They give no indication of how many participants thought a particular form of racism was a priority concern. In some groups, for example, nearly all participants mentioned LGBT.



## IV. THE CAMPAIGN SO FAR

There were two main activities devoted to sharing experiences on the progress of the Campaign in different countries. The exhibition on the evening of the first day gave participants the opportunity to display the work they had carried out and to look at the approaches taken in other countries. On the second day, 10 working groups each brought together four or five different organisations or campaign committees to present their achievements and discuss opportunities and challenges for future work.

### THE EXHIBITION

Many participants valued the exhibition as a way to share experiences and learn from the work done by other groups. Each country had its own space to present work carried out. Some countries had more than one exhibit, if more than one group or organisation had undertaken separate initiatives.

The exhibits were wide-ranging and ranged from stickers, posters, leaflets, information brochures, photo albums, website demonstrations, videos, education manuals, games and even items of food! For each different exhibit there was often a different target group: potential victims, actual victims, members of the public, educators, young people generally – and more besides.

### WORKING GROUPS: SHARING ACHIEVEMENTS

These workshops gave participants an opportunity to share the work they had carried out under the Campaign, and also to discuss challenges and future opportunities. Unlike the other workshops, participants from the same country mostly attended the same workshop group. The exception was where organisations from the same country were working relatively independently from each other: this meant that for a few countries there was more than one presentation (in different groups).

### RECORDING THE RESULTS

The sections below cover the discussions on achievements and, on page 25, some of the main challenges cited by participants. It should be noted that the reports received from rapporteurs were sometimes compiled in the form of lists of activities undertaken by participants in the group and sometimes as country presentations. This makes the results a little difficult to record. For this reason, the workshop discussions are mostly presented below in the form of a general list, with some references to specific countries where this information was available. The images on page 33 give a little more indication of the general approach or strategy in certain countries, and the extent of the work carried out.

## ACHIEVEMENTS

### Things have happened ...

#### Note:

The images covering the Ukraine, Slovakia, Switzerland and Hungary on page 19 have been reproduced mainly because it was possible to do so! The inclusion of these countries and not others does not signify that these campaigns were more worthy of being recorded in detail. It only signifies that the detail was available.

It is not possible to record everything that was described by different participants and nor, of course, does the list below represent everything that has been undertaken in individual countries. A great deal has had to be omitted. However, the list conveys the very broad range of activities and actions undertaken across the whole region. It offers an impressive picture of what has been achieved. The reality is even more impressive.

Many groups began their presentations with the acknowledgement that the mere existence of a campaign was an achievement! Others cited the existence of a campaign committee, the co-operation between different organisations, the fact that activities or action days had been organised, that public awareness had been raised, that young people had become involved, and so on. Every item in the list below should be viewed with the recognition that in many countries – perhaps nearly all – there were numerous obstacles to be overcome in the process of setting up the campaign and then in planning and organising events. Some of these obstacles are identified in the section on Challenges (page 25).

The big success is that we have “made something from nothing”. We got to “make a noise” and be in the media and so on. We managed to co-ordinate with NCCs of other countries and have established contact with the Youth Panel.

*Czech campaign*

## CONSULTATION AND PLANNING

A few groups seemed to have carried out consultations with young people – and sometimes other groups – either before the campaign began, or as one of the activities. Very few had engaged in strategic planning, but this seemed to have been relatively rare for most groups, and often depended on how well funded the group was, and perhaps on whether the funding had come from the Government. Some groups did make specific reference in their presentations to a consultation and planning exercise, for example:

*In Belgium, they conducted a survey with young people to find out what they wanted from the campaign. The young people were instrumental in the decision to produce an educational board game (amongst other things).*

## **ACTION DAYS / THE LAUNCH**

Many groups had found it important to launch their campaign with a public event to draw in the attention of the media and raise general awareness.

- Ireland mentioned their launch event as one of the most successful aspects of their campaign.
- Croatia launched their campaign in a blaze of publicity with help from the Government.

Many country campaigns had taken part in the Action Days organised by the Council of Europe. Others had also organised their own action days, perhaps in co-operation with other NGOs.

- Joining with Pride marches was a feature of numerous campaigns.
- Some action days were combined with sports events, festivals, fairs, bus tours or other events such as those mentioned in the next section.

## **OTHER PUBLIC EVENTS**

We have to take action in the streets, because it is different when people really see it than when they just read it on the Internet.

*Participant at the Forum*

The list of public activities was extensive. The following were some of the more creative approaches, or were carried out in numerous countries:

- A talent market – with a focus on the positive (Belgium, Albania)
- Sports events as a locus for publicity or action (Moldova, Serbia)
- Bus tours – national and international (e.g. Serbia, the Ukraine)
- A No Hate hug day
- Living libraries (e.g. Albania organised 'books' on bullying, Roma, and disability)
- An NGO fair with online and offline debates with journalists and politicians (Romania)
- Street actions (Azerbaijan organised a youth week and posted information on the streets)
- Youth camps
- Flashmobs (Portugal, Moldova, Azerbaijan, and many others!)
- Quiz games (e.g. the UK, involving groups in different countries)
- Photo actions (e.g. Slovenia)
- Panda actions (Lithuania)
- Tattooing at festivals and train stations (Belgium)
- Theatre performances (e.g. Switzerland; see box below)
- Public forums (e.g. Poland, for around 200 young people)
- Graffiti "actions" (e.g. Romania, Poland)
- Video competition (Latvia, on how young people see hate speech; 20 videos were submitted.)
- Gatherings, meetings, debates, discussions and so on.

## PUBLICITY

At a festival we tried a “shock action” to do some theatre where people had “injuries” from various forms of hate speech. People showed a lot of interest .... The actors were theatre companies and groups which was difficult, but we found recruits for that. We asked for people who were skilled and experienced in street theatre and improvisational performance.

*Switzerland campaign*

Each of the initiatives above, and others, were accompanied by online and offline publicity. Some of the events had obviously even been designed with publicity as one of their prime goals (for example, the Panda campaign in Lithuania, or the use of sports events and celebrities). The following list covers some of the other ways in which groups tried to amplify their message throughout the course of the campaign.

- Websites and social media – including Facebook pages, Twitter, blogs, videos, and attractive graphics. Every campaign appeared to have an online presence. Some kept regular updates and recorded a wide following.
- Online videos (e.g. Portugal’s No Hate Ninjas videos. These also attracted attention in the actual making of the videos.)
- Advertising events through partner organisations (e.g. the Cyprus Youth Board and Youth Council)
- Involving celebrities (e.g. Greece)
- Attracting the attention of TV shows
- Themed magazines (e.g. Civic Arena in Romania, devoted to hate speech)
- Posters and stickers – very common for many campaigns
- Publishing personal stories (Italy).

Each time there was a press conference before a sports event, team captains were given a shirt and then given a statement, with, for example, “we don’t want this in our stadiums”.

*Serbia campaign*

## EDUCATION

Perhaps not surprisingly, many noted the importance of using training and education to raise awareness and address prejudice. Slightly fewer spoke about having set in place detailed educational programmes: often the initiatives organised seemed to be one-off events, or training for multipliers but without necessarily having follow-up courses for young people themselves. This may be related to funding or to the difficulty in many countries of finding ways into the education system.

The following were some of the specific initiatives mentioned:

### **Training initiatives or educational courses**

- Training in monitoring hate speech (e.g. “The former Yugoslav Republic of Macedonia”)
- Training for activists or multipliers (e.g. Ireland, Slovenia, and many others)
- Training within the formal education system (e.g. Croatia, Georgia, Finland and others). Some country groups had retained close links with the formal education system and either themselves carried out training with young people (see the UK below) or worked with teachers to ensure the work was followed up.
- Training for young people in schools (e.g. the UK trained 3,000 ambassadors!)

The best success from this NCC has been the easy access to schools and so on. We have managed to easily reach the main target of the activities. And it has been a real success to get funding to translate *Bookmarks*.

*Iceland campaign*

### **Educational resources**

- Translations of *Bookmarks* were recorded by a number of countries, either as having already been completed or as work in progress.
- Belgium displayed impressive board games at the Exhibition! They also produced a film and toolkit.
- Other educational resources included information leaflets, web postings, articles, and so on.

I did workshops with young people; they want to learn and understand the world. Part of these workshops were about LGBTQ and I saw the results when these people began to change their minds.

*Poland campaign*

### **Work with victims**

Comparatively few countries seemed to be working with victims directly. The following were mentioned:

- Greece reported the presence of a national helpline as a result of the campaign.
- The Spanish National Committee offered psychological support for victims of hate crime.
- The UK has a strong focus on victim support and on training initiatives for potential victims of hate crime. Their hate crime hub posts regular articles for these target groups and they have a ‘hate crime heroes’ initiative.
- “The former Yugoslav Republic of Macedonia” has created an online platform for searching hate crime. (This is a Google map where hate crimes are recorded.)

## Networking

The opportunities for networking and the success in joining up initiatives with other national and international organisations was one of the issues most commonly cited by groups as a success of the campaign. It was also a strong motivating factor. The networks were wide-ranging and included stakeholders from all sectors of society:

- Many NCCs include government members, ministries, local government officials, young people, NGOs, and others.
- A number of groups reported their links with government, support from ministries and official recognition of their campaign as one of the major successes. Many noted the obstacles that had to be overcome to obtain such support.
- Macedonia observed that this was the first time the NGO sector had worked so closely with government and international institutions, and recorded this as a great success.
- Moldova had established links with the police and with the Committee of National Audiovisual Broadcasters.
- Lithuania registered interest from private companies.
- Strong co-operation between the Slovakian and Serbian campaigns had led to youth exchanges and sharing of experience under the campaign.
- Poland spoke of an NGO coalition coming together at a (forthcoming) forum for young people. They also noted the Roma Genocide event in which they had participated, which included participants from all over the world.
- Mexico managed to bring together 32 ambassadors from all states.

What will we do with those awesome activists when the campaign is finished? What are we doing with the NCC? How can we continue the different activities in the NGOs? What are we doing to continue using communication channels?

*Participant at the Forum*

## Research

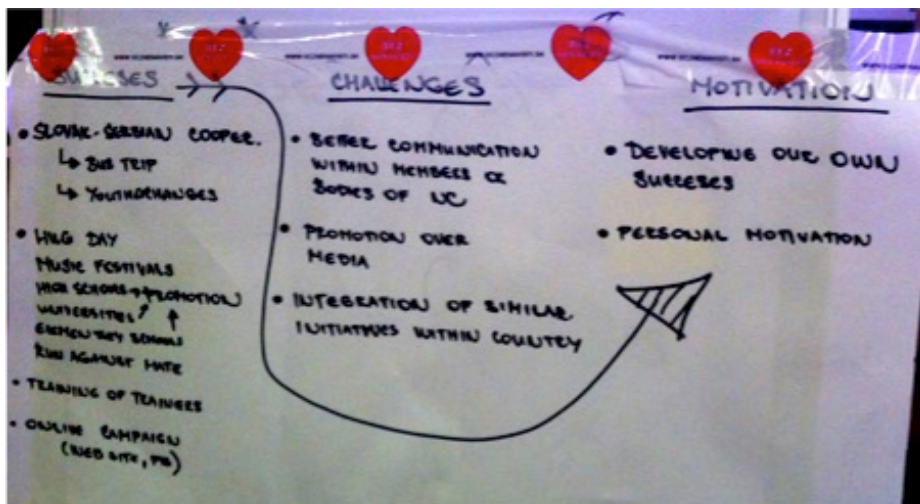
Research was not something that was widely cited by groups. However, the following are some of the examples of research undertaken during the Campaign:

- Romania conducted a study on hate speech (main target groups: Roma and LGBT).
- Poland conducted research directly with young people.
- Ukraine is preparing an Encyclopaedia on human rights for social workers.

### Strengths, weaknesses, opportunities and threats: Ukraine



### Successes, challenges, motivation: Slovakia



**Strengths, weaknesses, opportunities and threats: Hungary**

# NHSM campaign in HUNGARY

**Status**

Launched in 2013 March 21  
 Youth organisations are in the national campaign committee  
 Based on volunteerism

**Measurements & success**

- Network of NGO's to promote NHSM ~~at national level~~
- Network of multipliers (youth workers & other)
- Co-operations between NHSM (i.e. NGOs), experts
- Campaign materials (NoHate song, Fake Card)
- Offline events to inform & promote NHSM
- Action day work groups
- online platforms (facebook page, webpage) <sup>115 likes</sup> + facebook groups <sup>~50 platforms</sup>
- financial support
  - volunteerism
  - governmental support

**challenges**

- What will happen with the Campaign tools (HSM, blog etc.)?
- What will happen with the network of NGOs at national?

**OPEN questions**

- ◇ Project granted funded by EEA grants (translating Bookmarks to Hungarian, etc. trainings, local events and actions)

**next steps**

... / ... / ... - exchange



# Switzerland

## Strengths

- Motivated people
- Interactive methods
- National Youth Council network involving youth organizations

## Weaknesses

- Campaign launched in April 2014
- 1 National Coordinator for 4 regions / languages
- Online at national level, but offline only in French speaking region.

- 1/3 priorities of the President is youth in 2016: visibility and follow up

- New campaign so youngsters very interested

- 4 regions / languages
- Little resource for state
- Swiss authorities wait for a signal from CoE to continue after March 2015

## Opportunities

Thanks

## WORKING GROUPS: CHALLENGES AND WEAKNESSES

This section lists items recorded by the working groups as either presenting a challenge or a 'weakness' of their campaign (most of the weaknesses also presented challenges). Some of the items were listed by nearly all groups; some were more specific to country or region.

### Issues relating to context:

- Hostility among the general public: this was most commonly cited in relation to LGBTQ hostility. The Polish group mentioned an artistic installation (a rainbow) in Warsaw which was burned three or four times.
- Lack of knowledge or understanding among the general public. Some recorded that this also provoked hostility towards the campaign.
- Social / economic difficulties, in particular, unemployment among the young people. People felt that the economic crisis was reinforcing hate speech and that it was making it more difficult to engage young people, particularly those who were disempowered.
- Apathy and a lack of concern among the general public: not seeing this as a core issue.
- Negative attitudes and biased information put out by the media. Social media often helped to amplify these messages.
- Political hate speech and increasing emphasis on populist or nationalist themes.
- Extremist and neo-fascist groups gaining popularity.
- In certain countries (the Ukraine, Moldova) there was reference to on-going conflict – either open or frozen.

### Funding

Funding was, not surprisingly, something that nearly everyone mentioned. For many groups, the problem was a lack of funding and therefore having to rely on volunteers. For a few groups, the sources of funding, particularly governmental sources were identified as imposing certain frames or constraints.

The funding concerns were also mentioned within the context of discussions about longer-term work, and, in particular, educational programmes. Many recognised the importance of following up on successful initial training courses for multipliers or activists, but also noted that it was difficult to do this without financial support.

### The Campaign Message

We need to go back to the basics. What does hate speech mean to us? Are we all on the same page!?

*Participant at the Forum*

The message of the Campaign was something many people commented on:

Some referred to the 'negativity' of the Campaign message – the combination of two negative words in the slogan, 'No Hate'. A few believed that this had made it difficult to engage and motivate people.

- Some referred to the complexity of the issue (and perhaps, an uncertainty in their own minds about certain aspects).
- At the same time, they recognised that conveying the complexity of the issue was important: one participant noted that, "Of course showing up with a heart we can't expect to 'solve' intolerance".
- Many felt they had not satisfactorily managed to convey the human rights message behind the Campaign. The reason was often that people felt they did not have sufficient clarity on the connection themselves (or a clear understanding of human rights themselves).
- A few people mentioned the difficulty in explaining the Campaign as something which was not in conflict with freedom of expression.

### **Networking and co-ordination**

Although the networking opportunities – and successes – were highly valued by nearly everyone, it was also recognised that the presence of different organisations with different priority areas created certain challenges. The challenges were most frequently cited as being practical rather than ideological.

Many felt that they were not sufficiently aware of other initiatives being undertaken by groups in other countries – or sometimes in their own country. This occasionally left groups feeling isolated (or, occasionally, doubting the effectiveness of their campaign).

We need to collect best practices and create one document that is sustainable and contains all the information about the trainees and events organised in the other countries. We definitely have to share all our tools because there are many things existing and we don't know them.

*Participant at the Forum*

### **Security**

A few groups spoke about threats from extremist groups and said that they sometimes felt vulnerable as a result of working for the campaign. Certain participants mentioned death threats and bomb scares.

### **Making a difference?**

This issue recurred at intervals throughout the Forum: people recognised the energy and value of the numerous activities which had been organised under the Campaign; however, they also wondered, in a more philosophical mode, how much difference their actions were having on society as a whole. (This is, of course, a healthy concern, and not unique to this Campaign!) The concern did lead to questions about what the most effective form of action was.

## **Sustainability**

Uncertainty about what would happen once the Campaign closed was mentioned by many groups.

The European Campaign is ending, people from the Portuguese campaign are doing other things, people are leaving the country; we fear that this does not go anywhere.

*Participant at the Forum*

## **Engaging activists**

This was a challenge which was often related to a lack of funding, but also grew out of some of the 'messaging' points, and the 'making a difference' concerns above. Some said they felt it was difficult to bring people on board and then keep them motivated to work on the issue.

## **Involving people from potential target groups**

There were commonly expressed concerns about the difficulties of working with and engaging individuals and groups likely to be the targets of hate speech. Some raised the issue of "always working with the same people" – those who already share the concerns and perhaps already work in the NGO sector.

Some felt that they, and the Campaign, may have neglected certain groups. The disabled, and rural communities were specifically mentioned.

Other groups were mentioned as not having been given a sufficiently high profile, given the increasing amount of resentment towards them in nearly every country. The Roma, refugees / asylum seekers and Muslims were mentioned in this context. So, too, were extreme right groups and neo-fascists, although less commonly.

## **Communication**

This was a point related to messaging but was more to do with some of the activists feeling that a clearer description of the Campaign – for example on the Campaign website – would have helped them, and would also make the goals clearer to the general public.

## V. NEW SKILLS AND COMPETENCES

### MASTERCLASSES IN CAMPAIGNING

The masterclasses were greatly valued and were designed to assist activists in developing new skills or to deepen understanding of various aspects of hate speech. There were 10 masterclasses held on the second day, all facilitated by people who had been actively involved in the Campaign. These masterclasses were intended to support groups and individuals working on other aspects or working in different ways during the next phase of the Campaign.

A brief outline of the workshops is included below, together with some key discussion points.

#### ■ **MASTERCLASS 1: PRODUCING VIDEO FILMS AND ANIMATIONS**

**Facilitator:** *Raquel Abreu*

**Resource people:** *Eszter Drienyovsky, Catarina Correia*

The aim of this masterclass was to introduce participants to the process of creating and editing videos using simple, open software. The facilitators also wanted to convey the message that it is possible to create effective videos without being a professional filmmaker!

The workshop discussed various techniques for creating videos, and participants were given a questionnaire about copyright and privacy laws to alert them to issues such as filming people without consent or using music or images from sites such as YouTube and Google without certainty of infringement on copyright laws. The facilitators explained that in general this is not allowed and that it is better to use other 'creative commons' sites such as [freemusicarchive.org](http://freemusicarchive.org), [commons.wikimedia.org](http://commons.wikimedia.org), or [gratisography.com](http://gratisography.com). Even in these cases, it is important to check the copyright.

For much of the workshop, participants worked in small groups to come up with their own video. Each group was given a topic and movie style and was asked to produce a short video clip (about 90 seconds). They were then introduced to the (free) programme 'Video Pad' and were asked to cut and edit their clip. The workshop ended with everyone showing their video to the rest of the group.

## ■ **MASTERCLASS 2: PERSONAL ACTION – REPORTING AND REACTING TO HATE SPEECH**

**Facilitators:** *Viktor Szabados, Iana Minochkina*

This workshop discussed the need for individual action in monitoring and reporting hate speech and looked at various methods for doing so. The purpose was partly to share experience and motivate participants to act, and also to draft some guidelines for successful action.

The workshop involved some discussion on the nature of hate speech and why it is important to react and address it in its early stages in order to prevent escalation. Participants explored personal motivation, the idea of social responsibility – and the importance of not becoming a “bystander”.

Some of the available online tools were examined, in particular, reporting mechanisms for various social media sites. Participants discussed the importance of using such tools in order to alert service providers and prompt investigation, and perhaps the removal of content. They also raised other possibilities, such as engaging with the individuals responsible for posting abusive content and using national or international agencies or legislation.

The point was raised that removal of content is not the only, or always the best option. The group discussed the importance of education and of establishing structures which make it easier to prevent hate speech or deal with it before it becomes too abusive or too difficult to address.

Other points addressed in the discussion included:

- the need to address the role of politicians, the media and high profile individuals who may have a strong influence over public opinion and help to encourage hate speech
- the importance of establishing networks, co-ordinating actions and finding partners – both online and offline.
- using humour and “spreading love” to those engaging in hate speech, for example: *Thank you hater!*, a song by Beat Bullying, or *Celebrities Read Mean Tweets* on the Jimmy Kimmel Live TV Show
- the need to monitor our own behaviour
- the need to be aware of the possibility of increasing the profile of particular instances of hate by alerting people’s attention to it. This should not hinder action, but should sometimes be a consideration in order to raise awareness.

## ■ **MASTERCLASS 3: FUNCTIONING OF THE NATIONAL CAMPAIGN COMMITTEES**

**Facilitator:** *Andrej Bencel*

**Resource person:** *Ivett Karvalits*

This workshop addressed a number of issues related to the way NCCs work and are funded. It provided an opportunity to share the different models of existence in different countries and to discuss ways of making the work of NCCs more effective.

The main topic discussed covered government / NGO responsibility for NCCs, together with budgetary issues. Based on the experience from different countries, comparative lists of advantages and disadvantages of having governmental NCCs (Table 1) and non-governmental NCCs (Table 2) , were considered.

**Table 1: Governmental NCCs**

Advantages	Disadvantages
Direct financing – often more secure	Sustainability of the project can be threatened
More feasible to attract new stakeholders	May not be a priority for the government – affects financing and the attention given
Potentially more influence with government backing, with a perceived stronger image	The activities can have limited capacity

**Table 2: Non-Governmental NCCs**

Advantages	Disadvantages
Access to grants	Sometimes difficult to access finance (high competition for grants)
Access to human resources e.g. volunteers, activists, interested individuals	Organisations may withdraw from the campaign
Less bureaucratic, more transparent activity	

- The group discussed the difficulty of motivating individuals and organisations to participate in the campaign where funding was absent, or minimal.
- Participants agreed that more support from the Council of Europe would be helpful.
- There was a consensus that the optimal structure was a system of co-management between NGOs and governmental units responsible for overseeing youth policies and human rights issues.

### What participants said ...

If the No Hate Speech Movement is sponsored and controlled by the government, then the latter might influence the issues and topics of the campaign.

The sustainability of the government itself is under question. If it does change, the new government might not be keen on continuing the work of the NCC.

### OTHER ISSUES DISCUSSED INCLUDED:

#### a) Partnerships with other organisations / structures

Participants drew up a list of different possible partners for NCCs, according to their potential value for the campaign. It was agreed that the following were of greatest importance: partnerships with umbrella youth organisations, online youth platforms / magazines, educational departments and offices, student self-government structures (e.g. student councils), volunteers, and youth media (TV, radio).

The group discussed the desirability of creating stronger connections with related associations.

#### b) Communication channels

Participants drew up a list of means of communicating the Message to the public, and discussions included the No Hate Speech Movement in other projects in order to spread the word more effectively.

#### List of communication methods:

- press conferences;
- Online platforms including social media, official website;
- newsletters for NCC partner organisations and activists;
- press releases, media ads;
- printed materials, gadgets, and;
- "in person" activities e.g. street action, outreach activities.

#### c) Structure of the NCC and frequency of meetings

Frequent meetings and clear action plans were agreed to be necessary.

## ■ **MASTERCLASS 4: LEGAL TOOLS TO COMBAT HATE SPEECH**

**Facilitator:** *Bálint Molnár*

**Resource person:** *Jekaterina Kirjuhina*

This masterclass was intended to clarify and deepen participants' understanding of hate speech, and to outline key legal mechanisms available for addressing it. The input from the facilitator and resource person

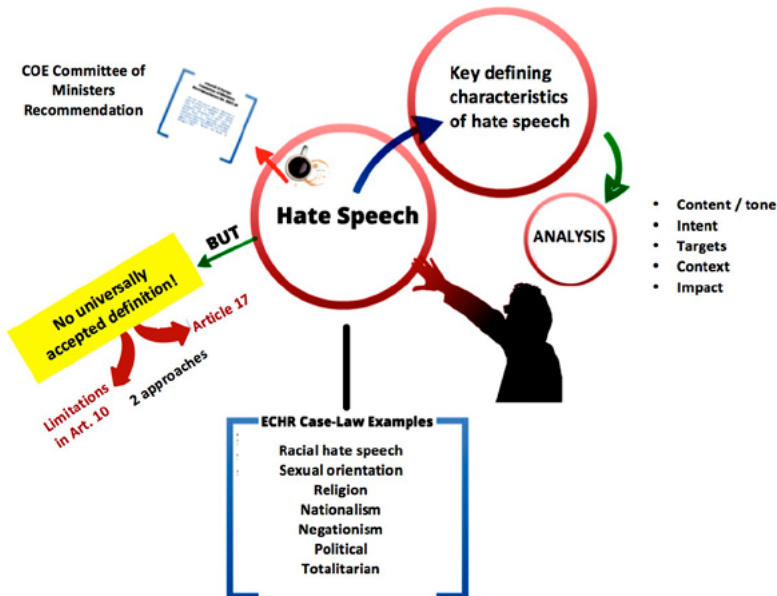


largely followed the areas outlined in the diagram above (an adaptation of a slide used in the session).

An overview of the Council of Europe’s definition<sup>7</sup> and interpretation of hate speech was given. This included the definition from the Committee of Ministers’ Recommendation No. R (97) 20, and a summary of various key characteristics and ‘markers’ which are important in assessing and analysing possible instances of hate speech.

### KEY CHARACTERISTICS IN DEFINING HATE SPEECH:

- Verbal harm: hate speech as a form of verbal (and sometimes non-verbal) violence
- Fear-inducing: hate speech used to induce fear into a person or group of persons by inciting hatred, based on intolerance and discrimination
- Hate speech is often practised by a perceived majority against a perceived threatening minority. It attempts to separate humanity into two distinct groups: the “normal” and the “abnormal” or “deviant”.
- Hate speech often finds its origin in misinformation, stereotypes or cultural norms that are perceived as eternal and unchanging.
- Hate speech is an offence to human dignity as it attempts to dehumanise an entire group of people based on one or more of their perceived negative characteristics.



<sup>7</sup> “the term “hate speech” shall be understood as covering all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, migrants and people of immigrant origin.”

## ‘MARKERS’ USEFUL IN ANALYSING HATE SPEECH

- Content and tone
- Intent of the person responsible for the hate speech
- Potential targets
- Historical and current social context
- Potential consequences

The workshop also outlined key articles in the European Convention (Articles 10, 11 and 17) and discussed a number of cases from the European Court. To consolidate some of the concepts, the activity ‘Freedom unlimited?’ from Bookmarks was used. The debriefing of this activity led to a discussion on possible measures to be used in preventing and combating hate speech online.

At the end of the workshop, participants agreed that in addition to further awareness-raising and educational initiatives under the Campaign, it might also be useful to promote educational programmes for judges and media specialists.

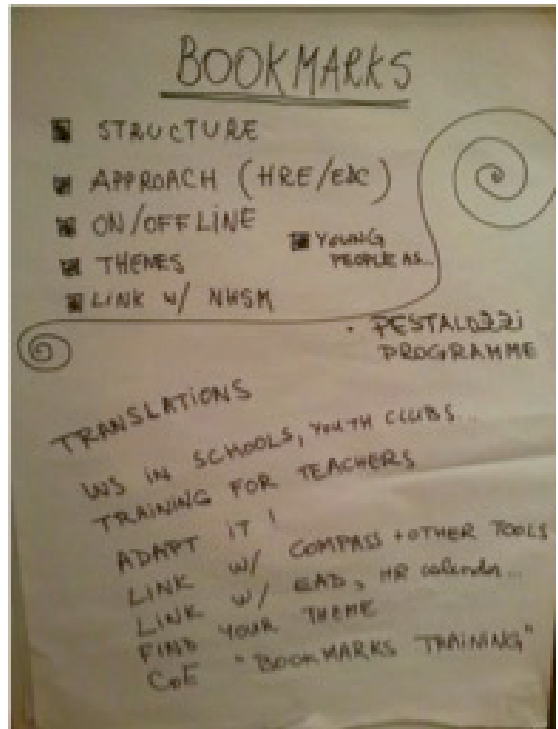
## ■ **MASTERCLASS 5: HOW TO USE BOOKMARKS EFFECTIVELY**

**Facilitator:** *Mara Georgescu*

The workshop was intended to introduce and explore Bookmarks and to discuss how it could be used effectively by activists. The activity ‘Saying it worse’ was used to open discussion among participants on the concept of hate speech, and to introduce points relating to the methodology used in the manual. The workshop closed with some comments and recommendations from the group on how they felt they could use Bookmarks in their work.

### **SUGGESTIONS FOR USING BOOKMARKS**

- Working with young teachers as they are often motivated to build young people’s competences and explore new approaches
- Pairing teachers and students to do workshops together



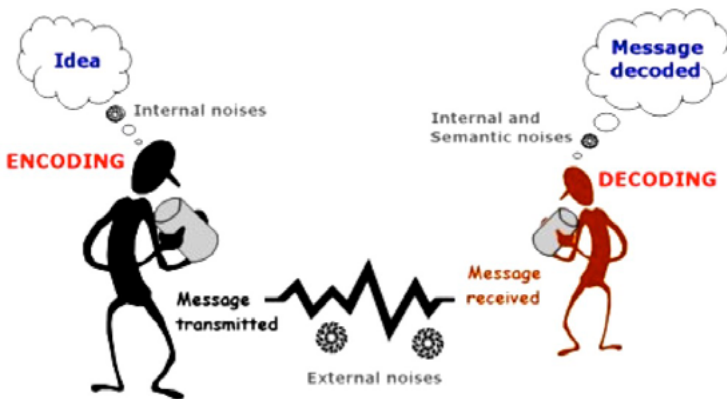
- Approaching head teachers and schools directly, particularly indicating areas or methods which are already demanded by the curriculum. Participants recognised that teachers can find it helpful to have worked examples and activities, although there was also concern that some have been cautious about such activities affecting their credibility among colleagues.

## COMMENTS AND FEEDBACK

- Facilitators and participants who have made use of Bookmarks often feel uncertain about measures they can take to address the problem directly. Many ask for technical details on how to approach perpetrators. It was suggested that some positive examples illustrating effective work in this area might be helpful.
- Participants found the workshop very helpful and also noted the useful comments and suggestions from other members of the group. They felt more encouraged, and better able to begin work using the manual.

## ■ MASTERCLASS 6: BRANDING AND VISIBILITY

**Facilitator:** *Ana Mirkovic*



This workshop aimed to raise questions and encourage thinking about branding, including issues such as:

- the 'values' of different brands;
- mission;
- vision, and;
- audience and communication channels.

The message of the workshop was that understanding the process of branding would assist in sharing and communicating the value of the Campaign's 'brand'.

The workshop explored the general concept of branding, including looking at some well-known commercial brands. These were used to identify key messages and think about important methods and approaches, both in the process of creating brands, and in their communication by means of different channels.

### Example: Twitter

- There are 1 billion registered Twitter users.
- There are 100 million daily active users worldwide.
- 170 minutes per month are spent on Twitter.
- 29% of young people (aged 15 to 34) are on Twitter.
- 26% of teens consider Twitter their favourite networking site.

### The facilitator brought out some key points:

- Brands are built on what people are saying about you, not about what you are saying about yourself.
- Why do we need brands? To convince people that there is no-one like us!
- Everyone can have ideas. The important thing is putting them into practice.
- Brand is emotion: people begin to feel that they can identify with favourite brands.



### What participants said ...

- Let's use social media to show that good people are the majority!!!
- We must use social media because WE ARE ALL THERE.
- Interactive communication is the first thing that we should have in mind when we try to make some brand!!
- The No Hate Speech "balloon" is not just a balloon, it is balloon filled with love.
- We need to do less speaking about form and take more action!

## ■ **MASTERCLASS 7: INVOLVING YOUNG PEOPLE FROM RURAL AREAS**

**Facilitators:** Igor Bericic, Aleksandra Mitrovic-Knežević

This workshop looked at some of the particular challenges of working with young people living in rural areas, and discussed effective ways of overcoming these difficulties.

The facilitators talked about their own experience and presented a series of considerations important in working in rural areas.

### **SIX TIPS FROM THEORY AND EXPERIENCE:**

#### 1. Direct contact

Engage with young people directly: use ‘live chat’ and open-door events (e.g. concerts, performances, tournaments, awards); “Give them love not only leaflets”.

#### 2. Go to where young people are!

Try to bring in new target groups: surprise them, for example with a party. Visit schools.

#### 3. Keep it interesting – link into young people’s own world

- Show them the fun side; let them see that they can travel as activists.
- Use a “youthful and exciting” style: ask them to make promotional materials and design activities.
- Use tailor made approaches for special groups.

#### 4. Young people are not an island

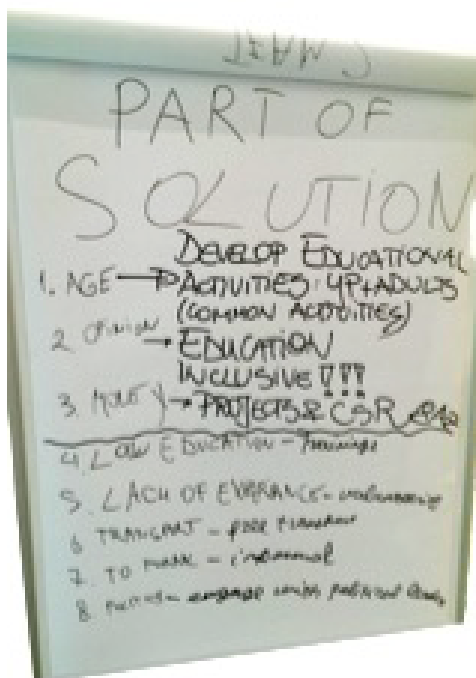
- Remember the two-way influence on friends and families. Special groups may need tailor-made approaches.

#### 5. Peer-to-peer communication

- Keep young people on board and bear in mind issues of intercultural dialogue.

#### 6. Building it up step-by-step

- Take things in stages, warm up, and build partnerships with rural youth organisations.



## THE CAMPAIGN IN SERBIA

The facilitator gave some examples of approaches used in Serbian rural areas:

- Engaging sports personalities as ambassadors. This helped with media coverage and was immediately appealing to young people.
- Holding conferences and debates involving educators, experts, parents and young people.
- Summer festivals organised by volunteers and held in five different cities.

## IDEAS FROM THE GROUP

Participants were divided into two groups and asked to list their own proposals on how to reach young people in rural areas, as well as some of the challenges that might arise.

Ideas	Challenges
<ul style="list-style-type: none"> <li>• Flash mob</li> <li>• Street art</li> <li>• Sports activities</li> <li>• Youth intercultural games between different communities</li> <li>• Parties</li> <li>• Festivals</li> </ul>	<ul style="list-style-type: none"> <li>• Education law</li> <li>• Lack of experience</li> <li>• Transport links</li> <li>• Political concerns</li> <li>• Age differences</li> <li>• Public opinion</li> <li>• Lack of funding</li> </ul>

## OVERCOMING THE CHALLENGES

The group considered some of the above proposals and formulated their own proposals:

- Formal and non-formal training courses for parents, teachers and the general public
- Encouraging volunteering
- Offering free transport
- Keeping activities informal
- Engaging with political and local leaders: persuading them to support the campaign
- Developing joint activities for both young people and adults
- Making education inclusive
- Developing projects and contacting socially responsible companies.

## ■ **MASTERCLASS 8: THE ROLE OF HATE SPEECH IN CONFLICTS AND CONFLICT-STRICKEN AREAS**

**Facilitator:** *Edouard Portefaix*

This workshop looked at the causes and effects of hate speech in relation to conflict. It aimed to provide participants with better tools for analysing conflict, and a better understanding of the particular role that hate speech can play in contributing to its escalation. Participants were asked to think about their own examples of hate speech and to offer proposals under the Campaign for ways of addressing hate speech in conflict regions.

The facilitator gave a brief overview of conflict analysis and raised some of the challenges related to addressing hate speech in conflict-stricken areas.

### **ISSUES RAISED BY THE FACILITATOR**

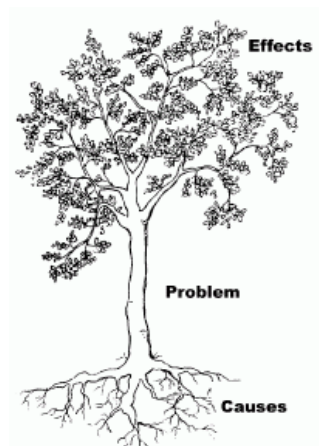
1. Conflicting groups live in close geographic proximity. They have direct experience of violent trauma and they associate this with their perceived enemies. This is sometimes tied to a history of grievance and enmity that has accumulated over generations. People in conflict areas often live as neighbours and yet are locked into long-standing cycles of hostile interactions. The conflicts are characterised by deep-rooted, intense animosity, fear and severe stereotyping.
2. Hate speech can contribute to conflict both at the start and once the conflict has become violent. It can help to pave the way for conflict: as a political tool it is often used to prepare people for confrontation. During a conflict, hate speech tends to contribute to conflict escalation. Key to this is the dehumanisation process: If the other side is seen as “something” and not someone, it becomes easier to engage in violence towards them and deny them human rights.

### **ANALYSING CAUSES AND EFFECTS**

Participants worked in small groups and looked at the issue of hate speech in times of conflict using a problem tree tool.

#### **Causes identified:**

Historical background, legislation, non-democratic society, stereotypes, a lack of education, differing national interests, culture, fear, ethnicity, religion, geography, prejudice, populism, propaganda, differences (societal, cultural, historical, religious), emotions, a lack of a balanced education in history, historical myths, violent conflict events.



### **Effects identified:**

Social exclusion, stereotyping, aggressive communications, political uncertainty, persecution of minorities, conflict escalation, armed state intervention, dehumanisation of others, binary sides – (dichotomy between ‘us’ and ‘them’), misunderstanding, miscommunication, restriction of freedom of speech.

### **POINTS FROM THE DISCUSSION**

- Participants thought about how the No Hate Speech Movement could take action on hate speech in a conflict situation. It was felt that young people should play an active role in breaking the dynamic of hatred.
- Lack of contact between opposing sides was seen as one of the key issues. The No Hate Speech Movement could look at encouraging people to meet and could support an online platform for people to meet online and share real life stories. Online platforms could be a means to promote dialogue, but would need moderation. It may be possible to use the existing platform.
- There is a need for facilitated dialogue both online and offline. It was felt by some that face-to-face supported exchanges are more effective, at least to begin with. Online discussion could follow, but it was thought that this would be very difficult to facilitate.
- The No Hate Speech Movement could work with peace building NGOs and build partnerships.
- Develop a myth-busting resource, which could be shared on the online platform. Examples could include YouTube videos: Slovakia and Hungary undertook a joint project on education of history.
- The message needs to be sent out that young people do not have to take sides! Blog posts for the No Hate Speech Movement blog were proposed as a means of sending this message.

## **■ MASTERCLASS 9: GENDER-BASED HATE SPEECH**

**Facilitator:** *Asha Vidanović*

**Resource person:** *Eirik Rise*

This was a very well-attended workshop designed to help with identifying different types of gender-based hate speech and to discuss ways of addressing it. The input and discussion covered common forms, key target groups and perpetrators, and considered gender-based hate speech from the perspective of human rights. Various best practices within the No Hate Speech Movement were also presented.

### **From the resource person’s input:**

- Eirik Rise spoke of his own experience of combating gender-based hatred at IGLYO (the European support network on Gay, Lesbian, Bisexual, Transgender and Queer youth).
- He raised the possibility of challenging societal norms in a constructive way, known as ‘norm criticism’. Two ways of doing this include recognising your own privileged position in society, and questioning



the strict gender binary of man and woman (known as heteronormativity). One example of the latter is to question 'straight privilege': this involves asking people when they "came out as straight" to their parents. Such approaches can be provocative and creative.

## FROM THE DISCUSSION

Participants were asked to think about two key questions:

1. What does the phrase 'gender-based hate speech' mean to you?

This question led to various responses, and a certain amount of confusion (and tension). Participants agreed that despite the difficulties of defining 'gender', gender-based hate speech could be seen to include at least the following:

- Sexist slurs, hate based on perceived stereotypes, degrading femininity by criticising someone as "effeminate", "essentialising" masculinity, slut-shaming, double standards for men and women, and street harassment.
2. What is the difference between gender-based violence and gender-based hate speech?

One participant commented that "hate speech is a kind of violence", which led to a discussion about words as "weapons". There was agreement that hatred is a form of violence and verbal violence is real. It can also lead to physical violence and self-destruction.

### What participants said ...

Physical violence destroys you from the outside in; verbal violence from the inside out.

I think I am normal but society doesn't agree.

F\*\*\* normal, I want diversity.

## CONCLUSIONS FROM THE GROUP

- We need to address: sexism (and subtle sexism), gender-based violence, electronic / digital violence, silencing the victim, language, power structures, society.
- We need to encourage: gender diversity and expression, educating the educators, norm criticism, support for organisations working on the issues, respect for the cultural and historical context of different countries.
- We need to conduct more research on the attackers and violators of hate speech. The Campaign has concentrated on victims and targets, but has done little to understand the perpetrators of hate speech across Europe.

## ■ **MASTERCLASS 10: PREPARING THE ACTION DAY FOR 10 DECEMBER 2014**

**Facilitator:** *László Földi*

**Resource person:** *Darek Grzemny*

This masterclass was designed to reflect on the purpose and impact of previous European Action Days and to make specific plans for the European Action Day for 10 December 2014. The group was particularly encouraged to use the last official Action Day under the Campaign to bring out the link with human rights, to use it as an opportunity to raise awareness on human rights and to show how the work carried out by Campaign activists has already helped to protect rights online.

Considerable time was spent discussing and analysing previous Action Days. There was general agreement that it has been possible to reach the widest audience by using videos, memes, and blog or Facebook posts, particularly those with images.

### **ASSESSING COMPETENCES IN THE GROUP**

As a preliminary to the discussion on possible actions for 10 December, the group made a list of their own competences<sup>8</sup>.

- Facebook and Twitter – all
- Other internet tools – most people
- Creating networks of activists – about half of the group
- Training / education – 4 people
- Organising flash mobs – 3 people
- Creative / artistic – 6 people
- Mobilising people – all
- Involving people from minority groups – 3 people.

*Other competences listed by everyone included: acting as ambassadors for the Campaign, motivating and energising, sports, branding, creating partnerships, and tolerance.*

### **ACTION PLANNING**

Participants worked in two small groups to devise plans for the Action Day on 10 December. The work was divided into online and offline activities.

#### **Online activities**

1. Selecting one area of human rights for each day of the week (one day on political rights, one day on social rights, etc.). This would form the basis for the online action.

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<sup>8</sup> There were 9 people in the group for this workshop.

2. Preparing (online) human rights cards which would be used on each day to focus on different rights: "I am using my rights to ...", "Without this right I would not be able to ...".
3. Completing the definitions in Hate Speech Watch (HSW): the group will fill in remaining definitions related to the European Action Days.
4. Blog posts
5. A general (simple) quiz: Do you know which rights you have?

The motto: 'RIGHTS, RIGHT NOW!'

### **Offline activities**

1. 'Public word carrier': pose questions to people on the street related to hate speech and human rights online. People can comment or write their responses.
2. Human rights Live TV Day. As many who can, of the No Hate Speech Movement activists will be meeting in Strasbourg on 9 and 10 December, they can go to the city centre and involve people by conducting interviews and asking questions. This could be filmed.
3. Selfie: Which human right do I feel today?
4. Creating a 'path' of human rights and giving people the chance to read them.
5. What do human rights look like? Conducting interviews with people.
6. 'Social Experiments': repeating the same action in different countries and filming the reactions.

## VI. PLANNING FOR THE FUTURE

The last day of the Forum was devoted to looking backwards to the previous few months of the Campaign – and looking forward. The main activity was a series of 11 parallel workshops addressing different aspects of work on hate speech. The purpose was for each group to draw up a list of key proposals for the area under discussion. Included in the next section is the content from the slides produced by groups to be presented to the rest of the Forum. Where available, brief notes on additional points discussed in each group have been added.

There was also a rich discussion on the Message from the Forum to the Council of Europe and its member states. Participants received a first draft and were invited to submit amendments or proposals in writing. Each amendment was then discussed with the whole Forum and a revised version, where appropriate, was incorporated into the Message. Although there were numerous recommendations, many of which were adopted, the general tenor of the first draft was not disputed. The debates centred on wording and on certain key messages that participants either felt were lacking, or should be reflected differently. The final Message can be found in this report on page 12.

### WORKING GROUPS: PLANNING FOR THE FUTURE

#### ■ **WORKSHOP 1: INTERNET GOVERNANCE**

**Facilitators:** *Sergio Belfor, Vasily Bylov*

##### **Proposals**

- There has been an enormous rise in the role of the Internet. The number of internet users and internet connected services make it increasingly important to address the questions of security and privacy online.
- Internet Governance is a multi-stakeholder process which includes businesses, civil society and international organisations, including the UN's Internet Governance Forum and European Dialogue on Internet Governance (CoE). Young people and contributors to the No Hate Speech Movement should also be included in these dialogues at all levels.
- Since the launch of the No Hate Speech Movement, both the issue of hate speech and the Campaign itself were included in the EuroDIG 2013 and 2014. However, as this will come to an end in March 2015, there are questions over representation in June 2015.
- We have to make sure that these topics are included in 2015 and beyond.
- We call for the establishment of a special fund or organisation which will have the aim of continuing co-ordination of the processes and mechanisms which have been identified since the No Hate Speech Movement was first launched.

### **Cross-platform button**

- Based on the Internet Governance Strategy of the Council of Europe, a labelling system should be introduced which will improve the assurance of online safety (similar to the standard of compulsory seat belts in cars worldwide).
- Proposals for implementing this strategy are essential. Social media service providers have their own systems for reporting but it is often not easy for recreational users to find these or use them. A cross-platform button which makes it easier to report, flag or mark content and which gives direct feedback to the authors of content could be a more effective mechanism.
- Possible goals: education about hate speech, information about help channels and help points, a unified reporting system.
- Possible functions: reporting, flagging and marking content, and providing direct feedback to authors of content.

## **■ WORKSHOP 2: EDUCATIONAL POLICIES**

**Facilitators:** *Anca-Ruxandra Pandea, Zakia Akkouch*

### **Proposals**

#### **Recommendations to the No Hate Speech Movement**

- Revising the current definition of hate speech to include groups that are excluded today
- The evaluation conference should spend more time on education to consider what to do after March 2015.
- An improved and more focussed approach towards the training of activists Recommendation: building on existing successful models for training (such as Finland's)
- Continuing the Campaign after 2015 and revising the CoE support.

#### **Recommendations to the CoE**

- Supporting measures to ensure Human Rights Education (HRE) is included in formal education: supporting training courses which bring together different types of educators
- Emphasising the role of education in ECRI (policy paper)
- Improving follow-up and monitoring of the Campaign.

#### **Recommendations to member states**

- Strong need for economic and institutional support
- Providing a legal framework for hate speech and supporting educational efforts
- Ensuring a strong partnership between NGOs and formal education
- Ensuring provisions for peer education and training and for NGO involvement in formal education.

### **Notes on the discussion:**

- The group paid attention to the need for the Campaign to address both formal and non-formal education, and to be aware of differences.
- The importance of the Council of Europe Charter on Education for Democratic Citizenship and Human Rights Education was highlighted.
- Examples from Norway were presented, such as the Manifesto against bullying and the learning website [www.minstemme.no](http://www.minstemme.no) (My voice/vote) which has been used to facilitate online participation for students.

## ■ **WORKSHOP 3: YOUTH POLICIES**

**Facilitator:** *Aleksandra Mitrovic-Knežević*

A presentation of the Serbian campaign was given to prompt discussion. The presentation covered the first steps of the campaign, bodies represented on the NCC, the main objectives and activities undertaken – both online and offline – and the role of strategic planning.

### **Proposals**

- Young people and all actors in general should know what their opportunities for influencing youth policy are.
- Target groups have to be involved, working more with target groups than for target groups.
- Introduction of the system of co-management in youth policy at all levels. The importance of using all available means of communication with different groups (consultations, structured dialogue, etc.).
- A situation analysis has to be carried out at the beginning, in order to provide an evidence base for future policies.
- Work should be based on transparency and sustainability, and not only on the availability of funds.
- Develop a long-term strategy: clarification of tasks for different actors, always maintaining the principle of transparency.
- Connect stakeholders at all levels from local to European, respecting the principle of co-management. Co-operation before confrontation!
- Emphasize that the No Hate Speech Movement is a youth-led movement which has to be spread on all levels and territories.

## ■ **WORKSHOP 4: LEGAL MEASURES**

**Facilitator:** *Bálint Molnár*

### **Proposals**

#### **Recommendations on legal measures to the No Hate Speech Movement and National Campaign Committees**

- The No Hate Speech Movement should advocate for ratification and implementation of the Additional Protocol of the Budapest Convention in every country.
- NCCs should campaign for transposition, implementation and application.
- A strategy may be needed on advocacy: an international campaign?
- Soft law: support the implementation of guidelines for online content, and promote them in every country. Target regulatory agencies for the news media?
- Training and educational activities for law enforcers. (This could be undertaken by NCCs.)
- Raise awareness of civil law measures, in line with the recommendation of the Council of Europe Committee of Ministers. These may be easier to apply than criminal law measures.
- Raise awareness among the wider public of available NGO support and of campaigning and advocacy activities undertaken by non-governmental organisations.

### **Message:**

- Ban / eradicate discrimination based on gender.
- Increase awareness of any successful examples using existing legal mechanisms.

### **Other topics discussed:**

- Differences across the region – for example, ratification / non-ratification of the Additional Protocol, different national laws, and differences in the target groups named or identified.
- Should hate speech be banned!?
- The importance of relying not only on hard law and not only on criminal law. Often soft law is more effective.

## ■ **WORKSHOP 5: ANTI-DISCRIMINATION POLICIES**

**Facilitator:** *Dariusz Grzemny*

### **Proposals**

- Redefine the definition of hate speech: take into account multiple discrimination and include all domains where hate speech occurs. (The online dimension is not visible in the definition.)

- Update national anti-discrimination strategies to include hate speech.
- Link hate speech to hate crime in the law.
- Train different professionals, for example, journalists, the police, teachers, and law professionals, in hate speech. Underline the connection with discrimination.
- Support the Human Rights Commissioner in ensuring that monitoring of anti-discrimination strategies includes hate speech online.
- Recognise the positive examples where anti-discrimination measures have been successful in relation to hate speech.
- Include anti-discrimination and hate speech within school curricula.
- Organise training courses for young politicians on the role of the Council of Europe in combating discrimination and hate speech.
- Share good practices in dealing with hate speech. Use these practices to create tools.
- Include and involve people targeted by hate speech (e.g. minorities, etc.) both in training initiatives and in developing anti-discrimination policies.

## ■ **WORKSHOP 6: THE FUTURE OF THE NETWORK AND LEGACY OF THE MOVEMENT**

Facilitator: Gubaz Koberidze

The group carried out a SWOT analysis on the Campaign so far. As strengths, they recognised the relevance of the topic, the number of activists and actions, successes under the Campaign, and the tolerance and openness of participants, amongst other things. As weaknesses, they recognised the inadequacy of information about NCC activities, the difficulty in reaching out to all target groups and members of the public, insufficient engagement with the media, and lack of communication between NGOs working in the same field, amongst other things.

Together with the opportunities and threats, these discussions led to the following proposals for the Forum.

### **Proposals**

- Use the Forum Message as documentation of best practice and achievements. It is important to recognise the extent of the movement and the materials produced as a result of the Campaign.
- Have a public database containing all materials produced (tools, statistics, and best practice) and a report with recorded successes from National Co-ordinators.
- Addressing the media: Compile manuals, guidelines, and information on how to deal with hate speech in the media.
- Produce an address book of stakeholders who can be contacted for support (to include CoE institutions or instruments, NGOs, and lawyers), and a map showing networks of co-operation and partnership as a result of the Campaign.
- Establish a code of conduct for the digital citizen (e-democracy, media literacy, Twitter, etc.).



- Have an online and offline security policy for the No Hate Speech Movement (privacy, safety, and potential risks for the online activist).
- Get a letter of support from Committee of Ministers or the Parliamentary Assembly of the Council of Europe for the movement
- Make the No Hate Speech Movement platform accessible for people with disabilities.

## ■ **WORKSHOP 7: THE CLOSING OF THE CAMPAIGN AND FUTURE OF THE PLATFORM**

**Facilitator:** *Ian McGahon*

### **Proposals**

- Underlying message: the closing should be used to encourage the continuation of the No Hate Speech Movement at a national level.

### **Actions on the closing of the Campaign:**

- Online actions:
  - The launch of a digital booklet outlining how to react to, and how to address hate speech online, using practical examples from different countries
  - An online resource database with contact information of organisations which have carried out activities under the Campaign
  - A joint No Hate Speech Movement video (involving NCCs).
- Offline action: a creative closing ceremony involving young people should be used to support the continuation of the Movement.

### **Future of the platform:**

- The No Hate Speech Movement website should be kept.
- There is a need for one contact person.
- A survey / questionnaire should be sent to NCCs on which parts of the website have been most useful for their work. The parts identified as not useful are to be closed.
- The Campaign blog has been identified as the best asset of the website: it is strongly recommended that this be kept.
- Hate Speech Watch should be kept as a resource for educational work.
- Facebook and Twitter accounts should be kept and administered by a volunteer working group. The number of Facebook administrators should be increased to one for each region / country. NCCs should be granted access to the No Hate Speech Movement Facebook page.
- There is a need for clear guidelines for (future) administrators of the online platforms.

- The Council of Europe should make recommendations to Ministries and Governments encouraging them to support the No Hate Speech Movement at a national level.

#### **Further discussion points**

- Hate Speech Watch on the European platform and Hate Speech Watch on national platforms are not connected, and there is no common database.
- Additional features are needed to ensure the follow-up of reports to Hate Speech Watch.
- There is a great need to ensure anonymity when reporting to Hate Speech Watch.
- The 'Join the Movement' part of the website platform was seen to be too crowded, and is not generating user engagement.

## **■ WORKSHOP 8: THE ONLINE COMMUNITY**

**Facilitator:** *Matej Manevski*

### **Proposals**

#### **Challenges of the online community**

- Should it be enlarged? If yes, how? If no, why not?
- How can activists be kept motivated?
- How can a strong sense of responsibility be generated?
- How can more visibility be given to the Movement and its online community?
- How can more people be involved in the online community?
- What will happen to the community when the Campaign ends?

#### **Recommendations regarding the online community**

- Try to involve the national campaigns on specific issues and at specific times.
- Use email communication rather than social media.
- Encourage other online news content providers to devote coverage to the Movement.
- Create a calendar.
- Propose internships for students: activism is an opportunity for learning.
- Ask people about their experience: involve them.
- Webinars could be organised.
- Call on governments to support the online presence of the Movement.
- Call for support from people who were not explicitly covered under the Campaign (e.g. sex-workers as targets of hate speech).
- Show young people how to become involved in the Movement, e.g. on a banner, or with guidelines.
- Introduce the Campaign to people by inviting them to take part in online actions for two hours. Some may be motivated to stay in the community.

## ■ **WORKSHOP 9: REMAINING ACTION DAYS**

**Facilitator:** *Mara Georgescu*

### **Proposals**

#### **9 November – Antisemitism + Fascism**

Barbara Jędrzejczyk described previous action days in Poland where they tried to connect online and offline actions. They used petitions, held a campaign stand in the city, refreshed profile on social media, wrote online articles, made marches, increased publicity and had contact with the media.

- Promote the Polish event where there will be a forum and opening of the Museum of the History of Polish Jews.

#### **27 January – Holocaust Remembrance Day**

- Be aware of different days of commemoration at a national level. (e.g. The Netherlands commemorates this on 4 and 5 May.)

#### **10 February – Safer Internet Day**

- Translate the Ukrainian online safety recommendations for parents and young people.
- Hold a contest of training exercises on online safety.
- Promote Bookmarks in science articles for teachers.
- Get bloggers / famous figures to join NCC actions.
- Raise awareness: use hashtags / Instagram. (e.g. Take a photo with the hashtag, etc.)

#### **21 March – Racial Discrimination**

- Address racism in political discourse.
- Use teasers / business cards to attract people to the website.
- Find catching messages and events to pass on to the No Hate Speech Movement.
- Counter-narrative – use:
  - School activities
  - Artists: songs / concerts
  - Photo booth
  - Graffiti walls.

## ■ **WORKSHOP 10: A PROGRAMME FOR 22ND JULY**

**Facilitator:** *Eirik Rise*

### **Proposals**

#### **22 July – European Day for the Victims of Hate Crimes**

Message of the Day: solidarity with victims, and prevention, education, and creating an awareness of hate crimes

- It is important to speak about it and make people do the same.

#### **Education activities**

- There are many different types of education activities, depending on the country and other relevant cultural factors. Activities could be in schools and in the European Youth Centres.
- Materials, training and training for trainers are all important, but there is a need to develop a specific methodology, including different strategies and activities.
- It is important to have the support of the CoE. This support helps to put pressure on governments to do something, and, if possible, to provide funding.

#### **Remembrance**

- Solidarity actions, for example, standing in front of the Norwegian Embassy in different countries. It is advisable if possible to include the Ambassador.
- A website for the European Day to help with educational aspects, with remembrance and other areas.

#### **Support and empowerment for victims**

- It is important to show solidarity as well as organise actions.

## VII. CONCLUDING REMARKS

### ***PRESENTED AT THE FORUM***

The comments from the Rapporteur presented at the Forum offered a brief reflection on some of the issues which had been most striking throughout the course of the three-day event. The first point to be noted was that a huge amount had been achieved. The number of initiatives and the variety of approaches could not but fail to impress.

The presentation addressed some of the challenges inherent in the idea of an ‘educational campaign’. Education and campaigning are sometimes seen as offering alternative ways of addressing a particular issue (see box below). Although the combination of both approaches within one programme has the potential to incorporate the strengths of each, it can also lead to certain tensions. In particular, attempting to create a high profile campaign may mean that long-term educational initiatives are given lower prominence. The Rapporteur noted that, with a few exceptions, most of the work carried out under the Campaign appeared to have been focussed on the ‘campaign’ side of the coin.

Campaigning	Education
<ul style="list-style-type: none"> <li>• Short-term / finite</li> <li>• Simplifies</li> <li>• Targets mass audiences</li> <li>• Provides answers</li> </ul>	<ul style="list-style-type: none"> <li>• Long-term / open-ended</li> <li>• Unwraps, explores</li> <li>• Individualised</li> <li>• Raises questions</li> </ul>

This led to a few remarks related to some of the challenges of working on hate speech, and, in particular, the need to plan effectively, look at the long-term goals and build on educational initiatives. Only by addressing the underlying causes, unpacking the concept of hate speech, and drawing out the connections with human rights can we hope to meet many of the concerns raised by participants about the impact of their actions.

Finally, the presentation aimed to remind participants that for these longer-term initiatives, a targeted approach, often individualised to the learner and always taking into account the social, cultural and political contexts, is essential. It was noted that many groups became involved in the Campaign through their work with particular target groups or against particular forms of discrimination, for example, LGBT issues or Romaphobia. The question was raised as to whether such a single-issue focus can at times draw attention away from the broader issues or make it more difficult to frame the issues of the Campaign in general human rights terms.

The remarks concluded with a reminder to participants to recall and celebrate the small steps – and the large steps – which they had taken to address this issue. Every campaign takes time, and it is often hard to see the progress from the inside. They were encouraged to step back, to value every small achievement and appreciate the foundations they had laid for future work, and then to build on them!

## VIII. APPENDICES

### ***AFTER THE FORUM***

The energy and enthusiasm at the Forum were very visible. The evaluation forms for the event recorded a high level of satisfaction with the formal programme, and as with any such event, the opportunities for interacting, sharing, learning and establishing new contacts outside the formal programme were probably at least as highly valued. Private conversations showed how much participants appreciated the opportunity to meet representatives from other organisations and countries.

There were, of course, points of disagreement – on points of substance as well as on practical matters. At times, there were perhaps concerns or criticisms towards those working in different contexts or with different challenges and priorities which need not have become a source of tension. The cultural differences and the range of political contexts within which groups were working were significant. However, it was a mark of the strong commitment to people’s individual principles – and the principles of the Campaign – that certain issues at times hindered smooth communication.

As an observer of the event, the range of different strategies and extent of the work carried out across the region was impressive. It was particularly so, given the difficulties faced by every group in every country.

It has not been possible to represent the full range of those activities nor the full extent of challenges and obstacles within the pages of this report. The activists themselves will recognise the gaps. However, if every activist involved in the Campaign imagines that the gaps for every other country are at least as great, some picture of the mass of actions and activities across the region can be formed. As many of the participants responded, when asked to list achievements, “The Campaign exists!”

It does indeed, and they have made it so.

*Ellie Keen*

December 2014



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### **Serbia**

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*Movement against Intolerance*

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**Rapporteur**

Ellie Keen

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*Council of Europe office in Azerbaijan*



## PROGRAMME OF THE FORUM

### WEDNESDAY, 1 OCTOBER

- 19:00 Travel to Gabala  
Informal activities  
Registration (on arrival to the hotel)

### THURSDAY, 2 OCTOBER

- 09:00 Starting together
- *Welcome* together
  - *Clarifying* the programme and methodology of the Forum
  - *Sharing* the state of play of the Movement
  - *Moving* together
- 10:45 Break
- 11:15 Moving against hate speech in pictures
- 11:25 Opening of the Forum by speakers from:
- The Administration of the President of the Republic of Azerbaijan
  - The Directorate of Democratic Citizenship and Participation, Council of Europe
  - Joint Council on Youth, Council of Europe
  - The Council of Europe Office in Azerbaijan
  - The Ministry of Youth and Sport of the Republic of Azerbaijan
  - The National Assembly of Youth Organisations of the Republic of Azerbaijan
  - The City of Gabala
- 12:30 Lunch
- 14:30 **Hate speech and discrimination here and now**, round-table with Campaign experts and activists covering issues of the Action Days:
- **Online bullying and safety**, *Satu Valtere*, national co-ordinator for Finland
  - **Racism and discrimination**, *Ana Carla Laura Lopez*, online Campaign activist
  - **Antigypsism**, *Aisling Twomney*, Pavee Point for Roma and Travellers
  - **Homophobia and transphobia**, *Roh Petas*, Advisory Council on Youth
  - **Hate speech targeting refugees and asylum seekers**, *Abdi Addow*, Voice of Young Refugees in Europe
  - **Islamophobia and religious intolerance**, *Youssef Himmat*, Advisory Council on Youth
  - **Antisemitism**, *Bálint Józsa*, *National campaign of Hungary*
- 15:45 Break



16:15 *Sharing and discussing* **Hate speech in the national contexts** in working groups facilitated by members of the Preparatory Group of the forum:

- Group 1 – with *Aleksandra Vidanovic*
- Group 2 – with *Zora Csalagovits*
- Group 3 – with *Anca-Ruxandra Pandea*
- Group 4 – with *Mara Georgescu*
- Group 5 – with *László Földi*
- Group 6 – with *Sergio Belfor*
- Group 7 – with *Youssef Himmat*
- Group 8 – with *Bálint Molnár*
- Group 9 – with *Marina Filaretova*
- Group 10 – with *Iana Minoshkina*

18:45 *Displaying the Movement* – exhibition of national campaign initiatives and materials

20:30 Dinner and social programme

## **FRIDAY, 3 OCTOBER**

09:00 Reporting tweets from the working groups of the previous day

10:00 Sharing achievements as a movement

Working groups on achievements, challenges, gaps and remaining missions for human rights online and a better Internet

- Group 1 – facilitated by László Földi
- Group 2 – facilitated by Youssef Himmat
- Group 3 – facilitated by Sergio Belfor
- Group 4 – facilitated by Cristina Mancigotti
- Group 5 – facilitated by Andrej Bencel
- Group 6 - facilitated by Zora Csalagovits
- Group 7 – facilitated by Aleksandra Vidanovic
- Group 8 – facilitated by Adina Calafateanu
- Group 9 – facilitated by Matej Manevski
- Group 10 – facilitated by Dariusz Grzemny

12:30 Lunch

14:30 **Campaigning Masterclasses: Sharing and Learning experiences in workshops**

- 1. Producing video films and animations**, facilitated by Raquel Abreu, with Eszter Drienyovski and Catarina Correia, No Hate Ninjas
- 2. Personal action: reporting and reacting to hate speech**, facilitated by Viktor Szabados and Iana Minoshkina, campaign activists

- 3. Functioning of national committees**, facilitated by Andrej Bencel, with Ivett Karvalits, national co-ordinators
- 4. Legal tools to combat hate speech**, facilitated by Bálint Molnár, Council of Europe, with Jekatarina Kirjuhina, human rights activist
- 5. How to use Bookmarks effectively**, facilitated by Mara Georgescu, Council of Europe
- 6. Branding and visibility**, facilitated by Ana Mirkovic, Digital Communications Institute
- 7. Involving young people from rural areas**, facilitated by Igor Bericic with Ivan Zivkovic, national campaign of Serbia
- 8. Combating hate speech in conflict-stricken areas**, facilitated by Edouard Portefaix, trainer
- 9. Combating gender-based hate speech**, facilitated by Aleksandra Vidanovic, trainer, with Roh Petas, Advisory Council on Youth
- 10. Common action for 10 December**, facilitated by Dariusz Grzemny, with László Földi, trainer and online Campaign co-ordinator

18:00 *Discovering* Gabala

20:30 Gala farewell dinner

## **SATURDAY, 4 OCTOBER**

08:30 Transfer from the hotels to the Heydar Aliyev Congress Center

09:00 **Campaigning outside Europe: Mexico**, with *Valeria Berumen Ornelas*, CONAPRED, and *Alfredo Burgos*, Co-ordinator of the Mexican Youth Campaign #SinTags

09:20 Presenting the preliminary text of the Forum Message

09:40 Feedback from the groups on national campaigns, by Ellie Keen, rapporteur

10:00 Planning the future of the Movement and what remains to be done.

- 1. Internet governance**, facilitated by *Sergio Belfor*, Follow-up Group of the Campaign, with *Vasily Bykov*, Campaign activist
- 2. Educational policies**, facilitated by *Anca-Ruxandra Pandea*, Council of Europe, with *Zakia Akkouh*, European Wergeland Centre and *Ellen Lange*, European Steering Committee on Education Policy and Practice
- 3. Youth policies**, facilitated by *Aleksandra Mitrovic-Knežević*, Follow-up Group of the Campaign
- 4. Legal measures**, facilitated by *Rui Gomes*, Council of Europe with *Jekatarina Kirjuhina*, human rights activist
- 5. Anti-discrimination policies**, facilitated by *Dariusz Grzemny*, with *Demetrio Gómez Ávila*, activists
- 6. Evaluation and Evaluation conference**, facilitated by *Bálint Molnár*, with *Marina Filaretova*, Council of Europe
- 7. The future of the network and legacy of the movement**, facilitated by *Gubaz Koberidze*, Campaign activist

**8. The closing of the Campaign and future of the platform**, facilitated by *Ian McGahon*, Campaign activist

**9. The online community**, facilitated by *Matej Manevski*, with *Valentina Aulisio* and *Steven Lockhart*, Campaign activists

**10. Remaining action days**, facilitated by *Mara Georgescu*, Council of Europe

**11. A programme for 22 July** (Remembrance Day), facilitated by *Eirik Rise*, national co-ordinator of the campaign in Norway

12:30 Lunch

14:30 Taking note of the working groups' blog reports

15:30 Exploring ideas and talents in the Open Forum

17:00 Concluding the Forum

- Presentation and adoption of the Message
- Video journals, by *Orange magazine / European Youth Press*
- Conclusions by *Ellie Keen*, rapporteur
- *Moving and beating hearts*
- Closing remarks by representatives of
- Ministry of Youth and Sport of Azerbaijan
- Joint Council on Youth
- National Assembly of Youth Organisations of Azerbaijan

## **SUNDAY 5 OCTOBER**

05:00 Transfer to Baku International Airport















Hate speech is one of the most worrying forms of racism and discrimination prevailing across Europe and amplified by the Internet and social media. Hate speech online is the visible tip of the iceberg of intolerance and ethnocentrism. Young people are directly concerned as agents and victims of online abuse of human rights; Europe needs young people to care and look after human rights, the life insurance for democracy. The Council of Europe launched the No Hate Speech Movement youth campaign in March 2013 to combat and prevent hate speech and promote human rights online. The campaign was decentralised in 39 national campaigns across Europe and beyond.

In October 2014, the ancient city of Gabala in Azerbaijan played host to some 240 young people from countries across the whole of Europe. The event was the Forum of the No Hate Speech Movement, and participants included activists, campaign co-ordinators, educators, government representatives, youth leaders, journalists, and many more. Young people from over 45 countries were represented. This report is an account of the experiences and expectations of the actors of the campaign. It should serve as a guide for ideas and inspiration for the future of the No Hate Speech Movement and other similar campaigns.

The forum was organised in the framework of the Azerbaijan chairmanship of the Committee of Ministers of the Council of Europe.



[www.coe.int](http://www.coe.int)

The Council of Europe is the continent's leading human rights organisation. It comprises 47 member states, 28 of which are members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

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