

## Mr Solomon Bali

We publish an annual report on anti-Semitism. We address the state prosecutor's office about hate crimes, anti-Semitic accidents, alert politic parties for those actions. Publishing articles and participating in the media debates over the topic of anti-Semitism, tolerance and Israel. We also have a program for Holocaust education in the high schools – essay and multimedia contest “What for do we need the memory of the Holocaust today”.

We have established excellent relation with the e-crime division in the Interior ministry. That led to: banning several internet sites, some of the creator are under investigation by the prosecution and it is expected to be brought on trial. Few years ago we managed together to bring the file to conviction of a suspect – that was a sort of unique case for sentence issued for propaganda of Nazism in the web.

## Prof. Raphael Cohen-Almagor

I have been writing extensively about hate on the Internet, promoting the idea of establishing a new browser for liberal democracies called CleaNet ©. Through mechanisms of deliberate democracy, Netusers would agree what constitutes illegitimate expression to be excluded from the browser.

The new browser will be called CleaNet © and will have no connections with any government. Being cognizant of potential governmental tendency to restrict out-of-favour political speech under the pretence of “dangerous” and “terrorist” speech, no government will be involved in this delicate, deliberative process.

The first step will be to convene a Netcitizens Committee that would decide what should be excluded from the new browser, what are the agreed-upon problematic topics that are regarded as unprotected speech.

A public open call for Netcitizens Committee members will be issued and the process will be conducted with transparency, full disclosure and open deliberation and debate. Clear deadlines for each step of the process will be outlined in order to assure that the process will not linger for many months. The Netcitizens Committee will be selected by a special Select Committee, nominated by the owners of the new browser. NGOs in the fields of New Media, human rights organizations, freedom of expression societies and institutions that promote social responsibility will be invited to serve on the CleaNet © Select Committee.

The Netcitizens Committee will include representatives of ISPs, web-hosting companies; Internet experts; media professionals; Internet scholars; government officials; human rights and minority rights organizations; freedom of speech organizations; computer engineers; judges, lawyers and other interested parties.

The Netcitizens Committee will include no less than 100 people and no more than 400 people, depending on the number of applicants willing to commit themselves for the responsible work at hand. This Committee needs to be a working committee. It cannot be too big.

Members will commit to work for one year, renewable for two more years at most. After one year, the least active members will be asked to leave and they will be replaced by others. It is expected that a third of the committee will change each and every year. Such a reshuffle is advisable and productive. It keeps the Committee energetic, engaged, viable and fresh with ideas.

The first issue on the agenda is to detail what should be ousted from the Net, and parameters for identifying problematic, anti-social speech. The Committee will consider the wide needs and interests of the public in an open, transparent and critical way. All Committee members will have the opportunity to participate and voice an opinion, to present arguments, to submit criticisms and reservations, and to respond to counter-arguments. No one will ever be excluded from the deliberative process. The Committee will try to reach a consensus in delineating the scope of the legitimate and the acceptable Net speech. In the absence of a consensus, decisions may be made through voting but the Committee needs to make every effort to reach a consensual decision that reflects the widest possible public needs and interests. Members of the Committee need to recognize that the widest possible consensus would assure the legitimacy of their decisions. As the Committee represents western-liberal tradition, the scope of the legitimate and the acceptable should be as wide as it is possible. Whenever we come to restrict speech, the onus for limiting free expression is always with the one who wishes to limit expression. One should bring concrete evidence to justify restriction. The speech must be dangerous and/or harmful. The danger and/or harm cannot be implicit or implied. If speech would be prohibited only because its danger might be implied from an unclear purpose that is opened for interpretations, then the scope for curtailing fundamental democratic rights is too broad, and the slippery-slope syndrome becomes tangible. The implicit way is not the path that liberals should tread on when pondering restricting of freedom of expression. This does not mean that we should not be vigilant in protecting our democracy. But mere suspicion ("bad tendency") will not do to override basic freedoms.

In a sense, CleaNet © will be an enhanced, citizens-based form of server filtering. A detailed Terms of Fair Conduct will be drafted. Only material that is deemed problematic by at least 80% of the votes will be listed for exclusion. A separate list, "under review", will include debatable speech to be considered and debated periodically until a resolution is made: either to permit it, or to filter it from CleaNet ©. The "under review" list will also include the problematic material with restricted access to which Netusers will have to sign up. It will be the responsibility of the ISPs and web-hosting companies to retain the list and to cooperate with law-enforcement whenever required.

When the list of requirements will be concluded, the list will be handed to software engineers to design the algorithm for excluding material.

CleaNet © will be attentive to societal cultural norms. For instance, while Holocaust denial is not problematic in the USA, it is most problematic in Germany and Israel. The Net should pay special attention to such sensitive matters.

It is assumed that while international consensus will exist about excluding material such as terrorism and child pornography from CleaNet ©, such a consensus will not exist regarding hate and bigotry. The notable exception will be the USA as the First Amendment protects hate speech.

Once implemented and out in the market, the government of each country will push its adaptation in the public sector. Only governmental agencies that have specific interest in studying anti-social material should be granted permission to use other browsers. Otherwise, we can assume that the public sector has no need to have access to -- for instance -- child pornography, criminal speech, terrorism and bigotry.

On CleaNet ©, search engines will not keep their ranking algorithms secret. Quite the opposite. They will proudly announce that the ordering of search results is influenced by standards of moral and social responsibility, commitment to preserving and promoting security online and offline, and adherence to

liberal principles we hold dear: Liberty, tolerance, human dignity, respect for others, and not harming others.

Hotline will be operated by a team of paid professionals who will provide effective and speedy response to all questions and criticisms. The Hotline will provide easy accessibility, high availability and an assured response. Both queries and answers will be transparent. They will be posted on the Hotline website. Transparency also means that the rules and procedures according to which concerns will be processed and explained at the point of entry. The system will be explained in detail and additional help will be made available if needed. Netusers should have the ability to track their concern throughout the process and they should be informed of the final outcome of the process. The Netcitizens Committee will make publicly available annual reports on the basic statistics and experiences with the Complaints Committee and the Hotline.

## **Mr Ronald Eissens**

### **Magenta Foundation**

Since the founding of our department 'Complaints Bureau for discrimination on the Internet (MDI)' in the Netherlands in 1997 we have successfully removed more than 4000 instances of online anti-Semitism and Holocaust denial. We filed for prosecution of online antisemitism and Holocaust denial 24 times and secured 17 convictions.

The MDI, which used to be state-funded but is now fully independent, works with the Dutch Prosecutors office, the National Police, the Center for Information and Documentation Israel (CIDI), consults regularly with the Dutch-Jewish Community Security Organisation and with other NGOs that work on countering anti-Semitism and discrimination in general. Furthermore, the MDI trains moderators of web forums and blogs to recognize anti-Semitism, Holocaust denial and other forms of hate and gives workshops for schools, police officers and others. Magenta Projects, our International department, works on issues with the OSCE and the Council of Europe and is most well-known for its News service ICARE, the Internet Centre Anti Racism Europe, providing news on antisemitism, discrimination in general and on Hate Crime incidents through a web portal, mailing lists and RSS feeds, and is one of the largest sources of News for NGOs in the field of discrimination and Human Rights on the Internet. During the 2001 UN World Conference Against Racism in Durban, South Africa, ICARE played a crucial role in providing unbiased news about the antisemitism at the NGO Forum and succeeded in assisting the Jewish caucus under attack' in doing their work.

Most recent projects are the web-casting of the name-reading of all Dutch Jews murdered during the Holocaust and 'Tolerance-online', an educational project for Dutch high schools and the CD 'how to recognize Hate on the Net' for students and teachers. .

### **INACH**

Within INACH, the International Network Against Cyber Hate, an organisation with 21 members both in Europe and North America which we co-founded in 2002, we received over 100.000 complaints about cyber hate, succeeded in having more than 15.000 hateful sites, comments or postings removed, hosted 24 international events, gathering more than 1.000 people from NGOs, politics, industry and science, working together towards one goal: Bringing the Online inline with Human Rights.

All over the Internet, intolerance, discrimination and hate-speech is increasing and that in Europe, where INACH does most of its work, incitement to hatred on the Internet is on the rise, and INACH members have to deal with an ever-growing amount of misinformation and propaganda which poisons the atmosphere and incites to discrimination and hatred, and which gets copied and recycled endlessly.

Having noted that, we decided to try an additional and different way to tackle Cyber Hate. Catalyzed by the 2009 Global Forum, during which some participants asked what they could do personally against online Antisemitism, we started planning for a counter speech project. Since the National Union of Israeli Students (NIUS) beat us to it by starting their project in 2011, it was only logical to support their initiative and to learn from it as much as possible. By now the NUIS counter speech project has been running successfully for two years.

Earlier this year INACH finally got its own project of the ground and has started with a training workshop at the beginning of this month. The purpose of the workshop was to make it possible for INACH members and others to successfully counter The 3-day counter speech training workshop was successful, also in light of the cooperation with the NUIS. This workshop is part of the INACH 'Project Counter Speech' and will also involve making available an online repository with tools against online hate and a database of good practice. The Geographical focus of the project is Europe and it addresses multiple forms of hate, amongst those antisemitism and Holocaust denial, being the largest problem on the Internet right now.

The project will make it possible for NGOs and activists to recognize most of the forms of online hate speech and online myths, calls for violence and incitement to violence against groups and will enable them to take effective and appropriate action. A second training is planned for in September 2013 in Warsaw, in cooperation with OSCE/ODIHR. INACH will continue to cooperate with the NUIS project and with other counter speech initiatives.

### Mr Ido Harel

FightHatred.com aims at reaching less-engaged audiences, raising their awareness of the growing threats of anti-Semitism, and creating a sense of empowerment in the individual's ability to fight against the ancient hatred. FightHatred.com is an initiative of the Jabotinsky International Center and takes a proactive approach, by:

- Increasing public awareness of anti-Semitic developments.
- Showcasing and supporting the work of organizations and individuals dedicated to the fight against hatred.
- Providing informational resources to educators, decision makers, journalists and all others seeking insights and facts.
- Operating a range of educational projects.

### Mr William Hess

Experience has taught me that we are outgunned and outspent in media and therefore must learn to be more clever; nothing new for the Jews. I have been a consultant on several attempts to mount a media response room to answer media attacks on Israel and the Jewish people. None was put on the air or the net. I am anxious to see what efforts are being mounted around the world to combat anti-semitism in various media formats. The Internet and cyber activity present the new frontier in information production and distribution. There are opportunities and challenges in the world of new technology. Fortunately Israel enjoys a leg up in tech development and implementation.

## Mr Adam Levick

CiF Watch, an independently supported project of CAMERA, is a blog founded in 2009 that monitors antisemitic and anti-Israel bigotry in the Guardian newspaper and its blog Comment is Free (known by the acronym CiF). Run by managing editor, Adam Levick, and assistant managing editor, Hadar Sela, as well as a dedicated group of volunteers, CiF Watch has established itself as one of the leading blogs dealing with Israel-related subject matter.

CiF Watch is the no. 1 pro-Israel blog in the UK, and has a leading presence on Twitter.

In March 2012, CiF Watch created a specialist counter-terror website ([www.gm2j.co](http://www.gm2j.co)) to pro-actively counter the delegitimization campaign built around the 2012 Global March to Jerusalem. CiF Watch's independently developed research served as the source for numerous op-eds and articles in the mainstream media and its research was used by government officials and intelligence agencies alike. Both the website and information dissemination methods employed by CiF Watch serve as a blueprint for countering high profile delegitimization campaigns;

The 2011 Antisemitic Discourse Report of the Community Security Trust (CST) (the ADL equivalent in the UK) published in 2012 dedicated, for the first time, an entire section of its report to the problem of antisemitism in the Guardian and Comment is Free. Such extensive coverage of the Guardian in the report was a direct result of the work of CiF Watch in which CiF Watch's research was cited as a source in the report.

In November 2012, largely as a result of the combined efforts of CiF Watch and CST, the Guardian's readers' editor publicly reprimanded Guardian cartoonist, Steve Bell, for using antisemitic imagery to caricature Benjamin Netanyahu

Since CiF Watch has become independently supported by CAMERA, it has begun to replicate CAMERA's successful track record of obtaining corrections by focusing on getting the Guardian (and other UK papers) to correct erroneous reporting. In 2012 and 2013 CiF Watch has caused the Guardian to correct a number of reports including by the notoriously anti-Israel Washington correspondent Chris McGreal and the Guardian's Jerusalem correspondent Harriet Sherwood. Recently, CiF Watch was also able to obtain corrections in The Independent.

## Dr Andre Oboler

Dr Andre Oboler is an expert in social media and online hate. He is CEO of the Online Hate Prevention Institute, and Australian charity dedicated to combating online hate including online antisemitism. He has served as co-chair of the Online Antisemitism Working Group of the Global Forum since 2009.

Andre Oboler began combating online antisemitism as a student in the UK in 2004. Originally focusing on online forums, he soon discovered the problems there were being fed by search engines that provided antisemitic pages in response to searches for words like 'Zionism'. By 2005 he was monitoring and significantly altering key search results as well as publishing key resources against antisemitism, exposing online propaganda, and opposing academic boycotts at his website Zionism On The Web.

After graduating Dr Oboler became a Legacy Heritage Fellow at NGO Monitor and a Post Doctoral Fellow in the Political Science department at Bar-Ilan University. His postdoctoral research focused on politically motivated manipulation of Wikipedia, exposing significant and systemic vulnerabilities in the Wikipedia

system. He also published ground breaking work on online antisemitism through the Jerusalem Center for Public Affairs. His paper “Online Antisemitism 2.0 ‘Social Antisemitism’ on the ‘Social Web’”, released at the 2007 Global Forum to Combat Antisemitism, shifting the focus on Internet Antisemitism from traditional websites to social media. His publication ‘Google Earth: A New Platform for Anti-Israel Propaganda and Replacement Geography’ triggered an international response and led to significant changes being made to the Google Earth software platform. Later work focused on Holocaust denial on Facebook, exposing Facebook’s systematic policy of exempting Holocaust denial from their definition of Hate Speech and exposing changes to their terms of service that significantly weakened the protection against online hate.

Returning to Australia, Dr Oboler established the Community Internet Engagement Project at the Zionist Federation of Australia. In this role Dr Oboler testified before an Italian Parliamentary hearing on online antisemitism, and participated as an expert in the Inter-parliamentary Coalition for Combating Antisemitism (ICCA) conference in Ottawa in 2010. He also produced numerous reports, articles and events on the topic of online antisemitism and conducted ongoing monitoring activity.

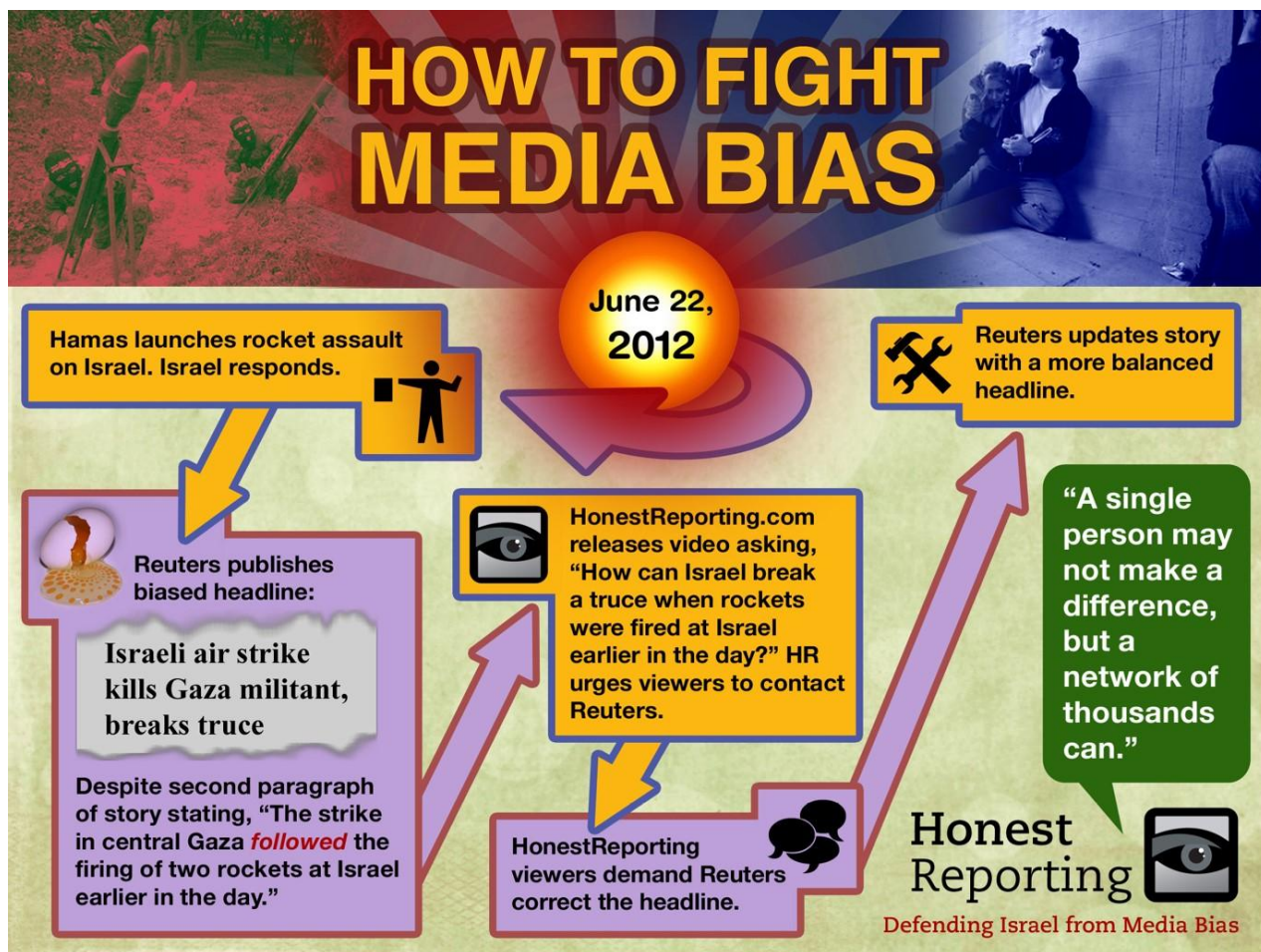
In 2012 Dr Oboler established the Online Hate Prevention Institute (OHPI) to continue the work begun under the CIE project under a dedicated charity. OHPI aims to make online hate as unacceptable as real world hate and to stop the internet being a shield for racists. OHPI focuses on systematic change, exposing technology design and policy flaws and highlighting new and growing areas of risk. OHPI monitors incidents, publishes groundbreaking reports, undertakes policy consultation work, and provides briefings to community groups, government agencies and policy makers.

One OHPI campaign led to YouTube removing over 1,500 antisemitic videos in 24 hours. An online poster campaign and petition highlighted flaws at Facebook where complaints against Holocaust denial, blood libel and demonization had been wrongly dismissed and highlighted the lack of quality control in Facebook’s complaint department. A recent report from OHPI, “Recognizing Hate Speech: Antisemitism on Facebook”, exposed systemic problems at Facebook, with reports of clear cases of antisemitism being routinely dismissed. The report exposed how Facebook failed to recognize the promotion of the protocols of the Elders of Zion as antisemitism, or the use of classic demonization, or the use of imagery strongly based on Nazi propaganda from the Holocaust. New Antisemitism and Holocaust trivialisation through the use of Nazi symbolism in relation to the state of Israel was also shown to be an issue Facebook had difficulty understanding. Most significantly, the report demonstrated that the problem was systemic.

OHPI is currently working towards the implementation of its Fight Against Hate program which will provide a means of reporting and verifying online antisemitism and making the data available for NGOs, governments and researchers as well as providing public transparency into the size and scope of the online antisemitism problem.



## Mr Simon Plosker



## Ariel Seidler

The "Observatorio Web" monitors the web and carried forward actions to combat discrimination on the Internet. Works with Internet companies, government agencies, NGOs and other minorities to raise awareness about the responsible use of technology and generate policy changes.

## Ms Sabine Simkhovitch-Dreyfus

The contacts with Swiss media, interventions and publications have produced good results insofar as the attitude of the majority of media have introduced good control systems that prevent the publication of most racist and anti-semitic contributions on their websites, blogs and other forums. The means applied by them includes : obligation to disclose the identity of the author, closing of the blog portion when a particularly delicate issue or article have been published, pre-publication control of contributions, etc.

## Misko Stanisic

Terraforming is an international network consisting of 4 independent entities registered as non-profit non-governmental associations in Sweden, The Netherlands, Serbia and Bosnia-Herzegovina, established in 2008 as a cooperation platform for projects initiated by cultural professionals from different parts of Europe. Using its cumulated experience and expertise, Terraforming develops international socially engaged projects and cultural exchange with the aim to support local cultural initiatives in strengthening human rights, diversity and tolerance, and combating discrimination, antisemitism and xenophobia. Terraforming organized a wide range of international projects using education, art and culture in

embracing human rights, exposing discrimination and exclusion of the Roma people, teaching about antisemitism and the history of Holocaust, organized art collaborations in promoting reconciliation and transitional justice, workshops on use of social media in social activism etc. In September 2013 Terraforming is starting a 2-year project supported by the IHRA (International Holocaust Remembrance Alliance) in cooperation with the Anne Frank House Amsterdam and the National Library of Serbia on development of the Holocaust education materials and tools for public libraries in Serbia and the Balkan region. This includes a digital platform for youth that will serve for education about antisemitism and xenophobia.

### Ms Tamar Sternthal

For the last several years, Washington Journal, C-SPAN's daily public affairs interview program, has served as a megaphone for antisemitic and anti-Israel conspiracy theorists. Taking advantage of the Journal's open invitation to thoughtful, informed callers, a cadre of anti-Israel, sometimes antisemitic callers frequently attempt to disguise their voices and violate C-SPAN's own stated 30-days-between-calls policy. While the half-dozen rotating hosts rarely off or repudiate such callers, they do not tolerate bigoted comments, let alone a pattern of them, directed at other countries or minorities, such as gays or blacks.

C-SPAN boasts an estimated 28.5 million weekly viewers, and the Journal airs daily from 7 to 10 a.m. Thus, the anti-Israeli, anti-Jewish callers amount to C-SPAN's equivalent of the crudest antisemitic online talkbackers who spout their vitriol on prominent mainstream media Web sites.

The themes of many such callers are the stereotypical charges of Jewish manipulation of U.S. foreign policy and the U.S. economy, and Israeli oppression of Arabs. The callers frequently promote anti-Zionist, antisemitic Web sites by name, encouraging listeners to visit.

Occasionally, guest speakers – journalists, authors, academics, government officials – offer information that counters these distortions and falsehoods. But C-SPAN hosts almost invariably sit mute or even, at times, reinforce the bigoted rants, not only failing to cut off or challenge such callers, but also treating them as legitimate by asking follow-up questions. It's left to the occasional pro-Israel caller, sometimes self-identified Christians, to provide moments of rationality.

In a recent egregious broadcast (April 10), "Sammy" stated in the context of a Senate gun control vote: "[T]he Democrats just want to keep on pushing, and it won't work. And they'll come back the next time it happens and 'well, we have to do something else.' And I wonder why Bloomberg and Feinstein and Schumer – they all have something in common, they are all Jewish. I wonder why all the Jews want to take the guns away ..." The host, Greta Brawner, mildly indicated that Sammy's statement seemed like a "gross overgeneralization," but she did not rebuke him or terminate the caller. Instead, he went on to insist, "Well, every time it comes up, they are the ones always pushing it. In The New York Times and all these liberal media get in behind them, and that's all you hear every time."

On March 27, "Maria" commented: "My question is this, when is anybody going to have the guts to actually go after the foreign agents in our government, including the Mossad. . .?" While the guest labeled the comment "bizarre," host Brawner let it pass without comment.

Brawner again dropped the ball when "Grady" stated March 20: "My question is I read a book called the Protocols of the Elders of Zion and everything that's happening in the world is in this book and I want to know how come nobody can ever bring the book up." Again, Brawner does not repudiate the



endorsement of the notorious, Czarist-era antisemitic forgery. Instead, she actually attempts to engage Grady, stating: "Grady is there – oh! We lost him."

C-SPAN was established as a public service to provide Americans with unfiltered access to the political process, including airing congressional sessions, hearings, press conferences, interviews and the like. According to the network, "C-SPAN is a private-non-profit company, created in 1979 by the cable television industry as a public service. Our mission is to provide public access to the political process. C-SPAN receives no government funding; operations are funded by fees paid by cable and satellite affiliates who carry C-SPAN programming."

In an effort to expose and combat the phenomenon of Washington Journal providing a megaphone for anti-Jewish bigotry, CAMERA has established C-SPAN Watch, documenting the hateful calls as well as the hosts' response. We have also issued Alerts to our members, encouraging them to contact both senior executives and board members of C-SPAN, and CAMERA professionals have directly approached C-SPAN executives. In addition, we have published Op-Eds shedding light on C-SPAN's tolerance of antisemitism. Our efforts so far have yielded only intermittent improvements among some of the hosts.

C-SPAN is supported by fees from major cable companies such as Comcast and Time Warner, which include the network's programming in their basic cable package. Given C-SPAN's stonewalling, CAMERA and other concerned parties must also direct their appeals for responsibility and accountability to Comcast and Time Warner executives. A sustained campaign should combine grassroots efforts on the part of the public via social media (some of the clips have the potential of going viral), letters to C-SPAN officials, and letters to the editor, as well as more high-level activities by CAMERA and other organizations, such as a monograph and ads in major media outlets. Congressional representatives are also potential allies who can be recruited since congressional broadcasts, based on House and Senate approval, are key elements of C-SPAN programming.

A positive step which CAMERA has urged in the past is for C-SPAN to introduce on Washington Journal, as it already uses in its radio programming, a three-to-five second delay, as is frequently done on radio broadcasts, in order to detect and cut off antisemitic statements before they air.

### Mr Robert Trestan

The Anti-Defamation League is the convener of the Anti-Cyberhate Working Group is a broad coalition includes industry representatives, academics, NGOs and others who are joining forces to "build best practices for understanding, reporting upon and responding to Internet hate." While recognizing the need to balance freedom of speech values with anti-hate speech actions, the complexities of diverse international legal and cultural norms, and individual companies' unique business complexities and values, the group is committed to a collaborative approach as the best means to address this difficult challenge. The new group represents an unprecedented opportunity for a collaborative approach to Internet hate.

The League's leadership role in the working group does not foreclose public criticism, and ADL will continue to be outspoken when necessary. But it does permit closer communication and opportunities for persuasion. Our strong belief is that a seat at the table is preferable to remaining outside in the hall when decisions are made about online hate. We believe that if much of the time and energy spent advocating legal action against hate speech was used in collaborating and uniting with the online industry to fight the scourge of online hate, we would be making more gains in the fight.