

AGAINST HATE



Guidebook of good
practices in combating hate
crimes and hate speech

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Office for Cooperation
with NGOs



GRAD
ZAGREB



CENTRE FOR PEACE STUDIES



HUMAN
RIGHTS
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ZAGREB



INTRODUCTION

ABOUT US

Authors of this guidebook are research team from civil society organizations from Zagreb, Croatia, conducting REC-funded¹ project 'Against Hate', who are interested in identifying good practices in combating hate crimes and hate speech across European Union Member States on various levels (international, national, regional and local).

¹ Rights, Equality Citizenship Programme, Directorate General for Justice and Consumers (DG JUST), Fundamental Rights Policy Unit

Centre for Peace Studies

Centre for Peace Studies is a civil society organization that protects human rights and aspires for social change based on the values of democracy, anti-fascism, non-violence, peace-building, solidarity and equality, using activism, education, research, advocacy and direct support. We work with communities, initiatives, organizations, media, authorities and individuals in Croatia and internationally.

We want solidary, open and non-violent society whose institutions enable peace, social security, political and economic equality and the freedom of all people. Taking into account the balance between their own existence and the environment, members of society actively participate in decision-making, the management of public goods and the development of their communities. CPS operates through three compatible programs: Asylum, Integration and Human Security, Peace Education and Non-violence Affirmation and Combating Inequalities.

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Human Rights House Zagreb

The Human Rights House Zagreb is a human rights watchdog and advocacy organisation established in 2008 as a network of civil society organisations with the goal of protecting and promoting human rights and fundamental freedoms. The vision is to build a democratic, pluralist and inclusive society founded upon the values of human rights, the rule of law, social justice and solidarity. The Human Rights House Zagreb contributes to the protection, promotion, developing and advancing human rights and fundamental freedoms through research, monitoring, public advocacy and education. By publishing annual human rights reviews, thematic reports and policy briefs, we help to create better laws and public policies.

From 2012, Human Rights House Zagreb is a Knowledge Centre in the field of protection and promotion of human rights, within the framework of the Development Cooperation with the National Foundation for Civil Society Development and is a part of the international Network of Human Rights Houses.

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ABOUT THE PROJECT

Project Against Hate strengthens measures to combat hate crimes and hate speech. The project focuses on the development of hate crime reporting, on the enhancement of the capacity of the law enforcement, prosecutors and judges to act against hate crimes and hate speech and on the development of support services for victims of hate crimes.

Our key messages through this project's implementation are:

- Hate crime and hate speech are violations of human rights and as such, they need to be firmly sanctioned.
- Hate speech and hate crime can only be tackled through joint effort and co-operation of the whole society by preventive mechanisms such as education and awareness raising and not only by reactive ones such as legal sanctions.
- Hate speech has to have alarming effect on the society as it shows the imbalance / intolerance towards (or between) groups in the society. By reacting to it, we can prevent further violence (or escalation of violence) known as hate crime.
- Judicial system and legislation can be utilized more effectively to combat hate speech and hate crime and assist victims.

Against Hate project consortium consists of:

- **Ministry of Justice** of the Republic of Finland (lead in the project)
- **Centre for Peace Studies** (partner from Croatia)
- **Human Rights House Zagreb** (partner from Croatia)
- **GONG** (partner from Croatia)
- **Victim support Finland** (partner from Finland)

Project Against Hate was supported by the Rights, Equality and Citizenship (REC) Programme of the European Union².

Project Against Hate is co-financed by the Government Office for Cooperation with NGOs³ and the City of Zagreb⁴.

² https://ec.europa.eu/justice/grants1/programmes-2014-2020/rec/index_en.htm

³ <https://udruga.gov.hr/en>

⁴ <https://zagreb.hr/en>

ABOUT THE GUIDEBOOK

This guidebook aims to systemize existing knowledge and practices into one comprehensive resource that can serve as a reference point for future activities in the area of combating hate speech and hate crimes. It is a result of a systematic, yearlong monitoring and information gathering from relevant stakeholders, including civil society organisations, institutions and the academic community across the EU engaged in hate speech and hate crime issues. Although comprehensive, the guidebook does not cover all the practices countering hate speech and hate crimes implemented in the EU Member

States, but is rather a choice of existing practices that were identified based on selection criteria we applied.

The reason for this method is twofold. Firstly, it is a challenge to cover all the good practices countering hate motivated crimes and violations in all of the EU Members States due to differences in national legislations, and distinctive judicial, educational, social and public policy approaches to tackling these issues.

Secondly, the phrase ‘good practice’ can be tricky too. For instance, when a ‘good’ practice is applied to another social context, it does not necessarily mean smooth implementation and appropriate results.

For a practice to qualify as the ‘good practice’ it must have an impact on the set goals in the given social context, and meet at least one of the following criteria: sustainability, cross-sector partnership, value-based implementation approaches, involvement of beneficiaries from affected communities, sustainable financing, and outreach. These were the criteria that were applied in choosing and describing the good practices presented in this guidebook.

The guidebook contains the selection of the good practices in the EU gathered by mid-2019, thus, this material should be read as a compilation of good practices aiming to inspire variety of stakeholders to continue their efforts and dedication in countering violence committed out of hatred, spoken or physical, both in online and offline world.

METHODOLOGY

The data was gathered through a couple of resource-streams: through desk research and in the direct contact with the entities implementing activities directed towards preventing, understanding, sanctioning or in any other form combating hate crimes and hate speech.

In the first phase of research, desk research was conducted on the basis of already implemented related projects – Good Practice Plus Project⁵, Light on Project⁶, Address hate Crime⁷ and many other, financed through the Rights, Equality and Citizenship Programme (REC)⁸ in the field of combating racism, xenophobia and other forms of intolerance, with each step taking us further and revealing interesting and successful examples of tackling hate speech and hate crime issues EU-wide.

Based on a desk research and already established cooperation between civil society organizations and institutions, a mapping of existing practice was conducted and snowballed further.

The civil society organizations that were mapped either:

- participate in the monitoring cycles of Code of conduct on countering illegal hate speech online facilitated by the European Commission⁹,
- are members of Network of Human Rights Houses¹⁰,
- are members of INACH – International Network against Cyber-hate membership¹¹,

- are members of FRANET¹² – European Union Agency for Fundamental Rights’ multidisciplinary research network

Another resource-stream, when it comes to area of combating hate crimes was European Union Agency for Fundamental Rights’ Compendium of good practices¹³ in this area.

Based on the desk research and literature overview, a questionnaire¹⁴ was composed and sent via email to civil society organisations and institutions mapped in each EU member state.

Data received through questionnaires were grouped in two categories corresponding to the structure of the subject implementing the practice. Differentiation is made between a practice of an institution of the state (or local authority), and the practice implemented by civil society, academia or other institutional bodies (Ombudspersons offices, self-regulatory bodies, journalists’ association etc.).

Based on the answers received through the questionnaire, the practices were analysed and selection was made based on criteria of impact, sustainability, cross-sector partnership, value-based implementation approaches, involvement of beneficiaries from affected communities, sustainable financing, and outreach. Each selected practice was summarized in standardise description form. This description was further verified by the implementing body or organisation for each practice.

In addition, each EU Member State is presented with an identity card – a short overview of institutional and legislative framework is provided based on the information available through OSCE-ODIHR¹⁵ web site hatecrime.osce.org. This section presents the institutions responsible for combating hate crimes, legislation in place and an overview of the recommendations to improve the institutional and legislative framework given by the European Commission against Racism and Intolerance – ECRI¹⁶.

5 <https://fra.europa.eu/en/news/2016/improving-legal-protection-reporting-and-recording-hate-crime-eu-o>

6 <http://www.lighton-project.eu/site/main/page/home>

7 <http://addresshatecrime.eu/>

8 https://ec.europa.eu/justice/grants1/programmes-2014-2020/rec/index_en.htm

9 https://ec.europa.eu/info/policies/justice-and-fundamental-rights/combating-discrimination/racism-and-xenophobia/countering-illegal-hate-speech-online_en

10 <https://humanrightshouse.org/>

11 <http://www.inach.net/>

12 https://fra.europa.eu/fraWebsite//research/franet/franet_en.htm

13 <https://fra.europa.eu/en/theme/hate-crime/compendium-practices>

14 See annex I at page 86

15 <https://www.osce.org/odihr>

16 <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance>



OVERVIEW

Overview of institutional
and legislative framework
by EU Member State

This chapter is a combination of the information provided by the Organization for Security and Co-operation in Europe (OSCE), particularly Office for Democratic Institutions and Human Rights (ODIHR) through their reporting page on hate crimes available at: <http://hatecrime.osce.org> and Council of Europe's European Commission against Racism and Intolerance (ECRI) country reports: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/country-monitoring>. Both these institutions are most relevant sources and by combining their data and recommendations, a clear overview on national legislative and institutional developments is presented.

This overview does not present the national developments in-depth, but rather presents the most important data and refers the reader to search for more on the EU Member State of interest through given links where more information is provided.

AUSTRIA

Austria's hate crime laws are a combination of a general penalty-enhancement provision and a substantive offence¹⁷. The data reported to ODIHR do not present cases of hate crime and hate speech separately. Hate crime data are collected by the Provincial Agencies for State Protection and Counter Terrorism and the Federal Agency for State Protection and Counter Terrorism (BVT) of the Interior Ministry, as well as by the Ministry of Justice. For more information on how hate crime data is collected and other information, visit: <http://hatecrime.osce.org/austria>.

In the ECRI report on Austria (fifth monitoring cycle) from 2015¹⁸ recom-

mendations concerning hate crimes and hate speech practices cover various actions, from ratifying Protocol No. 12 to the European Convention on Human Rights¹⁹, bringing criminal law and antidiscrimination legislation into line with ECRI's General Policy Recommendation No. 7²⁰ and that criminal and administrative law is applied in a more vigorous way to curtail the activities of organisations that promote a racist ideology.

Visit ECRI's web page on Austria: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/austria>

¹⁷ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/44/topic/4/subtopic/79>

¹⁸ Available at: <https://rm.coe.int/fifth-report-on-austria/16808b5563>

¹⁹ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

²⁰ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5a9e>

BELGIUM

Belgium's Criminal Code includes several penalty-enhancement provisions for specific offences²¹. Hate crime data are collected by law enforcement agencies and the Prosecutor's Office. The Interfederal Centre for Equal Opportunities and against Racism (Unia)²² and the Institute for the Equality of Women and Men²³ also monitor hate crimes.

Belgium regularly reports hate crime data to ODIHR but it does not present cases of hate crime, incitement to hatred and discrimination separately. For more info on how the data is collected, visit: <http://hatecrime.osce.org/belgium>.

ECRI's report from the fifth monitoring cycle (2013)²⁴ suggests ratification of

the Protocol No. 12 to the European Convention on Human Rights²⁵ as swiftly as possible and other amendments to anti-discrimination and anti-racism legislation.

More info on Belgium by ECRI is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/belgium>.

FRA's Compendium of practices in combating hate crime presents the work of the Antwerp Police Department on raising awareness of hate crime among its frontline officers through training²⁶. This practice is further elaborated in our section III A.

²¹ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/41/topic/4/subtopic/79>

²² Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/41/topic/4/subtopic/79>

²² <https://www.unia.be/en>

²³ Instituut voor de Gelijkheid van Vrouwen en Mannen, Institut pour l'Égalité des Femmes et des Hommes, <https://igvm-iefh.belgium.be/en>

²⁴ <https://rm.coe.int/fifth-report-on-belgium/16808b55ab>

²⁵ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

²⁶ <https://fra.europa.eu/en/promising-practices/local-hate-crime-training>

BULGARIA

As noted at ODIHR's dedicated hate crime web page on Bulgaria, <http://hatecrime.osce.org/bulgaria>, Bulgaria's hate crime laws are a combination of specific penalty enhancements and substantive offences²⁷. The data reported to ODIHR do not present separately cases of hate crime, incitement to hatred and discrimination.

The authorities responsible for collecting hate crime data are the Interior Ministry's Co-ordination, Information and Analysis Directorate, the Su-

preme Judicial Council's Commission on Professional qualification, IT and statistics, the Supreme Court of Cassation's Criminal College, the Supreme Prosecutor of Cassation's Analysis Unit, and the National Statistical Institute.

For more info on how the hate crime data is gathered and other relevant data, visit ODIHR's hate crime web page.

ECRI's report from the fifth monitoring cycle (2014)²⁸ include recommenda-

tion on ratification of the Protocol No. 12 to the European Convention on Human Rights²⁹, amendments to the Criminal Code to include offence of threats against a person or group of persons on the grounds of their race, colour, language, religion, nationality or national or ethnic origin as well as provision against the public expression, with a racist aim, of an ideology which claims the superiority of, or

which depreciates or denigrates, a grouping of persons on the grounds of their race, colour, language, religion, nationality, or national or ethnic origin and other recommendations.

For more information by ECRI visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/bulgaria>.

²⁷ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/39/topic/4/subtopic/79>

²⁸ <https://rm.coe.int/fifth-report-on-bulgaria/16808b55d8>

²⁹ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

CROATIA

Croatia's hate crime laws are a combination of a general penalty-enhancement provision and penalty-enhancement provisions for specific offences. Croatia's Criminal code also includes a statutory definition of hate crime³⁰. A person's race, colour, religion, national or ethnic origin, disability, sex, sexual orientation or gender identity are identified as protected characteristics in the Criminal code.

Hate crime data are collected by the Ministry of Interior, the Prosecutor's Office, and the Ministry of Justice. Since 2011, the recording of hate crimes by police and other authorities is regulated by the Protocol on procedure in cases of hate crime.

This protocol requires that police officers establish, inter alia: (a) the affiliation of the injured party with a group, membership of which is a motive for a hate crime; (b) the motive for the hate crime and the perpetrators' membership of a group; (c) the consequences; (d) how it was established that the incident was motivated by hatred. Police officers will identify and log hate

crimes through electronic forms in the Ministry of Interior's information system, which is used to monitor all criminal cases.

Under a 2006 internal instruction, reflected by the protocol on hate crime, prosecutors are required to identify hate crime cases and record the file number, name of suspects and type of criminal offence. The Public Prosecution Service is obliged to keep records of all cases of hate crime.

The criminal departments in municipal courts and first instance misdemeanour courts are responsible for keeping separate records of hate crimes, collecting data on the numbers of cases, their outcomes, the number of defendants, and the duration of the trial and sanctions. Both judicial bodies record their cases in a case management system. When a case marked as a hate crime enters the system, it is flagged as such in the system, so that the case can be extracted and summarized at the end of the reporting period.

Police data on hate crimes are com-

puted every six months by the Ministry of Interior and forwarded to the Public Prosecution Service. After adding the information received from the Public Prosecution Service for the reporting period, the dataset is finalized by the Ministry of Justice, which includes judicial information, such as the outcome of the trial. The Ministry of Justice submits the six-month report to the Office for Human Rights and Rights of National Minorities, which consolidates and publishes the data on its website.

Protocol is considered as a good practice example by the Agency FRA and more info can be found at: <https://fra.europa.eu/en/promising-practices/rules-procedure-hate-crime-cases>.

Croatia reports cases of hate crimes to ODIHR: <http://hatecrime.osce.org/croatia>.

ECRI's report on the fifth monitoring cycle (2018)³¹ suggests that the authorities bring the Criminal Code into line with ECRI's General Policy Recommendation No. 7³² (to include in all criminal law provisions aimed at combating racism and intolerance the ground of citizenship; criminalise incitement to discrimination; include a provision against the public expression, with a racist aim, of an ideology which

claims the superiority of, or which depreciates or denigrates, a grouping of persons on the grounds of their race, colour, language, religion, nationality, or national or ethnic origin, and criminalise the production and storage of written, pictorial or other material containing racist manifestations), that the authorities further refine their national data collection system for hate speech incidents, by revising the way data are collected on the criminal offence of incitement to violence and hatred as well as on the application of provisions related to misdemeanours as well as that the authorities should condemn hate speech and promote counter-speech by politicians and high-ranking officials.

Another recommendation by ECRI suggests that the training activities for law enforcement officials and the judiciary on hate crime are scaled up. This recommendation is implemented through the trainings presented in section section III A of this guidebook as a good practice example.

More on ECRI's monitoring cycles in the past is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/croatia>.

³⁰ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/37/topic/4/subtopic/79>

³¹ <https://rm.coe.int/fifth-report-on-croatia/16808b57be>

³² <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

CYPRUS

Cypriot law includes a general enhancement provision and substantive offences³³. Data are collected by Cyprus Police³⁴. Cyprus last reported hate crime data to ODIHR for 2012. When reported, the data do not present cases of hate crime and incitement to hatred separately. Visit: <http://hatecrime.osce.org/cyprus>. ECRI's report from the fifth monitoring cycle (2016)³⁵ includes recommendations concerning amending legislative to include certain provisions (i.e. offence of public incitement to discrimination and the grounds of race, colour, language, religion, citizenship or national or ethnic origins, segregation, discrimination by association,

announced intention to discriminate and inciting or aiding another to discriminate) and a set of recommendations for the police in order to record any racist motivation behind all offences involving violence. Moreover, recommendations include prohibiting racial profiling, collect the data and increasing the penalties for homo/transphobic hate speech under the new Criminal Code.

Visit ECRI's web page on Cyprus with information from previous monitoring cycles: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/cyprus>.

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- 33 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/36/topic/4/subtopic/79>
- 34 Available in local language: [http://www.police.gov.cy/police/police.nsf/dmlstatistical_gr/dmlstatistical_gr?OpenDocument](http://www.police.gov.cy/police/police.nsf/dmlstatistical_gr/dmlstatistical_gr?OpenDocument&Start=1&Count=1000&Expand=2.7&fbclid=IwARo-tixcxNv_fy4sAvy-1VN2ib82hT6EWvT_vr6Xb9MVsfkYb628qam2lh4MJ) and in English: http://www.police.gov.cy/police/police.nsf/dmlstatistical_en/dmlstatistical_en?OpenDocument
- 35 <https://rm.coe.int/fifth-report-on-cyprus/16808b563b>

CZECH REPUBLIC

The Czech Republic's hate crime laws consist of a combination of general and specific penalty-enhancement provisions and substantive offences³⁶. The data reported to ODIHR is available at: <http://hatecrime.osce.org/czech-republic> and it combines hate crime and hate speech. Hate crime data are collected by the Informatics and Analytical Centre of the Criminal Police and the Investigation Service of the Police Presidium³⁷, the Analytical and Legislative Department of the Supreme Public Prosecutor's Office and the Informatics Department of the

Ministry of Justice. Hate crime data are published annually by the government in a Report on extremism³⁸. ECRI's report from the fifth monitoring cycle (2015)³⁹ urges the Czech Republic to ratify Protocol No. 12 to the European Convention on Human Rights⁴⁰. Furthermore, ECRI recommends the authorities revise the Criminal Code to include key elements in the fight against racism and racial discrimination, to ensure that a single mechanism for collecting disaggregated data on hate crime, including hate speech, is put in place, recording the

specific bias motivation, as well as the follow-up given by the justice system, and that this data is made available to the public.

ECRI's web site on Czech Republic is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/czech-republic>.

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- 36 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/35/topic/4/subtopic/79>
- 37 Available info in local language: <https://www.policie.cz/clanek/narodni-centrala-proti-organizovanemu-zlocinu-skpvc.aspx>
- 38 Available at: <https://www.mvcr.cz/mvcren/article/documents-on-the-fight-against-extremism.aspx>
- 39 <https://rm.coe.int/fifth-report-on-the-czech-republic/16808b5664>
- 40 https://www.echr.coe.int/Documents/Library_Collection_P12_ET5177E_ENG.pdf

DENMARK

Denmark's hate crime laws are comprised of a general penalty-enhancement provision⁴¹. Reported data to ODIHR (available at: <http://hatecrime.osce.org/denmark>) include discrimination and hate speech offences, although these can be disaggregated. Hate crime data are collected by the Danish National Police⁴² and the Office of the Director of Public Prosecutions. Hate crime statistics are regularly published. Denmark conducts regular victimization surveys to measure unreported hate crime.

ECRI's report from the fifth monitoring cycle (2017)⁴³ brings the recommendation to sign and ratify Protocol No. 12 to the European Convention on Human Rights⁴⁴.

Furthermore, ECRI recommends that the authorities bring the Danish criminal law, in general, into line with its General Policy Recommendation No. 7 by adding language and citizenship, 'race' and colour in the Criminal Code articles, to criminalise the public denial, trivialisation, justification or condoning, with a racist aim, of crimes of genocide, crimes against humanity or war crimes as well as to criminalise the creation or the leadership of a group which promotes racism, support for such a group, and participation in its activities, among other.

Visit ECRI's web page on Denmark at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/denmark>.

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- 41 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/34/topic/4/subtopic/79>
- 42 Rigspolitiet, Nationalt Forebyggelsescenter: <https://politi.dk/>
- 43 <https://rm.coe.int/fifth-report-on-denmark/16808b56a4>
- 44 https://www.echr.coe.int/Documents/Library_Collection_P12_ET5177E_ENG.pdf

ESTONIA

Estonia's criminal code includes an incitement to violence provision⁴⁵. The Ministry of Justice is responsible for collecting hate crime data. Data on hate crime are regularly published as part of the ministry's annual report on crime in Estonia⁴⁶. How hate crime data is collected and more information is available at ODIHR's web page: <http://hatecrime.osce.org/estonia>.

ECRI's report from the fifth monitoring cycle (2015)⁴⁷ recommends that the authorities ratify Protocol No. 12 to the European Convention on Human Rights⁴⁸ as soon as possible.

ECRI further recommends that citizenship be added to the prohibited grounds of the designated articles in the Criminal Code and that these articles extend the protection afforded to groupings of persons as well as to insert provisions into the Criminal Code of the following criminal offences: public insults and defamation on the prohibited grounds thus supplemented, the public expression of an ideology which claims the superiority of, or which depreciates or denigrates a grouping of person, the public denial, trivialisation, justification or condoning of crimes of genocide, crimes against humanity or war crimes, the public dissemination or distribution, or the production or storage aimed at public dissemination or distribution of written, pictorial or other material containing manifestations covered by paragraphs 18 a), b), c), d) and e) of GPR No. 7⁴⁹, the creation or the

leadership of a group which promotes racism, support for such a group, and participation in its activities, racial discrimination in the exercise of one's public office or occupation, that a provision be added to the Criminal Code explicitly specifying that a racist motive constitutes an aggravating circumstance in any ordinary offence and that the condition limiting the scope of Article 151 to cases posing a threat to the health, life or property of the victim be removed.

ECRI also recommends that gender identity be specifically added to the prohibited grounds in provisions of the Criminal Code and that a provision be added to that Code explicitly stipulating that sexual orientation and gender identity constitute an aggravating circumstance in any ordinary offence.

Estonian authorities should put in place a system to collect data and produce statistics offering an integrated and consistent view of the cases of racist and homo/transphobic hate speech brought to the attention of the police and/or being pursued through the courts, ECRI recommends. Also, the authorities should adopt the same approach with regard to racist and homo/transphobic violence.

Visit ECRI's web page on previous monitoring cycles for Estonia at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/estonia>.

⁴⁵ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/33/topic/4/subtopic/79>

⁴⁶ For instance, report for 2016 available in local language: https://www.kriminaalpoliitika.ee/sites/krimipoliitika/files/elfinder/dokumendid/kuritegevus_eestis_est_web_o.pdf

⁴⁷ <https://rm.coe.int/fifth-report-on-estonia/16808b56f1>

⁴⁸ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

⁴⁹ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

FINLAND

Finland has a comprehensive legal framework on hate crime and hate speech. Both phenomena are regulated mainly in the Criminal Code.

The Criminal Code includes a provision on general penalty enhancement (aggravating the punishment) on grounds of bias motivation⁵⁰. This provision can be applied to any offence in which the motive is based on hate or discrimination. In addition, the code contains provisions on specific hate crime offences, for example on ethnic agitation and discrimination.

Hate crime data are collected by the Police University College of Finland's Research Department, the Interior Ministry, the Prosecutor's Office, the Ministry of Justice and Statistics Finland. Finland conducts regular victimization surveys to measure unreported hate crime.

More on how hate crimes data is collected is available at ODIHR's web page: <http://hatecrime.osce.org/finland>. Provisions on hate speech cover both hate speech against individuals and hate speech against groups. Hate speech is regulated inter alia in provisions regarding incitement to hatred / ethnic agitation, aggravated incitement to hatred / ethnic agitation, defamation and menace.

The provisions are also applied to hate speech online.

In addition, in some cases hate speech can be dealt with as harassment – a form of discrimination prohibited in the Non-Discrimination Act. However, this has been rarely used. Under the Act on the Exercise of Freedom of Expression in Mass Media, the Prosecutor General decides on the bringing of charges for all offences

arising from the contents of a published message where this is subject to public prosecution. In practice, the Deputy Prosecutor General decides freedom of expression cases.

Typical offences against freedom of expression where the Prosecutor General has exclusive right to bring charges are incitement to ethnic or racial hatred, breach of the sanctity of religion, public incitement to an offence and editorial misconduct relating to these.

ECRI's report on fifth monitoring cycle (2019)⁵¹ recommends that authorities bring Finland's criminal law (as well as civil and administrative law) into line with its General Policy Recommendation No. 7⁵², in particular they should include the grounds of language and nationality (understood as citizenship) in the list of protected grounds in the Criminal Code's chapter on ethnic agitation and chapter on aggravating circumstances; and criminalise the creation or the leadership of a group which promotes racism, support for such a group, and participation in its activities. Further, ECRI recommends that the authorities set up a comprehensive data collection system offering an integrated and consistent view of cases of racist and homo/transphobic hate speech and hate crime, with fully disaggregated data by category of offence, type of hate motivation, target group, as well as judicial follow-up and outcome and that this data is made available to the public. Authorities should reinforce their responses against hate speech by setting up an inter-institutional working group to develop a comprehensive strategy to tackle effectively the problem of racist and homo- /transphobic hate

speech (strategy should make the effective use of ECRI's General Policy Recommendation No.15 on Combating Hate Speech⁵³). Authorities should also encourage speedy reactions by public figures and in particular politicians, that not only condemn all forms of racist and homo-/transphobic hate speech, but which also seek to reinforce the values which such speech threatens. Co-operation between the

police and vulnerable groups should be enhanced and training activities on hate crime for law enforcement officials and the judiciary should scaled up.

Information on previous country monitoring cycles by ECRI is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/finland>.

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- 50 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/32/topic/4/subtopic/79>
- 51 <https://rm.coe.int/fifth-report-on-finland/1680972fa7>
- 52 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>
- 53 <https://rm.coe.int/ecri-general-policy-recommendation-no-15-on-combating-hate-speech/16808b5b01>

FRANCE

France's hate crime laws are a combination of general and specific penalty-enhancement provisions⁵⁴. Hate crime data are collected by the Ministry of Justice, the National Institution for Human Rights, the police and the Gendarmerie. Hate crime data are regularly published by the National Institution for Human Rights⁵⁵. France conducts regular surveys of hate crime victimization.

France regularly reports hate crime data to ODIHR. For more information on how the hate crime data is collected and other data, visit: <http://hate-crime.osce.org/france>.

When it comes to illegal hate speech online, Platform of harmonisation, analysis, cross-checking and orientation of reporting (PHAROS) is set up in the Ministry of Interior's Online Unit Police⁵⁶.

ECRI's report from the fifth monitoring cycle (2015)⁵⁷ recommends that Fran-

ce ratify Protocol No. 12 to the European Convention on Human Rights⁵⁸. Furthermore, ECRI recommends that the following conducts be expressly criminalised: the public expression of an ideology claiming the superiority of or depreciating or denigrating a group of persons; the creation or leadership of a group which promotes racism, support for such a group or participation in its activities, as well as to add into a provision to the Criminal Code racist motivation to constitute an aggravating circumstance of every ordinary offence; and that the homophobic and transphobic motivation is also considered an aggravating circumstance of every ordinary offence, among other recommendations.

Visit ECRI's web page on France to find out more on previous monitoring cycles at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/france>.

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- 54 Criminal Code excerpts in English are available at: <https://www.legislationline.org/legislation/section/legislation/topic/79/country/30>
- 55 For example, the report for 2016 published in local language: https://www.cncdh.fr/sites/default/files/les_essentiels_-_rapport_racisme_2016_1.pdf
- 56 Plateforme d'Harmonisation, d'Analyse, de Recoupement et d'Orientation des Signalements: <https://www.internet-signalment.gouv.fr/PortailWeb/planets/AccueilInput.action>
- 57 <https://rm.coe.int/fifth-report-on-france/16808b572d>
- 58 https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

GERMANY

Germany's Criminal Code contains a sentencing provision applicable to any crime in the code⁵⁹. Hate crime data are collected as part of its framework to address politically-motivated crimes. Data on hate crime and hate speech are collected together. However, authorities are able to disaggregate data on violent offences. The authorities responsible for data collection include the police at the state and federal levels and the Federal Statistics Office. Germany conducts a hate crime victimization survey. Germany regularly reports hate crime data to ODIHR.

Data are available at: <http://hatecrime.osce.org/germany> together with the information on how they are collected.

ECRI's report from the fifth monitoring cycle (2013)⁶⁰ recommends to the authorities to ratify Protocol No. 12 to

the European Convention on Human Rights⁶¹ as soon as possible.

Further, ECRI reiterates its recommendation that the German authorities provide expressly in the Criminal Code that racist motivation for an ordinary offence constitutes an aggravating circumstance and that Criminal Code is harmonized with ECRI's General Policy Recommendation No. 7, paragraphs 18 and 21⁶², as well as to reform system for recording and following up of 'racist, xenophobic, homophobic and transphobic' incidents (§ 12 of General Policy Recommendation No. 11)⁶³.

Visit ECRI's web page on Germany to find out more on previous monitoring cycles at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/germany>.

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- 59 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/28/topic/4/subtopic/79>
- 60 <https://rm.coe.int/fifth-report-on-germany/16808b5683>
- 61 https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf
- 62 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>
- 63 <https://rm.coe.int/ecri-general-policy-recommendation-no-11-on-combating-racism-and-racism/16808b5adf>

GREECE

Greece's Criminal Code contains a general penalty-enhancement provision for hate crimes⁶⁴. The Ministry of Justice, Transparency and Human Rights, the Public Prosecutor's Office and the State Security headquarters of the Greek Police⁶⁵ collect hate crime data.

Greece regularly reports hate crime data to ODIHR but it does not separate cases of hate crimes from cases of hate speech. More information is available at: <http://hatecrime.osce.org/greece>.

The Racist Violence Recording Network (Δίκτυο Καταγραφής Περιστατικών Ρατσιστικής Βίας) – <http://rvrn.org/> is a network of 42 NGOs, created by initiative of the National Commission for Human Rights (the competent public body providing consultation to the State on human rights issues) and the UNHCR – Greece. We included RVRN in our overview of the good practices under section III B.

ECRI's report from the fifth monitoring cycle (2014)⁶⁶ recommends to the authorities to ratify Protocol No. 12 to the European Convention on Human Rights⁶⁷ as well as to include grounds of language and citizenship are included in the Criminal Code. Other recommendations concern the creation of a Task Force to develop a comprehensive national strategy to combat racism and intolerance, specific education training for professionals under new anti-racism police units and further recommendations targeting hate speech in public as well as amending the Ombudsperson Act to give the Ombudsman the right to initiate court cases, to participate in them and to intervene in favour of plaintiffs whose cases s/he has investigated.

For more information from ECRI's previous monitoring cycles to Greece visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/greece>.

⁶⁴ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/27/topic/4/subtopic/79>

⁶⁵ Ελληνική Αστυνομία: www.hellenicpolice.gr. There is a Department of Social Issues and Counter Racism (Τμήμα Κοινωνικών Ζητημάτων και Αντιμετώπισης Ρατσισμού) of a State Security Division (Υποδιεύθυνση Κρατικής Ασφάλειας) of the Hellenic Police (Ελληνική Αστυνομία), which coordinates two 'Departments for Combating Racist Violence' (Τμήματα Αντιμετώπισης Ρατσιστικής Βίας) in Athens and Thessaloniki and 'Offices for Combating Racist Violence' (Γραφεία Αντιμετώπισης Ρατσιστικής Βίας) in 68 other cities. These departments are competent for prosecution of racist crimes and they collect data and statistics but they focus on violent acts.

⁶⁶ <https://rm.coe.int/fifth-report-on-greece/16808b5796>

⁶⁷ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

HUNGARY

Hungary's criminal code contains several substantive offences⁶⁸. The Ministry of Interior, the Prosecutor's Office and the Criminal Police Department of the National Police Headquarters

collect data on hate crime as part of general crime statistics.

Hungary regularly reports hate crime data to ODIHR.

ODIHR observes that the law enforce-

ment agencies of Hungary have not recorded the bias motivations of hate crimes. For further info on how hate crimes data collection is set up in Hungary and other information, visit: <http://hatecrime.osce.org/hungary>.

ECRI's report from the fifth monitoring cycle (2015)⁶⁹ recommends to authorities to ratify Protocol No. 12 to the European Convention on Human Rights⁷⁰ as soon as possible. Further,

ECRI recommends amending the Criminal Code to include: incitement to discrimination and incitement to violence, a racism-specific defamation offence including all the grounds

mentioned in ECRI's General Policy Recommendation No. 7 § 18 b⁷¹ and the prohibited ground of language. Criminal Code should be amended to include racist motivation as a specific aggravating circumstance for all criminal offences. Less restrictive approach is to be taken to the criminal law provisions against incitement to hatred to allow for due prosecution and punishment of hate speech.

For more information from ECRI's previous monitoring cycles to Hungary visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/hungary>.

⁶⁸ Criminal Code excerpts in English are available at: <https://www.legislationline.org/legislation/section/legislation/topic/79/country/25>

⁶⁹ <https://rm.coe.int/fifth-report-on-hungary/16808b57e8>

⁷⁰ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

⁷¹ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

IRELAND

Ireland's Criminal Code does not contain hate crime provisions⁷². Hate crime data are collected by the Central Statistics Office and the National Police Force of Ireland. Data are not made publicly available.

Ireland regularly submits hate crime data to ODIHR. Data are available at: <http://hatecrime.osce.org/ireland>.

ECRI's report from the fifth monitoring cycle (2019)⁷³ recommends to authorities to ratify Protocol No. 12 to the European Convention on Human Rights⁷⁴. Irish criminal law should be amended to include the following offences: public incitement to violence and to discrimination and defamation against a person or group on grounds of their race, colour, language, religion, citizenship, or national or ethnic origin; the public

expression, with a racist aim, of an ideology which claims the superiority of, or which depreciates or denigrates, a group of persons on grounds of their race, colour, language, religion, nationality or national or ethnic origin; the public denial, trivialisation, justification or condoning of crimes of genocide, crimes against humanity or war crimes; the creation or leadership of a group which promotes racism, support for such a group and participation in its activities; and racial discrimination in the exercise of one's public office or (private) occupation. The legislation should apply to individuals as well as groups, the ground of language should be inserted, and the elements of intention to or likelihood of stirring up hatred should be removed. The law should

also be amended to provide that racist and other hate motivation constitutes an aggravating circumstance for all criminal offences and is taken into account in sentencing. Further, improved mechanism for collecting disaggregated data on hate crime, including hate speech, needs to be established. Data should be systematically recorded on the hate motive invoked at all stages of investigation, prosecution, conviction and sentencing. These data should be made available to the public. New hate speech

- 72 No information is available: <http://www.legislationline.org/topics/country/23/topic/4/subtopic/79>
- 73 <https://rm.coe.int/fifth-report-on-ireland/168094c575>
- 74 https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf
- 75 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>
- 76 <https://rm.coe.int/ecri-general-policy-recommendation-no-15-on-combating-hate-speech/16808b5b01>

ITALY

Italy's Criminal Code contains general penalty-enhancement and substantive offence provisions⁷⁷. Hate crime data are collected by law enforcement authorities and the Ministry of Interior. Data are not made publicly available. Italy regularly reports hate crime data to ODIHR and the data presented includes information from the police database (SDI) and information gathered by the Observatory for Security against Acts of Discrimination (OSCAD)⁷⁸. OSCAD is an inter-force agency (Italian National Police and Carabinieri Corps) established in 2010 and set up within the Public Security Department – Central Directorate of Criminal Police. It provides qualified support to victims of discrimination offences (hate crimes), even if reporting an act of discrimination to the Observatory does not replace a formal crime complaint to

and hate crime legislation needs to be enacted and the inspiration should be taken from ECRI's GPR Nos. 7⁷⁵ and 15⁷⁶, with included hate-based grounds: race, colour, ethnic/national origin, citizenship, language, religion, sexual orientation and gender identity.

For more information from ECRI's previous monitoring cycles to Ireland visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/ireland>.

law enforcement authorities. OSCAD is listed in FRA's Compendium of practices in combating hate crimes⁷⁹.

ECRI's report from the fifth monitoring cycle (2016)⁸⁰ recommend to authorities to complete the legislative process for the ratification of Protocol No. 12 to the European Convention on Human Rights⁸¹ as soon as possible. Colour and language need to be included in the grounds of racist behaviour and racial discrimination that are punishable under the Criminal Code. Public dissemination or public distribution, or the production / storage aimed at public dissemination or public distribution, with a racist aim, of written, pictorial or other material inciting to racial discrimination and racial violence need to be treated as criminal offences. Further, Italian authorities should introduce provi-

sions into the Criminal Code penalising public insults and defamation or threats against a person or group of people on the grounds of their race, colour, language, religion, nationality, or national or ethnic origin, in keeping with ECRI's General Policy

Recommendation No. 7, paragraph 18, b and c⁸². For more information from ECRI's previous monitoring cycles visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/italy>.

- 77 Criminal Code excerpts in English are available at: <https://www.legislationline.org/legislation/section/legislation/topic/79/country/22>
- 78 More information on OSCAD in English is available at: <https://www.poliziadistato.it/articolo/25241>
- 79 <https://fra.europa.eu/en/promising-practices/observatory-security-against-acts-discrimination-oscad>
- 80 <https://rm.coe.int/fifth-report-on-italy/16808b5837>
- 81 https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf
- 82 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

LATVIA

Latvia's criminal code contains a general penalty enhancement⁸³. Data regularly reported to ODIHR are available at: <http://hatecrime.osce.org/latvia>, and they include offences of incitement to hatred. Data are collected by the Ministry of Interior, law enforcement agencies, the Department of Analysis and Management of the Prosecutor General's Office, the Courts Administration unit of the Ministry of Justice and the Security Police of the Republic of Latvia. Data are not made publicly available nor are they segregated not to include hate speech.

ECRI's report from the fifth monitoring cycle (2018)⁸⁴ recommends to authorities to ratify Protocol No. 12 to the European Convention on Human Rights⁸⁵. Further, the authorities should bring the Latvian criminal law

(as well as civil and administrative law) into line with its General Policy Recommendation No. 7⁸⁶. Authorities should establish a comprehensive data collection system for hate crime incidents. Commemorations of the persons who fought in the Waffen SS and collaborated with the Nazis should be condemned by the authorities, and furthermore, the government should call upon its coalition parties' Members of Parliament to abstain from attending such commemoration ceremonies, suggests ECRI.

Information on previous country monitoring cycles report on Latvia is available at ECRI's web site: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/latvia>.

- 83 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/19/topic/4/subtopic/79>
- 84 <https://rm.coe.int/fifth-report-on-latvia/1680934a9f>
- 85 https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf
- 86 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

LITHUANIA

Lithuania's Criminal Code contains a combination of general and specific penalty-enhancement provisions and a substantive offence⁸⁷. Data are collected by the Police Department under the Ministry of the Interior and the Prosecutor General's Office. Data are not made publicly available.

Lithuania regularly reports hate crime data to ODIHR, visit: <http://hatecrime.osce.org/lithuania>.

ECRI's report from the fifth monitoring cycle (2016)⁸⁷ recommends to authorities to sign and ratify Protocol No. 12 to the European Convention on Human Rights⁸⁹. Further, ECRI recommends that the authorities bring the Lithuanian Criminal Code (as well as civil and administrative law), in general, into line with its General Policy Recommendation No. 7⁹⁰ in particular they should explicitly add colour and citizenship, as well as gender identity, to the list of enumerated grounds, amend provision in the Criminal Code in order to criminalise public defamation or threats, and the public expression, with a racist aim, of an ideology that claims superiority; and criminalise racial discrimination in the exercise of one's occupation or public office.

⁸⁷ Criminal Code excerpts in English are available at: <https://www.legislationline.org/legislation/section/legislation/topic/79/country/17>

⁸⁸ <https://rm.coe.int/fifth-report-on-lithuania/16808b587b>

⁸⁹ https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

⁹⁰ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

LUXEMBURG

Luxembourg's Criminal Code includes penalty enhancements for specific offences and a substantive offence⁹¹. Data are collected by the police, the Prosecutor's Office and the Ministry

Authorities should fully investigate racist and/or homo- / transphobic threats and ensure that a lack of probability does not constitute an obstacle for convicting a perpetrator. Furthermore, the training programme for police officers on the fight against racism and promotion of tolerance should be expanded and the planned training sessions on relevant provisions of the Criminal Code be conducted. ECRI recommends that the Lithuanian authorities take steps to ensure that the widespread phenomenon of homo- / and transphobic hate speech is effectively tackled. Authorities should take effective measures to prevent or punish any public praise for Nazi- collaborators and persons who engaged in genocide, war crimes or crimes against humanity, or the public display of symbols associated with such persons, organisations or crimes.

More information from previous country monitoring cycles by ECRI are available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/lithuania>.

of Justice. Data are not made publicly available.

Although Luxembourg regularly completes ODIHR's questionnaire, data on hate crimes have never been sub-

mitted. To get more information, visit ODIHR's hate crimes web page at: <http://hatecrime.osce.org/luxembourg>.

ECRI's report from the fifth monitoring cycle (2016)⁹² recommends to the authorities bring their legislation (both criminal and anti-discrimination) into line with its General Policy Recommendation No. 7⁹³, to expressly provide that racist or homophobic/transphobic motivation constitutes an aggravating circumstance for any ordinary offence, explicitly make public insults, public defamation and racist and homophobic/transphobic threats a criminal offence and include the grounds of language and gender identity in the provisions of the Penal Code aimed at combating racism and homophobia/transphobia.

Further, ECRI recommends that the police and judicial authorities establish and operate a system for recording and monitoring racist incidents and the extent to which these incidents are brought before the prosecutors and eventually qualified as racist or homophobic/transphobic offences. The authorities should publish these statistics. Police and judicial authorities should set up a regular round table to enable a dialogue with civil society and bodies specialising in combating racism and homophobia/transphobia.

ECRI's data on previous monitoring cycles for Luxembourg are available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/luxembourg>.

⁹¹ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/16/topic/4/subtopic/79>

⁹² <https://rm.coe.int/fifth-report-on-luxembourg/16808b589b>

⁹³ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aae>

MALTA

Malta's Criminal Code includes an aggravating circumstance provision, applicable to all crimes in the Code⁹⁴. As stated at the ODIHR's hate crime web page, Malta has never submitted information on hate crimes to ODIHR: <http://hatecrime.osce.org/malta>.

In its latest monitoring report from the fifth cycle conducted in 2018⁹⁵, ECRI states there is still no systematic data collection on the number of reported incidents of racist hate crime, including hate speech, investigations carried out or prosecutions and sentencing although this was a recommendation from their fourth re-

port. Further, ECRI strongly reiterates its recommendation to ensure that a mechanism for collecting disaggregated data on hate crime incidents, including hate speech, on grounds of race, colour, language, religion, ethnic origin, citizenship, sexual orientation and gender identity, is put in place, recording the specific bias motivation as well as the criminal justice response, and that this data is made available to the public. Another recommendation from ECRI concerns setting up alternative mechanisms to encourage victims to report hate crime and hate speech incidents, such as third party

reporting systems or dedicated telephone lines.

More information on Malta's monitoring cycles conducted by ECRI is avail-

able at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/malta>.

94 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/15/topic/4/subtopic/79>

95 <https://rm.coe.int/fifth-report-on-malta/16808b592b>

NETHERLANDS

The Netherlands' Criminal Code contains no hate crime provision⁹⁶. The framework for hate crime investigation and prosecution is set by guidance from the Office of the Public Prosecutor. Authorities primarily responsible for hate crime data collection are the National Police and the National Expertise Centre on Discrimination of the Office of the Public Prosecutor. Police statistics are published annually⁹⁷. The Central Bureau of Statistics conducts annual crime victimization surveys.

The Netherlands have reported hate crime data to ODIHR and the data is available at: <http://hatecrime.osce.org/netherlands>.

ECRI's report from the fifth monitoring cycle (2019)⁹⁸ recommends that the Dutch authorities bring their criminal legislation (as well as the anti-discrimination legislation) fully into line with its General Policy Recommendation No. 7⁹⁹ in order to explicitly incorporate the grounds of colour, language, citizenship, national or ethnic origin

and gender identity in all provisions of the Criminal Code that are aimed at combating racism and intolerance, explicitly criminalise public denial, trivialisation, justification or condoning, with a racist aim, of crimes of genocide, crimes against humanity or war crimes, make sure that the law provides for effective, proportionate and dissuasive sanctions for racist, homo- and transphobic offences and provide explicitly in the Criminal Code that racist, homo- and transphobic motivation constitutes an aggravating circumstance for any ordinary offence. Further, ECRI recommends that the Dutch parliament and government develop and adopt codes of conduct that prohibit hate speech and provide for suspension and other sanctions for breach of their provisions.

More information on previous country monitoring cycles for Netherlands is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/netherlands>.

96 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/12/topic/4/subtopic/79>

97 For example, report for 2017 is available in local language at: <https://www.rijksoverheid.nl/documenten/rapporten/2018/04/26/bijlage-4-discriminatiecijfers-in-2017>

98 <https://rm.coe.int/fifth-report-on-the-netherlands/168094c577>

99 <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5a9a>

POLAND

Poland's Criminal Code contains several substantive offences¹⁰⁰. Data reported to ODIHR include crimes of incitement to hatred. Hate crime data is collected by the Department of Control, Complaints and Petitions of Ministry of the Interior, the General Police Headquarters, the Internal Security Agency, the Preparatory Proceedings Office of the General Prosecutor's Office, the Ministry of Justice, the Institute of National Remembrance – General Commission for the Prosecution of Crimes against the Polish Nation and the Ombudsman's Office. Hate crime data is regularly published. Poland conducts a victimization survey containing questions on hate crimes. More info on how hate crime data is collected is available at: <http://hate-crime.osce.org/poland>.

FRA's Compendium on practices in combating hate crimes presents Polish working group on combating hate crimes¹⁰¹. The Working Group provides a forum for minority groups and NGOs to liaise with public authorities on various hate crime issues and to discuss ways of combating hate crime. In ECRI's report on the fifth monitoring cycle (2015)¹⁰² it is recommended that

sexual orientation and gender identity be explicitly added to the prohibited grounds of the Criminal Code. Another set of recommendations concerns drawing up and implementing a comprehensive plan for training of police officers and prosecutors in the application of the Prosecutor General's guidelines on the participation of prosecutors in cases of crimes prosecuted upon private complaint and on the conduct by prosecutors of proceedings in cases of hate crimes; rationalising the system for collecting data and producing statistics in order to provide a coherent, integrated view of cases of racial and homophobic hate speech reported to the police or processed through the courts; incorporating into the statistical system indicators for monitoring the effectiveness of the judicial system in dealing with hate speech cases; and mounting a large-scale campaign for tolerance addressed to society at large.

ECRI's web page on Poland is available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/poland>.

100 Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/10/topic/4/subtopic/79>

101 <https://fra.europa.eu/en/promising-practices/working-group-combating-hate-crimes>

102 <https://rm.coe.int/fifth-report-on-poland/16808b59a9>

PORTUGAL

Portugal's hate crime laws consist of a combination of substantive offences and specific penalty enhancements¹⁰³. The Ministry of Justice and the Prosecutor's Office collect data on hate crime.

Portugal regularly reports information on hate crimes to ODIHR. For how hate crime data is collected and other relevant information visit: <http://hatecrime.osce.org/portugal>.

ECRI's fifth monitoring cycle report from 2018¹⁰⁴ recommends that the Portuguese authorities bring their criminal legislation (as well as anti-discrimination legislation) into line with its General Policy Recommendation No. 7¹⁰⁵ to incorporate the grounds of language and citizenship in all the provisions of the Criminal Code intended to combat racism, remove from the Code restriction that incitement to violence, hatred or discrimination must be committed in the framework of organised propaganda activity, make racial discrimination in

the exercise of one's public office or occupation a criminal offence, stipulate that racist, homo- or transphobic motives constitute aggravating circumstances for any offences and criminalise the creation of any racist organisation and participation in its activities, even with a view to committing racist offences other than incitement to hatred. Further recommendations emphasise importance of human rights education and awareness-raising regarding racism and discrimination, adoption of a broad definition of a racist, homo- or transphobic incident by the police services and the Portuguese prosecutor's office, prohibition of hate speech by the media and internet providers and other.

ECRI's previous monitoring cycles report on Portugal are available at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/portugal>

¹⁰³ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/9/topic/4/subtopic/79>

¹⁰⁴ <https://rm.coe.int/fifth-report-on-portugal/16808de7da>

¹⁰⁵ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aee>

ROMANIA

Romania's criminal law contains a general penalty-enhancement provision and a substantive offence¹⁰⁶. Police data and prosecution data also include hate speech offences. The Ministry of Administration and Interior, the police, the Prosecutor's Office and the Superior Council of Magistracy collect hate crime data. Romania regularly reports hate crime

data to ODIHR. Data and other information on collection of hate crimes data is available at: <http://hatecrime.osce.org/romania>.

ECRI's report on the fifth monitoring cycle (2019)¹⁰⁷ recommends that the Portuguese authorities bring their criminal legislation (as well as anti-discrimination legislative) into line with its General Policy Recommendation

No. 7¹⁰⁸ in order to incorporate the grounds of language and citizenship in all the provisions of the Criminal Code intended to combat racism, to remove from the Code's provision restricting that incitement to violence, hatred or discrimination must be committed in the framework of organised propaganda activity, make racial discrimination in the exercise of one's public office or occupation a criminal offence, stipulate that racist, homo- or transphobic motives constitute aggra-

vating circumstances for any offences and criminalise the creation of any racist organisation and participation in its activities, even with a view to committing racist offences other than incitement to hatred.

For more information on previous ECRI's monitoring cycles visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/romania>.

¹⁰⁶ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/8/topic/4/subtopic/79>

¹⁰⁷ <https://rm.coe.int/fifth-report-on-romania/168094c9e5>

¹⁰⁸ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5aee>

SLOVAKIA

Slovakia's criminal code includes substantive offences and a specific penalty-enhancement clause affixed to a large number of base offences¹⁰⁹. While sentencing data only comprise hate crimes, police data also include hate speech offences. The Ministry of Interior, the Ministry of Justice and the Prosecutor's Office collect hate crime data. The data are published as part of the annual Report on Extremism¹¹⁰. Slovakia regularly reports police data and data on sentencing to ODIHR. These and other information is available at ODIHR's web page: <http://hatecrime.osce.org/slovakia>.

ECRI's report from fifth monitoring cycle (2014)¹¹¹ reiterates its recommendation that Slovakia ratify Protocol No. 12 to the European Convention on Human Rights¹¹². Furthermore, ECRI recommends that, in line with its General Policy Recommendation No. 7¹¹³, the authorities ensure that

citizenship is included among the characteristics of potential victims of racist conduct and racial discrimination, which are punishable under the Criminal Code. Criminal law should be amended in order to punish, when committed intentionally, public incitement to discrimination and public insults against a person or a grouping of persons on grounds of their race, colour, language, religion, nationality, or national or ethnic origin. Motivation on the same grounds should constitute an aggravating circumstance for any offence. Authorities should include in the Criminal Code provisions criminalising defamation and threats, as well as public incitement to violence and hatred against a person or a grouping of persons on the ground of their language, as well as a provisions criminalising the dissemination, production or storage of racist material directed against a person or a grouping of persons on the ground

of their language, creation and leadership of a group which promotes racism against a person or a grouping of persons. ECRI recommends that the authorities amend the Criminal Code in order to ensure that legal persons can also be held criminally responsible for the offences related to racism and racial discrimination. Authorities should ensure that a mechanism for collecting disaggregated data on

hate speech incidents is put in place, recording the specific motivation, as well as the follow-up given to them by the justice system, and that this data is made available to the public.

Visit ECRI's page on previous monitoring cycles for Slovakia at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/slovak-republic>.

¹⁰⁹ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/4/topic/4/subtopic/79>

¹¹⁰ Available in local language at web page of Ministry of Interior: <http://www.minv.sk/?extremizmus>

¹¹¹ <https://rm.coe.int/fifth-report-on-slovakia/16808b5c17>

¹¹² https://www.echr.coe.int/Documents/Library_Collection_P12_ETS177E_ENG.pdf

¹¹³ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5a9e>

SLOVENIA

Slovenia's Criminal Code includes substantive offences¹¹⁴. At the time of their last report to ODIHR in 2011, data were collected by the police and the Ministry of Justice. Visit ODIHR's web page on Slovenia: <http://hatecrime.osce.org/slovenia>.

ECRI's report from the fifth monitoring cycle (2019)¹¹⁵ recommends to authorities to introduce a criminal law provision expressly considering racist motivation as an aggravating circumstance for any criminal offences. ECRI recommends also strengthening sanctions against racism and racial discrimination by introducing a provision specifically prohibiting the

creation or the leadership of a group which promotes racism, as well as a separate provision criminalising insult and defamation when committed intentionally against individuals or a group of persons on grounds of their race, colour, language, religion, citizenship, or national or ethnic origin, with a further set of recommendations concerning hate speech and authority of the Advocate of the Principle of Equality institution, among others.

Visit ECRI's page on Slovenia at: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/slovenia>.

¹¹⁴ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/3/topic/4/subtopic/79>

¹¹⁵ Available at: <https://rm.coe.int/fifth-report-on-slovenia/168094cb00>

SPAIN

Spain's Criminal Code contains general penalty-enhancement and substantive offence provisions¹¹⁶. The Interior Ministry's State Secretariat of Security collects hate crime data from the Catalan Autonomous Police, the Autonomous Basque Police, Navarre Police, National Police Force and the Civil Guard. Spain publishes annual reports on hate crimes¹¹⁷.

Spain regularly reports hate crime data to ODIHR, available at: <http://hatecrime.osce.org/spain>.

ECRI's report from fifth monitoring cycle (2017)¹¹⁸ recommends that Spanish authorities bring their criminal law into line with its General Policy Recommendation No. 7¹¹⁹ to include the grounds of colour, language, citizenship and gender identity in all relevant provisions, criminalise the support for

groups that promote racism, and criminalise all racial discrimination in the exercise of one's public office or occupation. Authorities should update and extend their antiracism strategy on the basis of the evaluation made in 2014 and 2015. They should include indicators and targets for the objectives and activities of the strategy, expand the financing and implementation with a view to raising awareness about and preventing racism and hate speech, and monitor its impact (in regards to ECRI's General Policy Recommendation No. 15¹²⁰).

For more information on previous ECRI's monitoring cycles visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/spain>.

¹¹⁶ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/2/topic/4/subtopic/79>

¹¹⁷ For example, report for 2017, available in local language at: <http://www.interior.gob.es/documentos/10180/7146983/ESTUDIO+INCIDENTES+DELITOS+DE+ODIO+2017+v3.pdf/5d9f1996-87ee-4e30-bff4-e2c68fade874>

¹¹⁸ <https://rm.coe.int/fifth-report-on-spain/16808b56c9>

¹¹⁹ <https://rm.coe.int/ecri-general-policy-recommendation-no-7-revised-on-national-legislation/16808b5a9e>

¹²⁰ <https://rm.coe.int/ecri-general-policy-recommendation-no-15-on-combating-hate-speech/16808b5b01>

SWEDEN

Sweden's criminal law contains a general penalty-enhancement provision¹²¹. Sweden includes defamation, hate speech and discrimination crimes in its data. Hate crime data are collected by the National Council for Crime Prevention and are based on information from the police and the prosecution authority. Since 2012, the number of hate crime cases is estimated based on a statistical sample

of police reports. Hate crime reports are published annually¹²². Three different victimization surveys, used to measure unreported hate crime, are conducted regularly.

Sweden regularly reports hate crime data to ODIHR, for more information visit: <http://hatecrime.osce.org/sweden>.

ECRI's report from the fifth monitoring cycle (2017)¹²³ suggests ratification of the Protocol No. 12 to the European Convention on Human Rights¹²⁴ as well as bringing the Swedish criminal law as well as the civil and administrative law, into line with its General Policy Recommendation No. 7. ECRI recommends that the authorities further refine their national data collection system for hate crime incidents, by sub-dividing the categories of

criminal damage and graffiti, as well as to add clear indicators and targets to Swedish National Plan to combat racism.

For more information on Sweden through ECRI's reports from monitoring cycles, visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/sweden>

- ¹²¹ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/1/topic/4/subtopic/79>
- ¹²² For example, report from 2014, available in local language: <https://bra.se/publikationer/arkiv/publikationer/2015-08-05-hatbrott-2014.html> (with summary in English: <https://bra.se/bra-in-english/home/publications/archive/publications/2015-08-11-hate-crime-2014.html>)
- ¹²³ <https://rm.coe.int/fifth-report-on-sweden/16808b5c58>
- ¹²⁴ https://www.echr.coe.int/Documents/Library_Collection_P12_ET5177E_ENG.pdf

UNITED KINGDOM

The United Kingdom's hate crime laws are a combination of general penalty-enhancement provisions and substantive offences¹²⁵. In England, Wales and Northern Ireland, hate crime data are collected by the Association of Chief Police Officers, the Crown Prosecution Service and the Home Office. In Scotland, data are collected by the Procurator Fiscal. Police and prosecution data, which cover the reporting period from April to March of the following year, are regularly published¹²⁶. The United Kingdom conducts regular victimization surveys to measure unreported hate crimes. The United Kingdom regularly reports hate crime data to ODIHR and the data is available at: <http://hatecrime.osce.org/united-kingdom>, as well as information on how the hate crime data is collected.

ECRI's report from the fifth monitoring cycle (2016)¹²⁷ starts with the reiteration of its previous recommendations to sign and ratify Protocol No. 12 to the European Convention on Human Rights. Furthermore, ECRI recommends amending the criminal law to add the ground of language to the existing provisions and to include the following offences committed on grounds of race, colour, language, religion, nationality, or national or ethnic origin: public incitement to violence and discrimination; public insults and defamation; threats; the public expression with a racist aim of an ideology which claims the superiority or which depreciates or denigrates a group of persons; the public denial, trivialisation, justification or condoning, with a racist aim, of crimes of genocide, crimes against humanity or war crimes; the production or storage aimed at public dissemination or

distribution, of written, pictorial or other material containing manifestations covered by ECRI's GPR 7 paragraphs 18 a, b, c, d and e¹²⁸; the creation or leadership of a group which promotes racism, support for such a group or participation in its activities; and racial discrimination in the exercise of one's public office or occupation, followed

by other recommendations that can be found at the link provided.

More information on ECRI's previous monitoring cycles, visit: <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/united-kingdom>.

- ¹²⁵ Criminal Code excerpts in English are available at: <http://www.legislationline.org/topics/country/53/topic/4/subtopic/79>
- ¹²⁶ For example, report covering 2017-2018, available in English: <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2017-to-2018>
- ¹²⁷ <https://rm.coe.int/fifth-report-on-the-united-kingdom/16808b5758>
- ¹²⁸ <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance/recommendation-no.7>

PRACTICES

Selected practices
from MS

A

Countering Hate Speech and Hate Crime

INSTITUTIONAL PRACTICES

The section contains institutional initiatives or even institutions per se that were set up in order to further research the phenomena of hatred based on biases, develop policy actions, educate the responsible authorities etc. 'Institutional' refers to state or governmental bodies / authorities on national level, regional, county or municipal level initiatives or local activities, within a city, but initiated by authorities.

Austria Helping Hands Graz – Antidiscrimination Office Styria

Belgium Vijfhoeksoverleg, stad Gent / 'Pentagon' meeting, City of Ghent

Belgium Training on diversity and hate crime for police

Croatia Training of professionals on Criminal Code provisions on hate crimes (Article 87 (21)) and hate speech – public incitement to hatred and violence (Article 325)

Czech Republic Methodological Guidelines on a Coordinated Response at Extremist Events

Germany Demokratie leben! / Live Democracy!

Spain The Spanish Observatory on Racism and Xenophobia (OBERAXE)

Sweden Special hate crime investigation police teams

Helping Hands Graz – Antidiscrimination Office Styria

EU Member State:	Austria
About:	The Antidiscrimination Office Styria is a Helping Hands Graz project. It is a single point of contact, clearing, advising and monitoring office for those who experience discrimination, and for those who want to defend themselves against it. People who feel discriminated against have the opportunity to lodge their complaints. The case is then recorded, possibilities of intervention pointed out, and the support given by the Antidiscrimination Office and other specialized offices.
Implemented by:	Antidiscrimination Office Styria
Scope:	regional
Topics:	hate speech, hate crime
Aim:	The goal of the project is to strengthen antidiscrimination work and to raise awareness of the Styrian population. People who feel discriminated against have the opportunity to lodge their complaints. The case is then recorded, possibilities of intervention pointed out, and the support given by the Antidiscrimination Office and other specialized offices.
Activities & methods:	The four pillars of the Antidiscrimination Office are: <ul style="list-style-type: none"> • Single point of Contact, Clearing and Counselling Office • Monitoring and Academic Support • Networking Initiator and Engine • Promoting and Raising Awareness • Developing and running an App for reporting hate speech 'BanHate' (www.banhate.com)
Web:	http://www.antidiskriminierungsstelle.steiermark.at/cms/ziel/72107751/EN/
Financing:	Funded by the City of Graz and the Federal province of Styria.
Partnership:	Implemented by an organisation (NGO) in cooperation with the university and funded by the Federal province of Styria and the city of Graz.

Vijfhoeksoverleg, stad Gent 'Pentagon' meeting, City of Ghent

EU Member State:	Belgium
About:	A meeting between five partners – different stakeholders – occurring a few times a year on the topic of anti-LGBT hate crime. Partners at this meeting are: City of Ghent (Equal Opportunities), Local Police Ghent, Public Prosecutor, Unia, çavaria (Flemish LGBT NGO).
Implemented by:	City of Ghent
Scope:	regional
Topics:	hate crime
Financing:	No extra costs.
Partnership:	City of Ghent (Equal Opportunities), Local Police Ghent, Public Prosecutor, Unia, çavaria (Flemish LGBT NGO).
Other information:	This best practice is also a consequence of actions on various governmental levels: <ul style="list-style-type: none"> • On the federal level: a circular of the justice and internal affairs departments to establish reference persons and certain norms on combatting and prosecuting hate crime within the police and public prosecution (COL13/2013) and • Action plans of the Ghent local government for LGBT equality.

Training on diversity and hate crime for police

EU Member State:	Belgium
About:	<p>Training on diversity and hate crime for police cadets who recently graduated, covering topics:</p> <ul style="list-style-type: none"> • Own frame of reference • Diversity at neighbourhood level (different areas in Antwerp are explored) • What is 'White privilege'? • Strategies to respond to internal discrimination and racism
Implemented by:	Antwerp Police Department
Scope:	national
Topics:	hate crime
Aim:	<p>By paying attention to the training of newcomers in local police department, the new inspectors are provided with a good basic framework to develop their career within our standards of diversity and tackling hate crimes. Every new group must follow this mandatory course – around 100 employees each year in 4 sessions. After the six months' internship period, employees can voluntarily enrol for specialized training based on their own fields of interests.</p>

Activities & methods:	<p>The training course consists of one 8-hour session. The first 2 hours cover:</p> <ul style="list-style-type: none"> • The department's diversity service and policy; • A quiz on the diversity within the city of Antwerp and the diversity within the Antwerp police department ('Mentimeter') • The legal basis of the practice on hate crime; • Training and its importance within a national and EU context. • The importance of prominently recording the impact that the crime has on victims and on society; • The role of the patrol officer; • Tools developed to report hate crime. (checklist and digital flow); • The use of these tools;
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Activities & methods:

- Examples of cases and incidents, the case studies are discussed during a quiz with a reward for the best participant ('Mentimeter')
- Tips and tricks on how to investigate and record the testimonies of victims and suspects;
- Questions on the previously discussed topics.

The next six hours are delivered by local partner, ATLAS (training department from the Antwerp bureau for integration).

- At the end of the training, the participant must:
- have a deeper insight into diversity in Antwerp at neighbourhood level and
 - learn ways to maintain a correct basic attitude even in difficult situations in contact with citizens and colleagues who are 'different' (according to protected anti-discrimination legislation criteria).

Web:	www.politieantwerpen.be
Financing:	financed with own resources (within regular operation)
Partnership:	UNIA – independent public institution which combat discrimination, ATLAS atlas, integratie & inburgering Antwerpen.

Training of professionals on Criminal Code provisions on hate crimes (Article 87 (21)) and illegal hate speech – public incitement to hatred and violence (Article 325)

EU Member State:	Croatia
About:	Set of educational training in five regional centres of Croatia on the Criminal Code provisions for a mixed group of professionals involved in different aspects of these criminal offences – hate crimes as defined in Article 87 (21) and incitement to hatred and violence as defined in Article 325. Curricular includes the elaboration of the legal definitions of these criminal offences, international sources, national legislative framework, case-law of the European Court of Human Rights, support and protection for victims as outlined in the Victims' Rights Directive ¹²⁹ and hands-on part with examples to practice on (workshop part). Participants include judges, lawyers, state attorneys, police officers and civil society representatives.
Implemented by:	Office for Human Rights and the Rights of National Minorities to the Government of the Republic of Croatia as coordinator of the activity, Judicial Academy and Centre for Peace Studies as partnering institutions.
Scope:	national
Topics:	hate crime and hate speech

Aim:	Office for Human Rights and the Rights of National Minorities to the Government of the Republic of Croatia proposed these trainings as a part of the implementation of the National Plan for combating discrimination for the period 2017-2022 ¹³⁰ .
Activities & methods:	Educational training for mixed group of professionals involved in different aspects of processing criminal offences – investigation, court proceedings, victim support etc.
Sustainability:	The activity is sustainable and it can be adjusted and extended to last more than one day and to cover more content.
Financing:	Although in 2019 activities were mostly funded by the EC funded project (REC – Rights, Equality and Citizenship program), recommendation is to fund this activity through state budget as ongoing implementation of the measure 1.5. 'to organize expert seminars on Criminal Code provisions regarding hate crimes and hate speech for judges, lawyers, state attorneys, police and civil society, with emphasis on hate crimes against ethnic/national minorities and sexual orientation' under section 'Judiciary and Administration' of the 2017-2019 Action Plan for the implementation of the National Anti-discrimination Plan for 2017-2022 period ¹³¹ .
Partnership:	This activity in the future can be organized in a broad coalition, as it was in the period if it's experiment implementation in the first half of 2019. Partnership included: Government's Office for Human Rights and the Rights of National Minorities, Judicial Academy and Centre for Peace Studies.

¹²⁹ Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA, available in English at: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32012L0029&from=EN>

¹³⁰ Nacionalni program za borbu protiv diskriminacije 2017-2022.: <https://pravamanjina.gov.hr/UserDocImages/dokumenti/Nacionalni%20plan%20za%20borbu%20protiv%20diskriminacije%20za%20razdoblje%20od%202017.%20do%202022..pdf>

¹³¹ Akcijski plan za provedbu Nacionalnog plana za borbu protiv diskriminacije za period 2017.-2019.: <https://pravamanjina.gov.hr/UserDocImages/dokumenti/Akcijski%20plan%20za%20provedbu%20Nacionalnog%20plana%20za%20borbu%20protiv%20diskriminacije%20za%20razdoblje%20od%202017.%20do%202019.%20godine.pdf>

Methodological Guidelines on a Coordinated Response at Extremist Events

EU Member State:	Czech Republic
About:	This is a preventive measure practice which has been implemented in case of extremist marches since 2009, established in partnership with government, civil society, municipality, police. The coordinated response is non-hegemonic, it can but does not need to be headed by any of the stakeholders involved. Beneficiaries (Roma) are included on several levels, ranging from participation at the meetings with representatives of the police forces to participating in roundtable discussions and meetings with representatives of the municipality, NGOs, the Agency for Social Inclusion and schools.
Implemented by:	Agentura pro sociální začleňování / Agency for Social Inclusion (government body)
Scope:	national
Topics:	hate crime, hate speech
Aim:	The aim of the initiative is to alleviate the negative effects of pre-announced marches of extremist groups with a special focus on reducing the security risks involved for Roma (especially those living in socially excluded localities).
Activities & methods:	<p>Three levels of implementation are targeted immediately after the date of the extremist march is set:</p> <ol style="list-style-type: none"> 1. Eliminating risks to Roma living in social exclusion by setting up an action group consisting of representatives of NGOs, members of the agency, the Police and Roma representatives. The action group organises meetings with the inhabitants of excluded localities, informs them about security measures and the legal conditions of the march.

Activities & methods:	<ol style="list-style-type: none"> 2. Opening a debate about the factors leading to extremism and racial intolerance through roundtable discussions attended by members of the municipality, NGOs, a representative of the agency and members of the Roma community. 3. Sensitisation of the general public through the creation of a local initiative grouping various stakeholders (including educational institutions). Volunteers set up an awareness-raising campaign – distributing leaflets, posters, organising concerts and establishing a platform for authorities to address the general public about the dangers of extremism and the importance of inter-ethnic dialogue.
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Web:	http://www.socialni-zaclenovani.cz/koordinace-postupu-pri-nenavistnych-akcich-extremistu-v-socialne-vyloucenych-lokalitach
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Sustainability:	The practice is sustainable since it has been implemented since 2009. The costs are low or none, the various types of stakeholders are present everywhere. Their involvement and the type of coordination/ response required can and must be tailored to the specific setting. There are no special requirements with regard to the size of the setting – the initiative can be implemented in a small village as well as a big city. All three levels of response can be identified in any settlement.
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Financing:	European Social Fund, Czech government and municipalities.
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Partnership:	Government, civil society, municipality and police.
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Demokratie leben! Live Democracy!

EU Member Germany
State:

About: Federal programme launched by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth named 'Live Democracy!'. The federal programme's target groups include, in particular, children and young people, their parents, relatives and reference persons, and also volunteer, part-time and full-time child care workers, multipliers and governmental and civil society actors. 'Live Democracy!' is also a cornerstone of the Federal Government's strategy to prevent extremism and promote democracy¹³².

Implemented by: Federal Ministry for Family Affairs, Senior Citizens, Women and Youth¹³³

Scope: national

Topics: hate speech, hate crimes¹³⁴

Aim: To ensure sustainable support for initiatives, associations and committed citizens throughout Germany that actively work towards their aim of a diverse, non-violent and democratic society.

Activities & methods:

- 1. Partnerships for Democracy** – 'partnerships for democracy' are structurally based local or regional alliances, that bring together decision-makers from local politics and administration and people active in all aspects of civil society, from associations and clubs through churches to citizens' groups. Starting from local conditions and problems on the ground, they jointly develop a strategy tailored to addressing the specific situation at hand.
- 2. Democracy Centres at Federal State level** – In every federal state, a Federal State Democracy Centre supports the development of concepts and strategies to promote democracy and diversity and ensure a networking of local activities and projects, especially those of the local partnerships for democracy. In addition, they coordinate the work of the counselling and prevention services and act as a point of contact for people seeking help.

Activities & methods:

This covers in particular mobile counselling, victims' counselling and exit counselling. Taking into account existing structures and possibilities and regionally specific requirements and needs, this may also include advisory services dealing with other forms of phenomena that are antidemocratic, violent or hostile to the rule of law.

3. Structural development of nation-wide NGOs

Non-governmental organisations active throughout Germany which make an important contribution for promoting democracy and preventing radicalisation are funded in order to professionalise their activities. They provide important fundamental work and set impulses for discourses in the relevant field. Within a framework of continuous dialogue and cooperation, the nation-wide NGOs help to develop the thematic focal points of the programme further and to identify and tackle new, current challenges.

4. Pilot projects – Pilot projects develop and field-test innovative approaches towards promoting democracy and preventing radicalisation as well as addressing selected phenomena of group-focused enmity. They tackle urgent questions and problems, are planned and implemented with the focus on their effect and are participative based. If the methods and approaches tested in the pilot projects prove successful, the experienced gained in the project work will be transferred to the work of other organisations or support areas, especially in work with children and adolescents. The prime aim is to advance teaching practice, taking into account specific local structures and to transfer this into regulatory structures.

Web: <https://www.demokratie-leben.de/en/federal-programme/about-live-democracy.html>

Sustainability & Financing: Live Democracy!' operates at various levels. The funded projects to prevent radicalisation and promote democracy have a local, regional or national focus. The programme started in January 2015. The funding for 2019 amounts to €115,5 million in total.

Partnership: Federal Ministry of the Interior, Building and Community, Federal Agency for Civic Education, Federal Ministry of Justice and Consumer Protection.

¹³² <https://www.bmfsfj.de/blob/115448/cc142d640b37b7dd76e48b8fd9178cc5/strategie-der-bundesregierung-zur-extremismuspraevention-und-demokratiefoerderung-englisch-data.pdf>

¹³³ <https://www.bmfsfj.de/bmfsfj/meta/en>

¹³⁴ These two topics fall under the broader topics under this programme: strengthening democracy, prevention of radicalisation, civic engagement

The Spanish Observatory on Racism and Xenophobia (OBERAXE)

EU Member State:	Spain
About:	OBERAXE is platform offering information and analysis and spurring on work to combat racism, racial discrimination, xenophobia and other forms of intolerance as well as hate incidents and crimes under the Ministry of Labour, Migration and Social Security's Secretary of State for Migration, and specifically under the Directorate General for Integration and Humanitarian Aid.
Scope:	national
Topic:	hate crime
Aim:	<p>To collect and analyse information on racism and xenophobia to gain knowledge regarding the situation and potential trends, by implementing an information network.</p> <p>To promote the principle of equal opportunities and non-discrimination and combating racism and xenophobia.</p> <p>To cooperate and coordinate with various public and private stakeholders, nationally and internationally, in order to prevent and combat racism and xenophobia.</p>
Activities & methods:	<p>Activities of Oberaxe cover large range of areas of life and society such as:</p> <ul style="list-style-type: none"> • In the area of education – cooperation with schools, autonomous communities and civil society on raising awareness activities, e. g. Manual for the prevention and detection of racism, xenophobia and other forms of intolerance in the classroom developed as a part of FRIDA project¹³⁵ • Employment area – aim is to promote the diversity management in companies by supporting innovative projects and disseminating good practices, to raise awareness of anti-discrimination principles, to fight against the exploitation of immigrants as well as of other groups and provide support to groups in situations of special vulnerability in the labour market¹³⁶ • Police and Security Forces – participation in different transnational projects aiming at prevention and fight against racism, xenophobia and other forms of intoler-

Activities & methods:

ance, including hate crimes at local level, by increasing the capacities of local authorities and especially municipal police to identify and face these phenomena¹³⁷ and developing training for the identification and reporting of racist incidents¹³⁸

- **Hate crimes and incidents** – includes good practices, guides, reports, legislation and links to national and European organizations related to the awareness, prevention and resolution of incidents and hate crimes¹³⁹
- **Media** – awareness raising activities aimed at the media to improve news reporting on vulnerable groups in the society¹⁴⁰, e. g. publishing Practical guide for media professionals: media treatment of immigration¹⁴¹
- **Health** – activities with aim to prevent incidents of discrimination, hate and racism in health centres – Pandora¹⁴²

Besides these areas, Oberaxe's activities and principles include coordination and cooperation on inter-institutional level as well as on international level, and analysis of the situation that includes gaining knowledge of the evolution of racism, racial discrimination, xenophobia and other forms of intolerance as understanding these phenomena presents a key to the articulation of active policies and the development of effective prevention and protection measures.

Web:	http://www.mitramiss.gob.es/oberaxe/en/quienessomos/index.htm
Sustainability:	Oberaxe presents long-term planned initiative by the state institutions with a clear vision of the platform's mission after the project's end (Progress 2014) ¹⁴³ .
Financing:	State budget and project funded.
Partnership:	Platform is being implemented by various scope of institutions and civil society organizations.

¹³⁵ For more info on FRIDA project visit: <http://www.mitramiss.gob.es/oberaxe/es/ejes/educacion/practicass-exito/index.htm>

¹³⁶ For more info visit: <http://www.mitramiss.gob.es/oberaxe/es/ejes/empleo/index.htm>

¹³⁷ For more info on project Proximity visit: <http://www.proximitypolicing.eu/>

¹³⁸ For more info on project FIRIR visit: <http://www.mitramiss.gob.es/oberaxe/es/ejes/coordination/ffccseguridad/index.htm>

¹³⁹ For more info visit: <http://www.mitramiss.gob.es/oberaxe/es/ejes/delitosodio/index.htm>

¹⁴⁰ For more info on this stream of work visit: <http://www.mitramiss.gob.es/oberaxe/es/ejes/medcom/index.htm>

¹⁴¹ Available at: <http://www.mitramiss.gob.es/oberaxe/ficheros/documentos/GuiaPracticaProfesionalesMediosComunicacion.pdf>

¹⁴² Available at: <http://www.mitramiss.gob.es/oberaxe/es/ejes/sanidad/index.htm>

¹⁴³ Oberaxe was featured in European Union Agency for Fundamental Rights Compendium on practices in combating hate crimes: <https://fra.europa.eu/en/promising-practices/prevention-and-detection-racism-xenophobia-and-related-intolerance-school>

Special hate crime investigation police teams

EU Member State:	Sweden
About:	Intern police organisation teams for investigation of hate crime
Implemented by:	Swedish Police Authority
Scope:	regional, national
Topic:	hate crime
Aim:	To effectively investigate and combat hate crimes by establishing a specific units in the police regions of Stockholm, West and South that have the ability to combat hate crime and other criminality that threatens fundamental rights and freedoms and the free formation of opinion. Besides investigating hate crimes, democracy and hate crime units work with confidence-building measures in the form of consultation meetings with vulnerable groups. The units also provide assistance to the local police districts and the police contact centres through training programmes at the regional and local level.

Activities & methods: Swedish Police Authority has an intern organisation for investigation hate crime. In the big cities Stockholm, Göteborg and Malmö there are special hate crime investigation teams. Each unit consists of about ten employees, when they are at full strength, and is led by a unit head. All police regions have specialist investigators even if they are not put together in a team. All regions have prepared action plans for how they will increase their ability to counteract hate crime. All regions have put part of their staff through professional development training in the form of nationally organised programmes.

The specialist's teams gather a lot of knowledge. They act as mentors for the four police regions that has not a team by their own. At national level, the national operating department (UC Stockholm) of Swedish Police are responsible for keeping the organisation together in a network.

Activities & methods:

The police's intranet, Intrapolis, offers support and guidance on how the investigation process for hate crimes should be pursued. This applies to initial measures, investigation and preliminary investigation management. Specific information has been communicated to the police contact centres regarding what the staff should keep in mind when receiving reports.

In 2015-2016, national training has been implemented in the form of three training programmes lasting two days each and an advanced pilot programme of five days. Now, there are 5 days educations for hate crime investigators at Uppsala University instead. The mentor hate crime teams are supplying the other police regions with education.

Victims of crime and personal security division (BOPS) have been established in all police regions. Collaboration has been pursued at the national and regional levels between hate crime officials and BOPS. BOPS is responsible for taking care of hate crime victims who need support and protection. BOPS is also responsible for contacts with the media houses and local politicians in each region, concerning the need for support.

Sustainability & financing:

Practice is sustainable and financed through police budget. The Development Centre in Stockholm has a continuing responsibility to monitor and develop the work with investigating hate crimes. The contact network that has been set up within the police will continue to function. In this way, activities throughout the country can be followed up continuously.

B

Countering Hate Speech and Hate Crime

PRACTICE OF CSOs & OTHER STAKEHOLDERS

This section contains selected practices by civil society and other organisations that are not part of the government or institutional framework on national, regional or local level, like the example of Finnish Council for Mass Media, independent self-regulatory body.

Austria	ZARA Counselling Unit #AgainstOnlineHate
Austria	Docustelle – Documentation Center Austria
Belgium	Facing Facts
Croatia	Dosta je mržnje / Enough with the hatred
Czech Republic	In IUSTITIA
Finland	Council for Mass Media / Julkisen sanan neuvosto
Germany	Counter-speech initiatives from Germany
Greece	The Racist Violence Recording Network
Greece	Racist Crime Watch
Hungary	Working Group Against Hate Crimes (GYEM)
Ireland	iReport
Italy	Il Barometro dell'odio – Elezioni Europee 2019 / Barometer of hate – Observatory on hate speech in the electoral campaign
Malta	Report Racism Malta
Malta	Kellimni.com
Poland	The Brown Book – hate crime monitoring
Slovenia	Spletno oko

ZARA Counselling Unit #AgainstOnlineHate

EU Member State:	Austria
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About:	<p>ZARA Counselling Unit #AgainstOnlineHate is a specialised unit under ZARA civil society organisation.</p> <p>ZARA – Zivilcourage und Anti-Rassismus-Arbeit (civil courage and anti-racism-work) is an Austrian NGO with the mission to enhance civil courage, to contribute to building a racism-free society and to promote the legal as well as virtual equal treatment of persons residing in Austria irrespective of their skin colour, language, appearance, religion, citizenship and/or origin.</p> <p>Since September 2017, ZARA operates, additionally to its longstanding counselling unit for victims and witnesses of racist incidents, the Counselling Unit #GegenHassim-Netz (#AgainstOnlineHate).</p>
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Web:	<p>https://zara.or.at/de/beratung/melden/hassimnetz https://zara.or.at/de/kontakt</p>
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Scope:	national
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Topic:	hate speech, hate crime
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Aim:	<p>ZARA stands for a racist-free society & a respectful togetherness on- and offline, is fed up with exclusion and discrimination and wants equality and justice.</p> <p>Through psychosocial and legal advice, systematic documentation, active public relations and project work as well as intensive monitoring phases, ZARA is committed every day to those who are confronted with racist discrimination and/or hatred online on account of all grounds of discrimination. ZARA is committed to equality of ALL – regardless of ethnic and social affiliation, skin color, gender, language, religion, sexual orientation, age or disability. Based on equal distribution and deep structural anchoring of injustices, ZARA is especially committed to those who are less and have less.</p>
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Activities & methods:	<p># Counselling Unit for victims and witnesses of racism # Counselling Unit #AgainstOnlineHate # Awareness Raising and sensitization of the public through active outreach and PR activities # ZARA Training (non-profit company) implements preventative measures (trainings, seminars and workshops) # (Trans-)National project implementation on antidiscrimination, racist discrimination, equal treatment and online hatred # Documentation and publication of the annual Racism Report¹⁴⁴</p>
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Sustainability:	The project is sustainable as it can be adjusted and extended. After the project follow up, the practice will serve as a basis for further initiatives, activities and endeavours
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Financing:	State budget – financed by the Federal Ministry of Digital and Economic Affairs.
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¹⁴⁴ <https://zara.or.at/de/wissen/publikationen/rassismusreport>

Dokustelle – Documentation Center Austria

EU Member State:	Austria
About:	It is a documentation and counselling centre for persons experiencing Islamophobia and anti-Muslim racism – an NGO collecting and analysing data about Islamophobia and antimuslim racism in Austria, which is reported by the community via email, phone or social media channel.
Implemented by:	Dokumentations – und Beratungsstelle – Islamfeindlichkeit & Antimuslimischer Rassismus
Scope:	national
Topics:	hate speech, hate crime
Activities & methods:	Collecting data and publishing the report ‘Antimuslim Racism Report’ every year, showing numbers and statistics and analyses trends; providing workshops and trainings to schools and other NGO’s; advising victims and supporting them by accompanying them to different victim support institutions; exchanging, networking, education, assistance, counselling and mediation.
Web:	http://dokustelle.at/
Sustainability:	Collecting and analysing data since 2014.
Financing:	Donations and membership fees.
Partnership:	Dokustelle is an independent NGO and works independently on their own but for a better support of the victims it is networking with local institutions, international institutions such as ENAR or OSCE and cooperate with victim support institutions or with equal treatment advocates.

Facing Facts

EU Member State:	EU level
About:	Facing Facts is an innovative programme aiming to tackle the issue of hate crime and hate speech in Europe. Since its inception in 2011, this initiative has been praised for its role in training on, and advocating for, hate crime monitoring systems that expose overlooked hate motivated acts.
Implemented by:	coordinated by CEJI-A Jewish contribution to an inclusive Europe
Scope:	EU wide
Topics:	hate speech, hate crime
Activities & methods:	Online training courses on Facing Facts Online – an independent learning platform – where trainings are provided: Hate crime training for police, Hate crime monitoring for civil society organisations, Hate speech monitoring and counteraction available in English, French, German and Italian, Hate speech advocacy, 7 Bias Indicators modules that address the specificities linked to hate crimes targeting the following communities: Disabled, Jewish, LGBT, Migrants and Refugees, Muslim, People of African Descent, Roma.
Web:	https://www.facingfacts.eu/
Sustainability:	The initiative is working and developing since 2011.
Financing:	Rights, Equality and Citizenship Programme (2014-2020) of the European Union
Partnership:	Facing Facts began as a partnership between four NGOs, with complementary experience in education, advocacy and hate crime monitoring to develop the first ‘train the trainer’ programme on monitoring hate crimes for Civil Society Organisations. Moving forward, Facing Facts has evolved into a broad European network of civil society organisations and law enforcement agencies that generates holistic, multi-stakeholder approaches to hate crime monitoring, response and prevention. Facing All the Facts is a partnership of 11 organizations that include European CSOs, universities and law enforcement agencies.

Dosta je mržnje! Enough with hatred!

EU Member State:	Croatia
About:	Online tool for reporting hate speech.
Implemented by:	Centre for Peace Studies, Human Rights House Zagreb, Gong
Scope:	national
Topic:	hate speech
Aim:	Dosta je mržnje is developed as a user-friendly tool for citizens to easily report hate speech online and offline. It was created as a response to the frequent presence of hate speech.
Activities & methods:	Dosta je mržnje is a web page and mobile app for reporting hate speech. It collects the reports from citizens and the administrative team forms the report into a complaint that is further sent to authorities in charge of the matter (e.g. regulatory body, ombudsman, state attorney's office, police). Administrative team answers every report and examines every case separately. Dosta je mržnje is also an educational tool, as it informs and educates citizens on hate speech phenomena through answers provided to their reports.
Web:	https://www.dostajemrznje.org/
Sustainability, financing & partnership:	The practice is active since 2016 and it is funded through different projects. The practice is considered sustainable due to the cooperation of three CSOs maintaining the web site together, developing and updating it on yearly basis.

In IUSTITIA

EU Member State:	Czech Republic
About:	In IUSTITIA is a complex hate crime and hate speech prevention centre that is dealing specifically with hate violence in all its width.
Implemented by:	In IUSTITIA
Scope:	national
Topics:	hate crime, hate speech
Aim:	In IUSTITIA aims to protect communities at risk of violent racism, and it is focused on improving their access to justice. It seeks to improve the practices of law enforcement in cases of hate violence, in particular to improve practice in the detection and investigation of hate crimes. It aims not only to address the consequences of hate incidents, but also to prevent them.
Activities & methods:	Providing legal assistance to people at risk or exposed to hate violence, monitoring legislative activities, research, analysis and data collection, education and awareness raising of professionals and the general public in the issue of hate violence, training of civil servants especially in the area of the protection of public spaces.
Web:	https://en.in-ius.cz/
Financing:	State budget, European Commission, Norway funds and private foundations.

Julkisen sanan neuvosto

Council for Mass Media

EU Member State: Finland

About: The Council for Mass Media (CMM) is a self-regulating committee established by publishers and journalists in the field of mass communication for the purpose of interpreting good professional practice and defending the freedom of speech and publication.

Implemented by: The Council for Mass Media

Scope: national

Topic: hate speech

Aim: The Council for Mass Media (CMM) is a self-regulating committee established in 1968 by publishers and journalists in the field of mass communication. Its task is to interpret good professional practice and defend the freedom of speech and publication. CMM does not exercise legal jurisdiction. The journalists and other personnel engaged in media who have affiliated to the CMM have, *ipso facto*, committed themselves to advancing and upholding the ethical principles of the profession.

Activities & methods: The Council addresses the methods by which journalists acquire their information. The Council does not exercise legal jurisdiction or public authority. Its decisions are, however, closely followed and observed.

Any person who considers that there has been a breach of good professional practice by the press, radio or television may bring this to the attention of the Council. The Council can also process a complaint concerning online material if the material is considered to have been published in an online media. The matter does not need to concern the complainant personally, but the consent of the injured party must be included in order for the case to be processed.

If the Council believes that the media has breached good professional practice, it issues a notice which the party

Activities & methods:

in violation must publish within a short time span. If the media that has received the notice does not publish it, the notice will be otherwise made public. The complaint process is free of any charge.

The majority of the Finnish media have signed the Council's Basic Agreement, whereby the Council can directly handle any complaints that concern them. Under certain circumstances involving important principles, the Council can also independently initiate an investigation.

The guidelines for journalists¹⁴⁵ aim is to support the responsible use of freedom of speech in mass communication and encourage discourse on professional ethics and they concern all journalistic work.

Web: <https://www.jsn.fi/en/blog/why-is-the-cmm-a-model-council/>

Other information: Almost all European countries have a media council similar to the CMM. However, Finland's CMM is considered exemplary. It is exceptionally broad, regulating almost all Finnish media: in addition to news media, it regulates women's magazines, radio stations, children's magazines and most political parties' newspapers. This has ensured that the media in Finland operate freely and responsibly at the same time.

A reader of the CMM's decisions may get the false impression that the media are especially poor and error-filled. In reality, the CMM issues very few verdicts in relation to the number of complaints. Most complaints are baseless and thus not examined by the CMM. For example, the CMM does not examine complaints that argue that opinions are factual errors.

Studies have shown that Finnish journalists are extremely committed to their ethical guidelines, and that the quality of Finnish journalism has remained exceptionally high. Mistakes happen, but in Finland, the media are very conscientious about correcting them. The media outlets that have signed up to the Guidelines for Journalists do not spread fake news. At the same time, the CMM enables extensive press freedom. The principle is simple: when the media regulate themselves, the authorities and the courts do not need to intervene.

¹⁴⁵ https://www.jsn.fi/en/guidelines_for_journalists/

Counter speech initiatives from Germany

EU Member State:	Germany
About:	Three counter speech initiatives that are involved in community building offering online space and resources for everyone who wants to speak up against hate speech online.
Implemented by:	LOVE-Storm – Gemeinsam gegen Hass im Netz, #ichbinhier, Reconquista Internet
Scope:	national
Topic:	hate speech
Aim:	<p>#ichbinhier stands for diversity and constructive dialogue in the social media – without hate, without hate speech, without fake news. #ichbinhier is part of the international #iamhere initiative, currently active in ten European countries with about 150 000 members in total. The initiative was founded in Sweden in May 2016.</p> <p>Reconquista Internet goal is to encounter hatred, violence and ignorance and help each and every one out of the spiral of hatred.</p> <p>LOVE-Storm community practices digital solidarity and supports its members in their everyday activism against hate online.</p>
Activities & methods:	<p>#ichbinhier is an action Facebook group with 45.000 members, organizing 3 major actions per day and helping each other on a case by case base, writing a daily factual and constructive comments on Facebook in order to counterbalance the pejorative and aggressive voices in the comments.</p> <p>Reconquista Internet is a counter speech community attracting several thousand members using a discord server. It has launched a reporting website (www.hassmelden.de), a tool for reporting incidents – hate comments, racist attacks, insults or threats.</p>

Activities & methods: LOVE-Storm is a training- and action- online-platform combining (1) online-training, (2) counter speech tool (alarm system & action-site, where members can see and support each other while countering hate commentaries and (3) community functions. Thereby, gradually, Internet users reclaim their online spaces in a non-violent way.

Web: <https://www.ichbinhier.eu/>
www.hassmelden.de
<https://love-storm.de/#actions>

Sustainability & Partnership: All the three initiatives were developed and implemented by private or citizens' initiatives. All created smaller or bigger cooperative networks, but mainly within the civil society sector. State institutions played a certain role as a donor (especially for LOVE-Storm) and were supportive but took no active part in the implementation of any activities. All the three initiatives are developing and building more capacities.

Financing: Mix of project funding, donations, fees and institutional funds.

The Racist Violence Recording Network

EU Member State:	Greece
About:	Network is comprised of 46 actors offering medical, social and legal services or/and coming in direct contact with victims of racist violence or victims of other hate- or bias-motivated violent attacks as well as organizations established by the groups which are usually targeted by racist violence themselves.
Implemented by:	The Network has been operating under the auspices of a public body, National Commission for Human Rights and the UNHCR and it gathers NGOs and other bodies that provide support services to victims of racist violence form
Scope:	national
Topics:	hate crime, hate speech
Aim:	It is the most reliable source of information on hate crimes in Greece, a successful reporting mechanism dedicated to reducing underreporting, collecting statistical data and submitting annual reports on racist crime, including hate speech.
Activities & methods:	The RVRN has been applying a strict methodology from the outset, recording incidents exclusively based on interviews conducted with the victims. The victims' willingness to come forward is therefore key in terms of the number of incidents that are actually recorded. All members of the RVRN have adopted the consolidated recording form of the RVRN. Each RVRN organisation member appoints focal points to record the incidents, i.e. social workers, lawyers, or other professionals or volunteers, who are trained by the RVRN. Recording forms are completed anonymously and used exclusively by the RVRN for the purpose of combating racism and hate crimes.

Activities & methods:

The documentation of racist violence in Greece by the RVRN has led some institutions to fund special programmes, in order to promote recording practices. As a result, several RVRN members are now implementing a series of programmes to support the recording procedures, while offering various other supporting services to the victims of racist violence.

The RVRN engages in institutional initiatives for the improvement of the response to racist crime and seeks to raise awareness of the racist crime in every possible way. To this end, it responds to a variety of reporting requests from researchers, journalists, students. In addition, RVRN contributes to the dissemination of legislation against racism and racist crime through participation in seminars, trainings and public debates.

Web: www.rvrn.org

Sustainability: While the RVRN remains a collective initiative with common operational rules and common objectives, the individual activities of its members have a complementary and mutually empowering impact. Based on the experience gained through the implementation of these programmes, the RVRN acknowledges the positive effects achieved in terms of broadening the use of RVRN tools and enabling the supporting bodies to address more situations.

Financing: The network is mostly private and project-funded (it is a network of independent NGOs)

Partnership: National Commission for Human Rights, UNHCR, NGOs. The Racist Violence Recording Network (RVRN) was also appointed as coordinator of a new specialised working group of the governmental National Council against Racism and Intolerance that is devoted to combating hate crime. Working group comprises representatives of the Police, the National Commission for Human Rights and the Ministry of Justice.

Racist Crimes Watch

EU Member State:	Greece
About:	Litigation project that deals with cases of racist crimes
Implemented by:	Greek Helsinki Monitor (GHM)
Scope:	national
Topic:	hate crime
Aim:	Records cases of racist crimes (racist profiling, racist speech, racist desecrations & vandalisms, racist discrimination and racist violence) on the public website and files criminal complaint reports to the Prosecutors for Racist Crimes who usually launch criminal investigations (some 600 from 2015 through September 2019). Project was launched after The European Commission against Racism and Intolerance (ECRI) ¹⁴⁶ , United Nations Human Rights Committee ¹⁴⁷ and The UN Committee on the Elimination of Racial Discrimination (CERD) ¹⁴⁸ expressed concern that cases of racism are underreported allegedly due to lack of trust in the authorities and the absence of an effective complaints mechanism and regret that sanctions imposed are insufficient to discourage and prevent discrimination. The project helped overcome the underreporting and highlight the absence of an effective complaints mechanism that lead to very few cases reaching the trial stage and even fewer ending with irrevocable convictions. The bulk of the complaints filed in the framework of this project, after a preliminary investigation, are 'under examination' by prosecutors -alongside hundreds of other unrelated cases the same prosecutors are also assigned for examination.
Activities & methods:	Surveys traditional, electronic, on line, and social media to spot potential racist crimes; in few cases racist crimes are directly reported to GHM and become public after complaints were failed.
Web:	https://racistcrimeswatch.wordpress.com

Sustainability & Financing: Although the implementation of this practice depends on the availability of the volunteers as it is based exclusively on volunteer work, the practice of Greek Helsinki Monitor in recording racist hate crimes is operational since 2015 and therefore plays a significant role in documenting racist crimes.

¹⁴⁶ <https://www.coe.int/en/web/european-commission-against-racism-and-intolerance>

¹⁴⁷ <https://www.ohchr.org/EN/HRBodies/CCPR/Pages/CCPRIndex.aspx>

¹⁴⁸ <https://www.ohchr.org/en/hrbodies/cerd/pages/cerdindex.aspx>

Working Group Against Hate Crimes (GYEM)

EU Member State:	Hungary
About:	A Working Group Against Hate Crimes is a coalition of NGOs and experts in the field of hate crime, established to join forces for a more effective approach against hate crimes
Implemented by:	Amnesty International Hungary, Háttér Society, Hungarian Helsinki Committee, Hungarian Civil Liberties Union (TASZ)
Scope:	national
Topic:	hate crime
Aim:	<p>The principal objective of the working group is to fight hate crimes. To achieve this, the working group work for the following goals:</p> <ol style="list-style-type: none">1. establishing a more effective legal and institutional framework for state responses to hate crimes;2. encouraging victims to initiate legal proceedings;3. creating a social environment rejecting hate crimes.
Activities & methods:	<p>Professional input—the working group regularly delivers its opinion on draft laws and makes proposals to strengthen state responses to hate crimes.</p> <p>Research—the working group conducts research to better understand the phenomenon of hate crimes and to identify new tools in the fight against hate incidents.</p> <p>Training—the working group develops curricula and conducts training programs for professionals dealing with hate crimes.</p> <p>Legal representation—NGOs participating in the working group provide legal advise and representation free of charge for victims of hate crimes before the authorities and courts.</p>

Activities & methods: Networking—the working group fosters good professional relations with NGOs, the police, the public prosecutor's office, other authorities and the judiciary.

Web: <http://gyuloletelen.hu/about-us>

Sustainability & Financing: The group is established in 2012, and besides the representatives of the organizations, individual experts also take part in the work of the working group.

iReport

EU Member State:	Ireland
About:	<p>ENAR Ireland (European Network Against Racism Ireland) is a national network of anti-racism civil society organisations which aims to work collectively to highlight and address the issue of racism in Ireland through the promotion and monitoring of EU and global anti-racist initiatives. ENAR Ireland (soon to be renamed INAR – Irish Network Against Racism) is a member of the European Network Against Racism (ENAR) based in Brussels. Its flagship project is iReport.ie, a fully confidential and independent civil-society based Racist Incident Reporting System, which ENAR Ireland / INAR manages on behalf of its network. It is an online self-reporting system which can also be filled in by third parties, from which INAR produces data reports on racist hate crime, racist incidents, racist hate speech and racist discrimination, including statutory and non-statutory responses to complaints. It has been producing periodic and thematic reports since 2013, as well as policy recommendations. The data produced positions INAR as the ‘go to’ experts on hate incidents of all kinds, as well as institutional responses. It has enabled ENAR Ireland to make authoritative policy recommendations to a range of statutory bodies, including the national police force and the Department of Justice.</p>
Implemented by:	Irish Network Against Racism (INAR) – formerly ENAR Ireland (European Network Against Racism Ireland)
Scope:	national
Topics:	racist hate speech, hate incidents, discrimination and hate crime
Aim:	<p>Strategic objectives of ENAR Ireland/INAR are:</p> <ol style="list-style-type: none"> 1. Build a strong and vibrant anti-racism infrastructure in Ireland. 2. Develop evidence-based research to capture trends and patterns and inform our policy and lobbying work. 3. Be the national voice identifying, monitoring and speaking out against racism. 4. Build the ENAR Network in Ireland.
Activities & methods:	The iReport Racist Incident Reporting System was launched in July 2013. Reports can be made directly through the website or through a partner organisation. Questions are designed to capture a large amount of detail about racist incidents, including information about

Activities & methods:	<p>where, when and how the incident occurred and details about the victim(s) and perpetrator(s). The system also captures information about why the incident has been perceived as racist, its impact on the victim and/or witnesses, and the interplay with age, gender, sexuality and disability.</p> <p>The recording system has been designed to allow comparison with international patterns and to facilitate understandings of racism which are particular to the Irish context. Analysis of the data has been carried out by Dr Lucy Michael in consultation with Shane O’Curry, Director of ENAR Ireland.</p> <p>ENAR Ireland participates in the monitoring of the implementation of the Code of conduct on countering illegal hate speech online facilitated by the European Commission.</p> <p>Periodic reports based on data collected through the iReport Racist Incident Reporting System can be downloaded below.</p> <p>Additionally, the system provides a live data feed on racism in Ireland since January 2015 to present.</p>
Web:	https://www.ireport.ie/report-racist-incidents/
Sustainability:	ENAR Ireland has produced consistent data over 6 years which have now positioned it to be the authority on racist incidents of all kinds, and institutional responses. This work strengthens its role with the network and as an important critical voice nationally. Recognition of this has helped secure medium-term funding under the Irish state’s ‘Scheme to Support National Organisations’.
Financing:	iReport is financed through SSNO (Scheme to Support National Organisations) and the Department of Housing, Planning, Community and Local Government.
Partnership:	iReport.ie is managed by the Irish Network Against Racism (INAR) (formerly ENAR Ireland -European Network Against Racism Ireland), which coordinates a network of nearly 100 civil society organisations working together to combat racism in Ireland. INAR/ ENAR Ireland is a member of the ENAR, the European Network Against Racism. ENAR Ireland and ENAR work to coordinate common civil society led responses to racism and racial discrimination at a local, national and European level.
Other info:	Through its work with iReport.ie , INAR’s reputation as the ‘go-to’ organisation on racist hate speech, hate crime, and incidents of all kinds, has positioned it to become a partner or numerous European and national partnerships on hate crime, as well as being regularly consulted by the Government, Intergovernmental Organisations and private companies, for example, social media platforms.

Il Barometro dell'odio – Elezioni Europee 2019

Barometer of hate – Observatory on hate speech in the electoral campaign

EU Member State:	Italy
About:	A methodology and tool for data collection, monitoring and analysing online hate speech
Implemented by:	Amnesty International Italy
Scope:	national
Topics:	hate speech, hate crime
Aim:	To monitor the contribution of political leaders to hate speech and hate crimes, revealing correlations between messages /language used by politicians and the reactions of general users
Activities & methods:	<p>From 15 April to 24 May 2019, on the occasion of the campaign for the election of the European Parliament, Amnesty Italia conducted a monitoring on the online hate speech analysing the contents published on Facebook pages and Twitter accounts of the candidates for Italian seats and leaders party, with the involvement of local activists in the role of evaluators.</p> <p>The analysis is different from most social media monitoring because it includes both Facebook and Twitter. It is a solid statistical bases – methodology is elaborated with the support of data scientists and researchers. Therefore, data can be used to support advocacy and the action involves activists on a large scale. The workshops and toolkits for activists are developed and implemented.</p>
Web:	https://www.amnesty.it/cosa-facciamo/elezioni-europee/

Sustainability & Partnership:

Support of data scientists, universities and research institutes make the project sustainable. In terms of qualitative analysis the contribution is done by the Tavolo per il contrasto ai discorsi d'odio. The Tavolo is a network of experts and organizations (universities, research institutes, NGOs) promoted by Amnesty International Italia to tackle hate speech.

Report Racism Malta

EU Member State:	Malta
About:	<p>Report Racism is an initiative of The People for Change Foundation that tackles the problem of underreporting of racist incidents by providing a safe, easy to use opportunity for victims or witnesses to communicate such incidents. Subsequently, we direct victims of race-related crime towards the right channels (e.g. police or equality body) so that appropriate action may be taken, and remedies accessed.</p> <p>We aim to provide an accessible option for individuals wishing to report racist incidents, provide a clearer picture of the current state of such incidents in Malta, build an understanding of the data gap in the area, as well as provide clear information, guidance and support for individuals wishing to file formal reports.</p>
Implemented by:	The People for Change Foundation
Scope:	national
Topic:	hate speech
Aim:	<ul style="list-style-type: none"> • To provide a system for individuals who have been victims of racism to be able to report such incidents • To provide a feedback system through which individuals who have reported incidents of racism can receive information about their options as well as support in pushing forward formal complaints • To effectively provide clear and concise information to victims of discrimination and hate crime of their rights and remedies available to them • To develop a clearer picture of the state of racism and racist violence in Malta, providing an evidence base on such issues, helping narrow the information gap in the area and informing policy developments in the field • To bridge the gaps between victims of discrimination and access to available remedies

Activities & methods: Report Racism Malta is a web tool for reporting racist incidents – discrimination in various areas (employment, medical care, education, access to public goods etc.), racist comments directed towards an individual or group, racist posting and comments on a social media, racist speech in footage on TV or on YouTube, as well as racially motivated violence (hate crimes).
Report can be anonymous.
Upon receiving a report, admins assist a person filing a report with the formal mechanism(s), be this a report to the police or a report to a specialized body.

Web: <http://www.reportracism-malta.org/#>

Sustainability & Financing: Report Racism Malta is an initiative of The People for Change Foundation. In 2018 Report Racism Malta was upgraded as part of the Tackling Hate Crime and Hate Speech Project co-funded by the European Union.

Kellimni.com

EU Member State:	Malta
About:	<u>Kellimni.com</u> is an online support service run by trained staff and volunteers reachable through e-mail, chat and smart messaging 24/7 for support.
Implemented by:	SOS Malta
Scope:	national
Topics:	hate speech, hate crime
Aim:	<u>Kellimni.com</u> 's mission is to offer one-on-one online support services to service users, mainly youth who are suffering from any form of social exclusion, abuse, neglect, and/or psychological difficulties and/or are in need of emotional, moral and social support. This project aims for all young people to have the opportunity to voice their concerns, express and realize their rights granted in the United Nations Convention on the Rights of the Child, through the internet: a medium of communication with which young people feel most comfortable and/or which is readily available to them.

Activities & methods: Kellimni.com offers free online support through Smart-Messaging, e-mails, chat or be a participant in a forum. All services are free and confidential. It is manned by a team of professionally trained operators. Kellimni.com is committed to ensuring that any complaints we receive are handled in a way that is responsive, fair and courteous and that respects the privacy of the person making the complaint. A complaint is an expression of dissatisfaction about the service, whether it is found to be justified or not. All feedback, comments and complaints are collated and evaluated to attain, maintain and improve the quality of services.

The Complaints Procedure seek to apply three basic principles:

- To investigate as quickly and impartially as possible.

Activities & methods:

- To provide a full response outlining the findings of the investigation and wherever possible resolving the matter
- To keep the steps of the Complaints Procedure, as set out below, separate from each other.

The Complaint Procedure could include the following:

- interviewing the person/s affected
- interviewing any witnesses
- interviewing any staff involved
- contacting any third party for further information.

Kellimni.com also offers a range of information on different topics like hate speech, cyberbullying, discrimination, peer pressure etc.

Web: <http://kellimni.com/>

Sustainability, Financing & Partnership: Kellimni.com is funded by the Ministry for the Family, Children's Rights and Social Solidarity¹⁴⁹. The Kellimni service requires professionalism. Thus, the recruitment of committed and appropriate volunteers is important. The volunteers are trained to provide assistance or guide young people with referrals to other professional services.

¹⁴⁹ <https://www.gov.mt/en/Government/Government%20of%20Malta/Ministries%20and%20Entities/Pages/Ministries%202017/MFSS-Portfolio.aspx>

The Brown Book

– hate crime monitoring

EU Member State:	Poland
About:	<p>The Brown Book is a documentation of monitoring of crimes committed by neo-fascists and the extreme right, as well as racist and xenophobic incidents and acts of discrimination in Poland. It has been run by the 'NEVER AGAIN' Association continuously since 1996.</p> <p>The information contained in the Brown Book comes from correspondents of the 'NEVER AGAIN' Association and representatives of minority organizations – the Association's partners, as well as from online publications, press articles, radio and television broadcasts, books, national reports and foreign NGOs dealing with prejudice and discrimination.</p> <p>The Brown Book is the most comprehensive and reliable compilation of data on xenophobic violence ('hate crime') and verbal aggression in Poland, which is used by media and international organizations. It was published in subsequent issues of the NEVER AGAIN magazine and in a book form. All editions (latest as well) are available also on Never Again's website.</p>
Implemented by:	Never Again Association
Scope:	national
Topics:	hate crime, hate speech, discrimination
Aim:	<p>The mission of the 'NEVER AGAIN' Association is to promote multicultural understanding and to contribute to the development of a democratic civil society in Poland and in the broader region of Central and Eastern Europe. 'NEVER AGAIN' is particularly concerned with the problem of education against racial and ethnic prejudices among the young.</p> <p>The major objectives of the 'NEVER AGAIN' Association include:</p> <ul style="list-style-type: none"> • breaking the silence and raising awareness of the problem of racism and xenophobia; • building a broad and inclusive movement against racism and discrimination, for respect, inclusivity and diversity; • eliminating or marginalizing racist, xenophobic and anti-Semitic tendencies in various spheres of life.

'NEVER AGAIN' has produced a regular publication in the form of 'NEVER AGAIN' (NIGDY WIECEJ) magazine, providing reliable information and in-depth analysis on hate crime and on extremist and racist groups operating in Poland and in the rest of Europe.

Activities & methods:	<p>Besides the Never Again magazine published continuously since 1994 'NEVER AGAIN' closely monitors racism and discrimination on the ground. Through its national network of voluntary correspondents and regular grassroots contacts with various minority communities, 'NEVER AGAIN' has built the most extensive register of racist incidents and other xenophobic crimes committed in Poland, the 'Brown Book'.</p> <p>'NEVER AGAIN' has provided expertise to international institutions as well as consulted and influenced legislation and policy documents on issues of racism and xenophobia on national level. Among others, it successfully campaigned for a ban on racist and neo-Nazi activities to be included in Poland's Constitution.</p> <p>'NEVER AGAIN' has launched the 'Delete Racism' project to combat racism and antisemitism on the Internet. In cooperation with Allegro (the biggest online e-commerce platform in East-Central Europe) organization removes auctions of newly manufactured items with racist, fascist and anti-Semitic content.</p> <p>It has also conducted successful high-profile educational campaigns in the field of popular culture, 'Music Against Racism' and 'Let's Kick Racism out of the Stadiums'. It implemented the UEFA EURO 2012 'Respect Diversity' programme: major educational and awareness-raising activities that took place before and during the European Football Championships in Poland and Ukraine.</p> <p>Moreover, 'NEVER AGAIN' has participated in important initiatives to commemorate the Holocaust and to combat Holocaust denial.</p>
Web:	http://www.nigdywiecej.org/en/
Partnership:	<p>'NEVER AGAIN' has cooperated with international organizations, including the Council of Europe, the United Nations, the European Union, and the Organization for Security and Cooperation in Europe. It has actively participated in international networks, including Football against Racism in Europe (FARE), UNITED for Intercultural Action, the International Network against Cyber Hate (IN-ACH), Helsinki Citizens' Assembly (hCa), and the Anti-Fascist Network for Research and Education (Antifanet).</p>

Spletno oko

EU Member State:	Slovenia
About:	Hotline Spletno oko enables internet users anonymous reporting of hate speech and child sexual abuse material that they may come across online. Hotline was established within the Safer Internet Program in September 2006, and started receiving reports in March 2007, when all the necessary technology and cooperation with the Police was set in place.
Implemented by:	Safer internet Centre
Scope:	national
Topic:	hate speech ¹⁵⁰
Aim:	<p>The main mission of hotline Spletno oko is to reduce hate speech online and child sexual abuse material available online in cooperation with the Police, the Internet Service providers and other governmental and non-governmental organizations.</p> <p>Hotline pursues its mission by achieving the following goals:</p> <ul style="list-style-type: none">• Hotline operation, which enables anonymous reporting of illegal content on the internet• Raising awareness about illegal online content• Fast and effective analysis of reports• Cooperation with other hotlines around the world in exchanging reports and best practices• Monitoring on notice & takedown of child sexual abuse images reports on Slovenian servers
Activities & methods:	Public can report hate speech or child sexual abuse material to Spletno oko hotline via a web page reporting tool available on https://www.spletno-oko.si . When a person wants to report hate speech he or she is directed to a dedicated web page with a form that can be filled in anonymously or with a person's email address.

Activities & methods:

That dedicated section of hotline's web page contains all relevant information on legislation and various practices covering hate speech in Slovenia. The page also includes several manuals made by the hotline and many links to other projects in Slovenia that try to limit this harmful behaviour.

Spletno oko participated in the monitoring of the implementation of the Code of conduct on countering illegal hate speech online facilitated by the European Commission.

Web: <https://www.spletno-oko.si/>

Sustainability: This activity is sustainable due to a large number of relevant institutions participating in the implementation and dedicating their resources.

Financing & Partnership: Hotline Spletno oko is part of Safer Internet Centre, which is coordinated by the University of Ljubljana, Faculty of Social Sciences, in cooperation with partners Arnes, Slovenian Association of Friends of Youth and Centre MISSS (Youth Information and Counselling Centre of Slovenia). The Safer Internet Centre is financed by the European Commission (INEA agency) and the Slovenian Ministry of Public Administration.

¹⁵⁰ Other topic Spletno oko is involved in is child sexual abuse.

ANNEXES

Questionnaire

Dear colleague(s),
we are research team from civil society organizations from Zagreb, Croatia, conducting REC-funded project Against Hate. Our research is on identifying best practices in combating hate crimes and hate speech across European Union Member States on various levels (international, national, regional and local).

Project Against Hate strengthens measures to combat hate crimes and hate speech. The project focuses on the development of hate crime reporting, on the enhancement of the capacity of the law enforcement, prosecutors and judges to act against hate crimes and hate speech and on the development of support services for victims of hate crimes. EU level final conference in October 2019 in Zagreb, Croatia, will focus on the presentation of the best practices for combatting hate crimes and hate speech. Participants will be invited from all MS's, Iceland and Liechtenstein.

Project consortium consists of:

- **Ministry of Justice** of the Republic of Finland (lead in the project)
- **Centre for Peace Studies** (partner from Croatia)
- **Human Rights House Zagreb** (partner from Croatia)
- **GONG** (partner from Croatia)
- **Victim support Finland** (partner from Finland)

Guidebook on best practices for combating hate crimes and hate speech will be published at the same time with the conference. Best practices presented in the conference and in the Guidebook will cover different levels (international, national, regional and local).

We would like to emphasize the value of the Guidebook for everyone active in this area, as we all know how the information scattered is, yet so many valuable initiatives have been developed in the recent period. Besides presentation of the findings at the final conference in mid-October, Guidebook will be available on web pages of partners involved in the project implementation as well as on the main project resource web page Equality.fi.

In order to cover the varieties of existing practices for combating hate crimes and hate speech all across EU MS's and to be able to choose the best of them among existing ones, as well as to carry out this research task ahead of us, we need your assistance.

Your organization was identified through one of the following channels, regarding the topic of hate speech:

- A) Participation in monitoring cycles of Code of conduct on countering illegal hate speech online facilitated by the EC, that Centre for Peace Studies participated in with partners from the Against Hate project (Human Rights House Zagreb and GONG),

- B) Human Rights House Network, Human Rights House Zagreb is a member of
C) INACH – International Network against Cyber-hate membership, Human Rights House Zagreb is a member of
D) Your organization is a member of FRANET¹⁵¹ – European Union Agency for Fundamental Rights' multidisciplinary research network so we are interested in hearing your perspective – whether you are implementing possible practices in combating hate crimes or you are aware of such practices that could be included in our Guidebook and possibly presented at our final conference in Zagreb in mid-October.

Or regarding to the topic of combating hate crimes:

/ Your organization was recognized as the one implementing possible best practice through FRA's Compendium of practices in combating hate crimes¹⁵² so would like to check whether this practice is still ongoing and do you consider it as a best practice example still. Also, we would like to hear if some new practices emerged and whether they are the ones we should include in our Guidebook and possibly present at our final conference in Zagreb in mid-October.

/ Your organization was identified through desk research of the civil society organizations contributing to OSCE – ODIHR's annual hate incidents report¹⁵³ so we would like to check whether you are familiar or implementing a practice that could be considered as a best practice example and presented in our Guidebook with the possibility to present it at our final conference in Zagreb in mid-October.

/ Your organization is a member of FRANET¹⁵⁴ – European Union Agency for Fundamental Rights' multidisciplinary research network so we are interested in hearing your perspective – whether you are implementing possible practices in combating hate crimes or you are aware of such practices that could be included in our Guidebook and possibly presented at our final conference in Zagreb in mid-October.

We would like to check with you whether you are implementing a practice that could be considered as a best practice example or you are aware of the existing practices from your MS that could be referred to as best practices and that we could get in touch with to include it in our Guidebook and possibly present at our final conference in Zagreb in mid-October.

¹⁵¹ <https://fra.europa.eu/en/research/franet>

¹⁵² <https://fra.europa.eu/en/theme/hate-crime/compendium-practices/about-compendium>

¹⁵³ <http://hatecrime.osce.org/#participating-states>

¹⁵⁴ <https://fra.europa.eu/en/research/franet>

Thank you!

Centre for Peace Studies and Human Rights House Zagreb would like to thank all the participants in the research conducted during 2019. Without your inputs, this collection of practices would not be possible.

Antidiscrimination Office Styria, ZARA – Zivilcourage und Anti-Rassismus-Arbeit and Dokustelle – Documentation Center from Austria; Antwerp Police Department, çavaria, Facing Facts and CEJI-A Jewish contribution to an inclusive Europe from Belgium; Bulgarian Helsinki Committee; In IUSTITIA and Institute of Sociology of the Academy of Science from Czech Republic; Aequitas from Cyprus; National Centre of Crime Prevention in Danish National Police; Council for Mass Media and Ministry of Justice from Finland; LICRA from France; Federal Ministry for Family Affairs, Senior Citizens, Women and Youth who are in charge of the Demokratie leben! program, jugendschutz.net and counter-speech initiatives: LOVE-Storm – Gemeinsam gegen Hass im Netz, #ichbinhier and Reconquista Internet from Germany; The Racist Violence Recording Network, Greek Helsinki Monitor and Centre for European Constitutional Law from Greece; ENAR Ireland – INAR (Irish Network Against Racism) from Ireland; Amnesty International Italy, COSPE, CESIE and Lunaria from Italy; The People for Change Foundation, Malta LGBTIQ Rights Movement and SOS Malta from Malta; Never Again Association and Ministry of Interior and Administration from Poland; ILGA Portugal; The Spanish Observatory on Racism and Xenophobia (OBERAXE) and Llere Association; Swedish Police Authority and Spletno oko from Slovenia.

**AGAINST
HATE**

