

Second Anniversary of the  
Christchurch Call Summit.

**Joint Statement by Prime Minister  
Rt Hon Jacinda Ardern and His Excellency  
President Emmanuel Macron  
as co-founders of the Christchurch Call.**

*“Growing a strong and effective Community;  
building on our success; and addressing the journey  
to radicalisation & violence.”*

Today, exactly two years after our first Summit in Paris, Heads of State and Government have joined together once again with Leaders of Tech Companies and representatives of Civil Society to help further our collective work under the Christchurch Call to Action to eliminate terrorist and violent extremist content online.

In establishing the Call, we recognised that none of us – Governments, industry, or civil society – can solve this pervasive global problem alone. Over two years, we have developed an innovative approach, working with a dedicated Call Community that includes the technical expertise, critical mass, determination and common purpose to make a real difference. We are united in our desire to uphold human rights and a free, open and secure internet.

The impacts of COVID are still being felt in our Call community as they are around the world, even as we seek to build on the progress that has been made.

**As highlighted in the first Christchurch Call to  
Action Community Consultation, significant  
progress has been achieved:**

- The Call Community has co-developed a dedicated Crisis Response Protocol, and has engaged with Tech and Government supporters on updating their crisis response capabilities, including addressing viral video content and livestreaming events;

- As Governments we have done more to tackle the underlying causes of terrorist and violent extremist ideologies through the strengthening of the resilience and inclusiveness of our societies and ensuring effective enforcement of applicable laws that prohibit the production or dissemination of terrorist and violent extremist content;

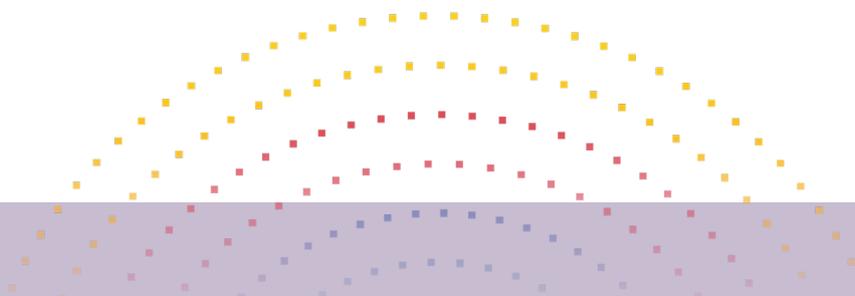
- Companies have invested to put resources and a dedicated structure around an enhanced Global Internet Forum to Counter Terrorism (GIFCT), which is now an independent entity carrying out important work that supports Call objectives;

- Online Service Providers have updated their policies and terms of service, and improved their systems for removing terrorist and violent extremist content;

- More research has been commissioned to better understand the changing nature of - and underlying causes of - radicalisation online; and

- The Call community has grown to include 55 Governments, the European Commission, 2 international organisations and 10 major Online Service Providers, a dedicated Advisory Network of Civil Society Organisations and a wider community of interested organisations and individuals that helps us continue our work.

Our Community continues to grow. We are especially pleased this week to welcome Croatia, the Czech Republic, Estonia, Peru, Slovakia, Tunisia and the United States as supporters of the Christchurch Call.



Despite our achievements so far, the many attacks since Christchurch - in Colombo; El Paso; Dayton; Halle; Glendale; Nakhon Ratchasima; Conflans-Sainte-Honorine; Nice; and Vienna among others - bear witness to the challenge we still face. Terrorism and Violent Extremism online remains a threat to our open and inclusive societies.

The second anniversary Summit was an opportunity to work with our Call Community to set out ambitious plans for our next steps to fulfil the commitments taken in Paris.

### Among our key actions:

- **Continuing to build the Call Community:** expanding its geographical reach and diversity of expertise, and enlisting more Online Service Providers to carry out the Call Commitments;
- Continuing to build, test and improve our **Crisis Response Capability** enabling immediate and effective collaboration between impacted stakeholders, and rapid steps to address the online impacts of an attack;
- Working across the Call Community we will develop methods to better understand **'user journeys' and the role algorithms and other processes may play** in radicalisation; looking at how the online environment may amplify hatred and glorification of terrorism and violent extremism.
- This will help our Community to build a **new generation of innovative and effective tools for positive intervention;**
- Continuing our work to **build resilient and inclusive societies and communities** able to resist violent extremist ideologies of all kinds, recognising that radicalisation occurs offline and online;

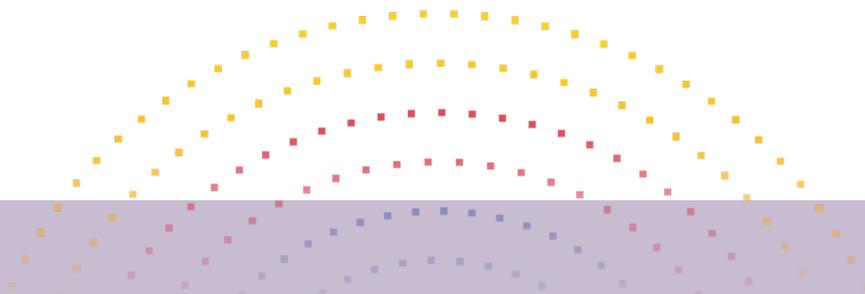
- **Improving transparency** from Governments and Online Service Providers on the policies, actions and tools used to counter terrorism and violent extremist content online;

- Continuing to uphold international **human rights law and fundamental freedoms online** as well as a free, open and secure internet.

Today's Summit underlines the power of our Community approach. It reflects the fact that maintaining an open society can and must be compatible with a free, open and secure internet, where a multi-stakeholder community engages on prevention and response. The multi-stakeholder and comprehensive approach of the Christchurch Call is essential to address the ongoing challenges posed by terrorist and violent extremist content, including content glorifying terrorist and violent extremist acts, inciting to such violence, or those distributed after an attack.

The Call Community will continue to meet in different formats, and to engage with our partners, such as the GIFCT, The EU Internet Forum, the Aqaba Process, the G7 and others to further our endeavours.

We look forward to re-convening in a years' time to assess progress and cement further work under the Christchurch Call.



## **Appendix:** Further Detail on Key Actions

### **AN EFFECTIVE CALL COMMUNITY**

#### **Building trust, dialogue, and engagement:**

- Call supporting Countries, Online Service Providers, and Civil Society will engage as a Community on implementing individual commitments, and continue work on common initiatives in a range of areas;
- As a Community we will establish a process by which new and existing members are supported and encouraged to progress the principles of the Call, including opportunities to raise concerns and discuss problems in a trusted environment;
- We will work as a Community to enhance the advisory function of the Christchurch Call Advisory Network, and institute more regular dialogue on policy issues;
- We will examine technological solutions that can help us communicate more effectively across the whole constellation of experts, Governments, researchers, Companies, NGOs and others that support the Call;
- We will identify resources to support a secretariat for the Christchurch Call Advisory Network

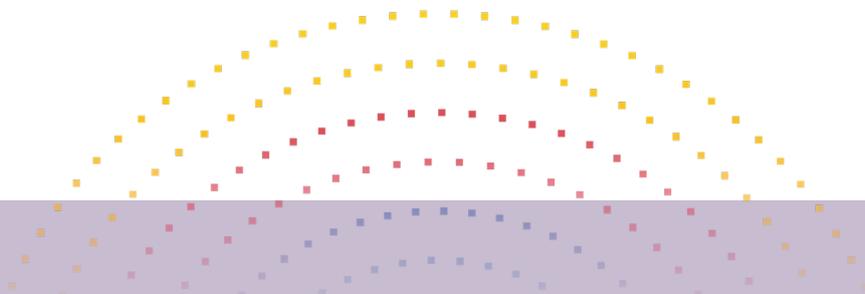
#### **BUILDING, TESTING AND IMPROVING OUR CRISIS RESPONSE CAPABILITY**

#### **Increasing the diversity of our Community while maintaining a commitment to our core principles:**

- We will look to build the diversity of representation in terms of our geographical reach, technical expertise, and representation of marginalised communities and those affected by terrorism, to help us carry out our work;
- We will move to enlist more Company supporters to help increase the impact of our collective actions, while also maintaining a commitment to the important core principles of protecting human rights and fundamental freedoms online;
- In keeping with the 'living framework' of the shared Crisis Response Protocol, the Call Community will conduct a comprehensive review and update to enable immediate and effective collaboration and communications during a terrorist or violent extremist incident;
- We will re-test the protocols we have in place to better address a range of scenarios, including dissemination and glorification of violent extremism following an attack;
- We will ensure there are appropriate human rights and due process protections, regular dialogue among the Call Community and opportunities to review, engage, and continuously improve our approach;
- We will support engagement with the GIFCT on improving crisis response, including the work taking place there to improve real time crisis communications;

#### **Infrastructure that supports the Community:**

- We will establish a programme of regular engagements as a Call Community;



**BUILDING GREATER TRANSPARENCY  
FROM GOVERNMENTS AND ONLINE  
SERVICE PROVIDERS**

- We will improve transparency from Governments and companies on terrorist and violent extremist content, including Government information on flagging and content removal requests; and increase the number and variety of companies providing transparency reporting. We will work to improve the quality and content of that reporting over time;
- We will establish a multi-stakeholder process to ensure that transparency reporting across Government and industry is responsive to the concerns of civil society participants and informative in demonstrating progress on the Call's commitments;
- We will coordinate with GIFCT on its existing transparency work, borrowing best practices from its established frameworks, and determining what other areas the Call can build upon;

**BETTER UNDERSTAND 'USER JOURNEYS' AND  
THE ROLE ALGORITHMS AND OTHER PROCESSES  
MAY PLAY IN RADICALISATION, INCLUDING BY  
SUPPORTING MORE TECHNICAL INVESTIGATION  
AND NEW INTERVENTIONS.**

- As a Community, drawing on the commitments in the Call, we will devote resources towards building understanding of recommendation algorithms and user journeys, including the role they may play in radicalisation or amplification of terrorist and violent extremist content;
- We have agreed to work together this year to design methods that can safely be used to build a better understanding of algorithmic outcomes. This will help us address the question of amplification and identify more effective intervention points;

- We will empower a new generation of Community-driven online positive interventions. To do this we will look at our current toolkit, foster technical development and work on Community-led initiatives;

- We will host inclusive discussions on how we support greater transparency, redress mechanisms and discussion on automated mechanisms for the removal of terrorist and violent extremist content;

- We will continue our work to build resilient and inclusive societies and communities able to resist violent extremist ideologies of all kinds;

**We will maintain our determination to uphold human rights, and fundamental freedoms online** as well as a free, open and secure internet.

We will work effectively to communicate the work of the Call, within the community and beyond, and to raise awareness of the importance of addressing the challenge of Terrorist and Violent Extremist Content online.

