

**Mutual learning online regional conference  
on good practices and lessons learned regarding countering hate speech online  
14 – 15 October 2020**

**AGENDA**

**Wednesday, 14 October 2020**

**11.00 – 13.00**

**Session 1**

**Response of the state – regulation, law enforcement and countering hate speech online; cooperation between state bodies and civil society**

Drafting and implementing legislation, law enforcement, coordinating policies, data collection and reporting are some of the tasks of the authorities with the goal of combating different human rights violations among which we, in the Behave/(Od)govor project, focus on hate speech online. What are the responses to hate speech online by the state bodies in Slovenia, Croatia and Serbia? How the state authorities cooperate with civil society in this field, if at all? What is the quality of this cooperation and what we can learn from it? What we can learn from the EU level of actions and experiences and engagement of state bodies in combating hate speech online in other EU Member States?

**Host: Centre for Peace Studies, Zagreb, Croatia**

**Moderator: Cvijeta Senta**, Centre for Peace Studies, Zagreb

**Welcome remarks: Iztok Šori**, Peace Institute, Ljubljana

**Panellists**

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| <b>Tommaso Chiamparino</b> , European Commission, Fundamental Rights Policy Unit, DG JUST » <i>Overview of EU's endeavours in countering hate speech online</i> «   |
| <b>Lukas Gottschamel</b> , ZARA - Zivilcourage und Anti-Rassismus-Arbeit, Schönbrunner, Austria<br>» <i>Experience with drafting online hate speech law in Austria</i> «  |
| <b>Andrea Šurina Marton</b> , Deputy Director, State Attorney's Office in Croatia, » <i>Prosecution of hate speech (online) in Croatia</i> «  |
| <b>Brankica Janković</b> , Commissioner for Protection of Equality, Serbia<br>» <i>Experience and contribution of the equality body in Serbia to countering hate speech online</i> «  |
| <b>Samo Novak</b> , Adviser, Advocate of the Principle of Equality, Slovenia<br>» <i>Challenges of regulation and prosecution of hate speech in Slovenia, and particularly on the role and experience of the equality body in countering hate speech online in Slovenia</i> « |
| <b>Eva Gračanin</b> , communication expert, Legebitra, » <i>Cooperation of a LGBT civil society organisation in Slovenia with the Police within the EU-funded project <a href="#">TRUST CO(OP)</a></i> «  |

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## Session 2

### Monitoring and reporting hate speech online

What is the purpose of monitoring and reporting hate speech online? What is the outcome of the Code of Conduct of Countering Illegal Hate Speech Online agreed between the European Commission and IT companies (Facebook, Microsoft, Twitter, YouTube etc.)? What are the lessons learned from monitoring and reporting? What are the most commonly reported grounds of hate speech online? How the spread of hate speech online, including social media platforms, influences standards of public and political communication on generally? How monitoring and reporting hate speech online correspond with other mechanisms of combating human rights violations? How are civil society organisations in Slovenia, Croatia and Serbia dealing with these issues?

**Host: Faculty of Social Sciences, University of Ljubljana, Slovenia**

**Moderator: Urša Valentič**, Faculty of Social Studies, University of Ljubljana

### Panellists

**Lora Vidović**, the **Ombudswoman of the Republic of Croatia**

»Occurrences of hate speech online in Croatia, based on the received complaints and conducted research«

**Tina Đaković**, coordinator, **Dosta je mržnje**, Zagreb, Croatia

»Experiences and lessons learned of the Croatian platform for reporting hate speech online 'Dosta je mržnje'«

**Urša Valentič**, coordinator, **Spletno oko**, **Faculty of Social Studies**, University of Ljubljana, Slovenia

»Experiences and lessons learned of the Slovenian hotspot for reporting hate speech online 'Spletno oko'«

**Stefan Janjić**, editor, **FakeNews Tragač**, Novi Sad, Serbia

»Experience of the fact-checking platform in countering hate speech online and understanding the connection between toxic and false narratives online«

### Discussants

**Slovenia: Veronika Bajt**, researcher, **Peace Institute**, Ljubljana

on the experience with monitoring hate speech online in [e-More project](#) on EU level

**Serbia: Aleksej Kišjuhas**, professor, **Faculty of Philosophy in Novi Sad**, on the research of online hate speech for the monitoring portal H8index

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### Session 3

#### Countering hate speech online: Self-regulation of media and social networks, and the role of media regulatory authorities

Simultaneously with the restrictions for hate speech (online) specified in the laws and enforced by law enforcement bodies, there have been attempts by media and social networks to introduce self-regulatory mechanisms. These mechanisms are sometimes introduced on the basis of the requirements in the laws or a reference to them is made in the laws. In such cases they can be considered co-regulatory mechanisms. Self-regulatory mechanisms can operate on the level of individual media or social network, or are introduced as collaborative instruments of more media or networks on country, regional or international level. Within the Behave/(Od)govor project we have identified some good practices of self-regulation in the three countries covered by the project – Slovenia, Croatia and Serbia, but also in other European countries. The session will briefly present some elements of concrete self-regulation practices relevant for countering hate speech online, will encourage exchange of ideas and lessons learned and tackle the overall question how to efficiently address and counter hate speech online with self-regulatory, legal, educational and other instruments.

**Host:** Peace Institute, Ljubljana, Slovenia

**Moderator:** [Brankica Petković](#), Peace Institute, Ljubljana

#### Panellists

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| <b>Louisa Klíngvall</b> , European Commission<br>on implementation of the Code of Conduct in countering illegal hate speech online   |
| <b>Fergal Browne</b> , Facebook, Policy Stakeholder Engagement Manager   |
| <b>Asja Rokša-Zubčević</b> , co-editor of the <b>Council of Europe report</b> on media regulatory authorities and hate speech on good practices and challenges of media authorities in implementing regulation regarding hate speech |
| <b>Ilinka Todorovski</b> , Ombudswoman, RTV Slovenija<br>on possibilities and experience of the ombudswoman at the public media in combating hate speech online  |
| <b>Kaja Jakopič</b> , editor of <b>RTV Slovenija web site</b><br>on instruments introduced and activities implemented by the editorial team to counter hate speech online  |

#### Discussants

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| <b>Slovenia:</b> <b>Urška Valentič</b> , coordinator, Spletno oko, <b>Faculty of Social Studies</b> , University of Ljubljana<br>on collaboration with media in self-regulation and with EC and FB in using self-regulatory mechanisms                                |
| <b>Serbia:</b> <b>Miloš Vlahović</b> , editor of <b>b92.net</b><br>on own view and experiences with self-regulation of online media, including comment section  |
| <b>Croatia:</b> <b>Robert Tomljenović</b> , deputy director, <b>Agency for Electronic Media in Croatia</b><br>on approach to and experience with regulation of hate speech in electronic media in Croatia   |
| <b>Slovenia:</b> <b>Tomaž Gorjanc</b> , Head of the Electronic Media Department, <b>Agency for Communication Networks (AKOS)</b> , <b>Electronic Media Department</b><br>on approach to and experience with regulation of hate speech in electronic media in Slovenia |

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#### Session 4

#### Education and public awareness, arts and culture, and citizens actions

Within the Behave/(Od)govor project we have identified some good practices of educational and artistic activities dedicated to countering hate speech in the three countries covered by the project – Slovenia, Croatia and Serbia, but also in other European countries. The session will briefly present some of the strategies for educating youth in this area, as well as models of creative expression on the problem of hate speech. Such programs in a creative, multidisciplinary and multimedia way initiate a discussion to challenge hate speech models and to develop strategies for combating toxic narratives. Many initiated actions have not only an educational component, but also an activist one, since they invite the audience to, using various mechanisms, based on the acquired knowledge, report hate speech observed in the online space.

**Host: Novi Sad School of Journalism, Novi Sad, Serbia**

**Moderator: Marina Grnja Klaić, Novi Sad School of Journalism**

#### Panellists

**Milica Pešić, Media Diversity Institute**

on the use of innovative cross-country approach to monitor and expose cases of hate narratives and develop counter campaigns with the project [Get the Trolls Out](#) contributing to awareness raising and EU level of civil society action

**Ana Dokler, Agency for Electronic Media in Croatia** on the purpose and achievements of the Media Literacy web portal founded by the agency in cooperation with UNICEF

**Veronika Bajt, Peace Institute, Ljubljana,** on the experience and lessons learned from the work of Anti-Hate Speech Council in Slovenia

#### Discussants

**Serbia: Milica Janjatović Jovanović, Novi Sad School of Journalism,** on contribution of media literacy actions in Serbia to countering hate speech online

**Slovenia: Boris Vežjak,** blogger, **Blog 'In Media Res'** on the blog concept, way of working and lessons learned from reporting on hate speech cases in the blog

**Croatia: Dorotea Šušak, Arterarij** organisation for cultural action, on the experience with production and presentation of the theatre play on hate speech online 'Sakrij se negdje daleko. Do smrti'

**Germany/Serbia: Klaus Dahmann, Deutsche Welle,** Country Manager for Serbia and Western Balkans, on the work with young influencers in Serbia on the campaign against hate speech on YouTube channels in Serbia



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