

# CHRISTCHURCH CALL

TO ELIMINATE TERRORIST  
& VIOLENT EXTREMIST  
CONTENT ONLINE



## Christchurch Call Community Consultation Preliminary Report

The governments of France and New Zealand, as co-founders of the Christchurch Call, organized an online consultation open to all governments and online service providers supporting the Call, and members of the Christchurch Call Advisory Network. The aim was to better understand how the Christchurch Call's stakeholders are implementing the Call's commitments, and to understand what steps should be taken next to fulfil the intent of the Christchurch Call. The consultation - which was designed with the help of members of the Christchurch Call Advisory Network - was open to submissions from September 21<sup>st</sup> to October 30<sup>th</sup>, 2020.

The results and key points presented below are drawn from the preliminary analysis conducted by the French Ministry of Europe and Foreign Affairs and by New Zealand's Ministry of Foreign Affairs and Trade and depict their initial analysis of the contributions received.

This initial summary was presented publicly during the Christchurch Call session of the 2020 Paris Peace Forum (November 13<sup>th</sup>). A more comprehensive final report will be published by December 18<sup>th</sup>, 2020. The original contributions received will be released in an open format on the Christchurch Call website at that time.

For more information on the Christchurch Call, visit [www.christchurchcall.com](http://www.christchurchcall.com).

If you have any questions, please write to [info@christchurchcall.com](mailto:info@christchurchcall.com).

### Respondents

In total, 38 contributions were received. The following Christchurch Call supporters submitted contributions:

- **Governments and institutions (23):** Australia, Belgium, Canada, Colombia, Cyprus, Denmark, the European Commission, Finland, France, Germany, Hungary, Iceland, India, Ireland, Italy, Japan, Latvia, Malta, New Zealand, Portugal, Romania, Sweden, United Kingdom;
- **Online service providers (6):** Amazon (Twitch), Dailymotion, Facebook, Google (YouTube), Microsoft, Twitter;
- **Members of the Christchurch Call Advisory Network (9):** Center for Democracy & Technology, GDI, Global Forum for Media Development (GFMD), InternetNZ, Institute for Strategic Dialogue (ISD), Islamic Women's Council of New

Zealand, Mnemonic (Syrian Archive), New America's Open Technology Institute, WOWMA.

Six of the seven companies that have supported the Call since September 2019 submitted contributions. Roughly half of the Call-supporting governments and international organizations submitted contributions. The effort shown by supporters to provide responses to the consultation, under the difficult circumstances caused by Covid-19, has been greatly appreciated by the governments of France and New Zealand. Lastly, we are grateful for the contributions of several civil society organizations as members of the Christchurch Call Advisory Network.

### **What are the main achievements of the Christchurch Call since May 15th 2019?**

Significant work has been accomplished since the launch of the Christchurch Call by French President Emmanuel Macron and New Zealand Prime Minister Jacinda Ardern on May 15<sup>th</sup>, 2019. Respondents identified four main achievements of the Call:

1. **Promoting a unique, multi-stakeholder approach to preventing the abuse of the internet by terrorist and violent extremists** (50% of all respondents). The Christchurch Call was designed in a way to include governments, tech companies and civil society – through the creation of the Christchurch Call Advisory Network.
2. **Raising awareness of the need to tackle terrorist and violent extremist content online** (26% of all respondents). To date, the Christchurch Call is supported by 48 countries, the European Commission, two international organizations and 9 Tech companies – with the recent support of Line Corp and jeuxvideo.com – and a network of 44 civil society organizations.
3. **Developing and implementing crisis response protocols** to prevent the dissemination online of TVEC in the aftermath of a terrorist attack (15% of all respondents). These protocols have unfortunately already had to be activated in several instances. While there remain areas for improvement, the protocols and enhanced communication processes established between companies, law enforcement and relevant government agencies have made a positive impact on the ability to limit the dissemination and virality of TVEC following an attack.
4. **Assisting in reforming the Global Internet Forum to Counter Terrorism (or GIFCT) as an independent, multi-stakeholder organization** (9% of all respondents). Following their commitment to the Christchurch Call in Paris, the four founding companies of the GIFCT –Facebook, Microsoft, Twitter and YouTube– restructured the GIFCT as an independent organization capable of sustaining and deepening industry collaboration and capacity, and incorporating the advice of key civil society and government stakeholders.

### **How effective has the Christchurch Call been so far?**

Stakeholders were asked how effective they believe the Christchurch Call has been in addressing the dissemination of TVEC online. Overall, of the 34 stakeholders who answered this question, 59% consider its impact has been “good” or “very good” while 38% believe its impact has been “average”. By attributing these results to the three stakeholder categories we

found that 83% of companies and 65% of governments believe that the Call has had either a “good”, or “very good” impact. The majority of civil society representatives (63%) believe its effectiveness has been “average”. One Advisory Network member believes that the initiative has been “not very effective”.

### **Do supporters feel like they know the work of the Christchurch Call well?**

Stakeholders were asked whether they possess a solid knowledge of previous and current work progressing under the umbrella of the Christchurch Call. Of 35 stakeholders who answered, 63% have a “good” or “very good” knowledge, while 31% see their knowledge as “average”. Two governments believe they do not have a good knowledge of the initiative. This will prompt us to think of better ways to keep the Call’s community informed and involved.

### **What should the next steps be for the Christchurch Call?**

In terms of next steps, respondents were asked what should be the main areas of forthcoming focus for the Christchurch Call. Out of the responses received in the consultation, the following key ambitions for 2021 stood out:

1. Promoting further collaboration between companies and national authorities (25% of respondents);
2. Increasing the number of companies supporting Call (21% of respondents);
3. Enhancing dialogue between stakeholder groups and fostering a greater culture of multi-stakeholderism (18% of respondents);
4. Facilitating agreement on a definition of TVEC (14% of respondents);
5. Improving transparency measures in place both within governments and tech companies (11% of respondents).

### **How have supporters implemented their own commitments so far?**

Christchurch Call-supporting governments and online service providers have agreed to implement a series of commitments – some specific to governments, some specific to companies, and a number of joint commitments. This consultation allowed supporters to share with us the progress that they have achieved so far. Further detail will be provided in the final report.

#### **1. Governments commitments:**

- Most government respondents (20 out of 23) have taken action to strengthen the resilience and inclusiveness of their society to resist terrorist and violent extremist ideologies, often through communication and education efforts, the mobilization of practitioners and civil society actors, and the publication of national strategies or the creation of a coordination authority or network.
- In addition, a large majority of governments have taken action to ensure effective enforcement of applicable laws that prohibit the production or dissemination of TVEC (19 out of 23) and to develop regulatory and policy measures to prevent the use of online services to disseminate TVEC (17 out of 23).

- Over half of responding governments have encouraged media outlets to apply ethical standards (12 out of 23) or supported industry standards to ensure that responsible reporting on terrorist attacks does not amplify TVEC (14 out of 23). This is an area where it might be useful to bring the broadcast and print media into the conversation and encourage the sharing of best practices.

## **2. Online service providers commitments:**

- All six company respondents say they have taken specific measures to prevent the upload, livestream and dissemination of TVEC on their services, have provided greater transparency in their community standards or terms of services, have enforced them in a manner consistent with human rights, and reviewed algorithmic operations that may amplify TVEC or drive users to such content.
- All companies but one say they have implemented regular and transparent public reporting on the quantity and nature of TVEC being detected and removed.
- All but one also say they have supported smaller platforms to build capacity to remove TVEC.

## **3. Joint commitments:**

- 83% of government and company respondents say they have worked with civil society on a consistent or partial basis to promote community-led efforts to counter violent extremism in all its forms. A small number of governments recognize they have worked insufficiently or not at all with civil society.
- 52% of respondents have worked to develop effective interventions to redirect users from TVEC.
- 55% of respondents have taken action to research and develop technical solutions to prevent the upload of TVEC and to aid in its detection and immediate removal.
- 62% have supported research and academic efforts to better understand, prevent and counter TVEC online, including both the offline and online impacts of this activity.
- 79% have cooperated with law enforcement agencies for the purposes of investigating and prosecuting illegal online activity in regard to detected and/or removed TVEC, in a manner consistent with rule of law and human rights protections.
- 93% of government and company respondents have collaborated with partner countries in the development and implementation of best practices to prevent the dissemination of TVEC online.
- 76% have taken action to develop processes allowing governments and online service providers to respond rapidly, effectively and in a coordinated manner to the dissemination of TVEC following a terrorist event.
- 72% have taken action to respect, and protect human rights in the context of work to prevent dissemination of TVEC online.