

Snapshot Report 2023

This report compiles responses to the Christchurch
Call Community Survey

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Introduction

Ahead of the fifth Leaders' Summit on 10 November 2023, the Secretariat invited Christchurch Call supporters, partners and members of the Christchurch Call Advisory Network (CCAN) to outline their contributions to the Call over the last year, and to share their views on where the Call Community as a whole has made progress and where it needs to apply more effort.

This *Snapshot Report* presents responses from a cross-section of the Call Community. It includes governments and tech companies, industry bodies like the Global Internet Forum to Counter Terrorism and Tech Against Terrorism, research institutions, civil society organisations and community advocacy groups.

The responses from the Call Community underscore the strength of the shared commitment to the Call. They also show the many and varied ways that Call Community members are taking the Call's work forward, individually and collaboratively.

The responses describe the range of work under way deliver the Call commitments. They include the work of CCAN members to provide research and advice to governments that are looking to develop and implement regulation – like the EU Regulation on Terrorist Content Online, and the Digital Services Act; the creation of practical tools to help tech companies, including smaller ones, identify and moderate content in line with their own policies and new laws; ongoing efforts to monitor, report and action violative content, including in crisis situations; and dialogue and guidance on presenting issues like borderline content.

The responses recognise solid progress against the priorities identified by Leaders at the Summit in September 2022. There has been a concerted effort to raise the profile of the Call internationally, build the Call Community and CCAN, and create opportunities for dialogue. Through targeted engagement in focused working groups and projects, the Call Community has made tangible progress, producing a range of useful outputs. They include reports on the risks and opportunities presented by new technologies, addressing gaps in support for smaller firms, improving transparency around governments' role in content moderation, and steps to understand and address gender-based violence online.

The *Snapshot Report* contains a clear message that the Call Community must continue working on longstanding priorities. This includes crisis response, extending and adapting our protocols and systems to close gaps and meet new challenges. Another longstanding priority is to understand the impact of algorithms on user journeys. The Christchurch Call Initiative on Algorithmic Outcomes has seen Call Community members build and test infrastructure for remote research on platform data without compromising security or privacy. This initiative offers the greatest promise for real insights into the role of terrorist and violent extremist content (TVEC) in radicalisation – alongside borderline content, conspiracies and disinformation – particularly for youth. Respondents consistently identify an urgent need for further work in this area to understand the problem and to find and apply effective interventions.

Respondents highlight the uniqueness and value of the Call's genuinely multistakeholder approach, and the effort made to include the voices of impacted communities. The work needs to continue, with more opportunities for cross-sectoral dialogue around how governments and tech companies are delivering their commitments and how they can improve. This is one way to achieve meaningful transparency and accountability, which will also require the Call Community to find new and genuinely multistakeholder ways of evaluating impact, building on CCAN's pilot project in 2022-23.

Canada

This statement was provided by the Government of Canada

Canada is proud to be a founding signatory of the Christchurch Call to Action. We reiterate our strong commitment to eliminating terrorist and violent extremist content online and to combating hate in all its forms. More than ever, we need governments, civil society, and industry to continue working together on solutions. That's what makes the Christchurch Call so important.

As technology continues to rapidly evolve and questions around the misuse of artificial intelligence, the propagation of disinformation, and the radicalization of online spaces become increasingly relevant, supporting the Christchurch Call, and the work of the co-chairs New Zealand and France, remains a key priority for the Government of Canada.

Canada thanks Christchurch Call Special Envoy Jacinda Ardern for her leadership and commitment to eliminating terrorist and violent extremist content online. Her ability year after year to bring together leaders from around the world and representatives from technology companies is what makes the Christchurch Call so successful.

At the 2022 Summit, we [announced](#) funding to the non-profit organization Tech Against Terrorism to help smaller companies detect and remove terrorist and violent extremist content from their platforms, and we continue to take action as a government to address the spread of ideologically motivated hate.

Earlier this year, Canada was delighted to welcome the New Zealand Prime Minister's Special Envoy for Cyber & Digital, Paul Ash, to Ottawa as a keynote speaker at Public Safety Canada's week-long conference, "What to Measure, How to Prevent", an international conference on preventing violent extremism. At the conference, he shared a video message from Christchurch Call Special Envoy Jacinda Ardern to the 300 participants from 16 countries aimed at strengthening awareness of the Christchurch Call and grow the community. At the same conference, Canada's Minister of Public Safety announced new funding through Public Safety Canada's Community Resilience Fund to help fight radicalization here at home, including several projects related to the Christchurch Call and its commitments.

The Government of Canada has also launched the Digital Citizen Initiative (DCI) to support democracy, social inclusion and a healthier online environment in Canada by building citizen resilience against online disinformation and other online harms and threats, including terrorist and violent extremist content. The Digital Citizen Contribution Program (DCCP) supports these priorities by providing funding to third party organizations undertaking research and carrying out learning activities such as public awareness tools and online workshops. Since 2020, the DCCP has supported 110 projects to help Canadians become more resilient and think critically about the information they consume online. This complements the work of law enforcement, where the Royal Canadian Mounted Police (RCMP), along with other law enforcement agencies, continue to work with key partners in developing and implementing countering-radicalization to violence initiatives and community outreach. The RCMP, through the Canadian Association of Chiefs of Police Counter-Terrorism and National Security Committee, continues to champion work in the countering radicalization space.

Growing the Christchurch community and supporting the development of international standards is a key goal for the Government of Canada. In September, Canada and the Netherlands launched the [Global Declaration on Information Integrity Online](#), which brings together 32 countries to protect our information ecosystems, including international commitments to uphold information integrity online and strengthen our responses to the opportunities and challenges of artificial intelligence. Through

the [Global Internet Forum to Counter Terrorism](#), we continue to advocate for improved digital industry responses to terrorist and violent extremist content around the world.

The Government of Canada believes that working with allies and likeminded partners is essential to countering violent extremism and terrorism over the longer-term, both online and offline. This includes sharing views, perspectives, and best practices to ensure a coherent, coordinated, and complementary approach. For this reason, Canada leverages a whole of society approach, involving government, industry, civil society, and academia in its efforts to address this threat.

Canada's society, like all open societies, continues to evolve in response to changing global circumstances, including the rapid spread of mis- and dis-information. Canada is dealing with an increasingly volatile environment that transcends borders, which has serious consequences domestically. We know that events happening abroad have real-time impact here in Canada.

Canada is a place where people of all faiths and backgrounds are welcome and are made to feel safe. It is important that we remain united and anchored in these values. To support this, Canada will continue to advance transparency and engagement with Canadians, including direct engagement with impacted communities and community organizations, in a manner that is consistent with our democratic values and respect for diversity and inclusion.

Czech Republic

This statement was provided by the Ministry of the Interior of the Czech Republic, the Ministry of Foreign Affairs of the Czech Republic, and the Office of the Government of the Czech Republic

Overall, where has the Christchurch Call made progress in the last 12 months?

We are glad to see the appeal on being future-proof and reflective of new developments in the online sphere. We are also very glad to see the emphasis on transparency as well as work with the younger generation. The latter is especially important to truly understand how to protect some of the most vulnerable ones online, while understanding their online behaviour.

This is also very pertinent for the online gaming environment. At the same time, the younger generations can bring new ideas at the table and should become an integral part of our discussions forward. It is equally important to keep engaging smaller platforms. They do not face the same obligations under some of the current pieces of EU regulatory legislation as the large or extra-large online companies and can therefore become a target of nefarious actors as well as it may be harder to make them compliant in cases where compliance is not in their goal.

We commend the continuous efforts to make the activities of the Christchurch Call community interoperable and to not duplicate activities. We also appreciate the emphasis on gender-based violence and extremism, since last year has once again reminded us that this area needs to remain high on our agendas.

Last but not least, we appreciate the bilateral outreach and a visit by New Zealand representatives in Prague and the opportunity to discuss the Christchurch Call activities and possible future needs.

What have been your particular contributions/successes?

The Czech Republic held its six-month Presidency of the Council of the EU in the second half of 2022. Online threats have been high on the CZ PRES agenda. Worth underscoring are two Presidency events that both focused on threats online: Online Dimension of Counter Terrorism and Nazi Memorabilia and their misuse for anti-Semitic ends. The former also hosted a presentation on the Christchurch Call to Action. Under the CZ PRES, the Council approved general approach on the proposal for Regulation laying down harmonised rules on artificial intelligence. EU member states

thus took an important step towards the approval of ground-breaking and pioneering rules for the use of artificial intelligence. The final version of the text is now being negotiated with the European Parliament.

The Czech Republic has also continued to cooperate in relevant fora, such as the EU Internet Forum. There, it actively worked towards including borderline content, disinformation, and conspiracy narratives into the scope of the Forum's activities. It also supported the creation of the EUIF Handbook of borderline content and contributed towards its content. Online gaming is also our long-term priority, which was reflected also during the CZ PRES 2022 event on terrorism online in Prague.

Domestically, the Czech Republic prepared and passed an implementation law thanks to which the Regulation on addressing the dissemination of terrorist content online is implemented in the Czech law. Domestic non-legislative activities include an active cooperation with online platforms and with the gaming industry.

In 2022, the foundation of Strategic Communication (StratCom) teams was established across four significant ministries, prominently within the Office of the Government. The efficacious implementation of StratCom teams across governmental institutions has laid the groundwork for a robust and enduring communication channel between the government and its citizens.

Where have you faced challenges?

Overall, the online spaces have been a fertile ground for conspiracy narratives and disinformation that also contribute to radicalization. There are online communities formed around these phenomena and some of their members also meet in real life. The tendency has been to use less popular and therefore also less regulated platforms.

Radicalization online of "lone wolves" is considered an ongoing threat. The past months, similarly as across the EU, the Czech Republic has seen a rise in extremist activity, including also the activity of so-called anti-system actors. We have also seen cooperation of "traditional" radical actors with this anti-system scene that does not quite fit into the right / left wing frame. Some of these anti-system actors have managed to translate their online activities successfully into opportunistic offline mobilisation at manifestations.

It is important to note that the Czech Republic has been a target of Russian disinformation campaigns for years. We currently observe a surge in community radicalization, notably orchestrated by anti-system and pro-Kremlin entities, resulting primarily from the deliberate online dissemination of misinformation and propaganda. Recent violent confrontations, some with fatal outcomes, between the emergent Ukrainian war refugee community and the historically marginalized Roma minority underscore the imminent challenges we anticipate in the ensuing year. The escalation of animosity, fuelled by disinformation agents within communities, holds potential to expand from virtual platforms to tangible confrontations. Overall, the Russian war against Ukraine has had a significant influence on the amount and scope of these activities and related effects on society and selected criminal activity and has had a significant impact on the online sphere, including condoning this aggression. It is important to highlight that the courts deal with these activities.

Where does the Call Community need to focus effort in the year ahead?

The Czech Republic sees clear benefits in the cooperation set up thanks to the Christchurch Call. We would like to see more work done on how the borderline content, disinformation, and conspiracy theories contribute to radicalisation that can lead to violent extremism, or terrorism.

We would also like to underscore the importance of work with the gaming industry. This industry may still be less well understood than other parts of the online sector, yet the number of gamers and games available makes it clear there is a need for effective cooperation and deep understanding.

That also relates to the urgent need to keep engaging young users of online services to help the policy makers in better understanding of the newest trends and behaviour of the users.

Of ongoing concern are alt tech platforms and unmoderated platforms. We are optimistic that the full application of DSA will bring positive changes, however, the need to remain vigilant.

Last year has also marked a rapid growth in AI and its availability to wider public. New technologies, immersive technologies, and artificial intelligence need to be well understood. As for AI, we must work on ensuring its appropriate use by the relevant actors, but we should also understand it as a possible tool in the hands of criminals.

In general, it is important not to stay behind and devise approaches that are future-proof, technology and ideology agnostic, and while respecting human rights and freedom of speech, are flexible enough to help tackle online threats. Our last appeal would be to concentrate more on other language realities than just English. There is an urgent need of the technological companies to have language skills and local know how to be able to indeed effectively enforce their terms of service and contribute to the fight against terrorism and violent extremism. It is no longer possible to underestimate or otherwise not focus of the English-speaking world.

Germany

This statement was provided by the German Federal Ministry of the Interior and Community

Overall, where has the Christchurch Call made progress in the last 12 months?

We welcome the work of the Christchurch Call over the past year. The great advantage of the Christchurch Call is that it brings together a wide range of stakeholders with different perspectives. We especially appreciate the progress made on different topics in the working groups.

Germany is particularly interested in the dialogue within the working group on new technologies. For example, the last meeting “Christchurch Call Community Discussion: On AI-Enhanced Web Search and the new Bing” provided great impetus for future discussions.

What have been your particular contributions/successes?

In the EU, the TCO Regulation entered into force on 7 June 2021 and became applicable on 7 June 2022. The main and innovative feature of the Regulation is that the competent national authorities may issue cross-border orders requiring internet providers offering their services in the EU, including those based in another EU member state, to immediately remove terrorist content. Providers must comply with these orders within one hour of receipt. Germany has already transposed the Regulation into national law and cooperates closely with the EU Internet Referral Unit (IRU) and the competent bodies in the EU member states.

The Digital Services Act (DSA) entered into force on 16 November 2022 and will become applicable throughout the EU on 17 February 2024. However, very large online platforms (VLOPs) and search engines must start to apply the DSA at the end of August 2023. The DSA sets universal horizontal rules on due diligence obligations for intermediary services such as online platforms, among other things. It also includes measures to counter illegal content – a term that is not defined in the Regulation. Reference is made in this regard to Union law and legislation of the member states.

Where have you faced challenges?

We continue to see a large amount of jihadist propaganda. The sheer volume shows that we need to continue to work on reducing such content. This responsibility lies mainly with the companies.

Lastly, possibilities for anonymisation continue to play a major role with regard to violent extremist and terrorist actors online. For this reason, platforms that do not cooperate with governments are

still very popular among many of those actors, who use the platforms to create networks and spread propaganda. Due to the lack of cooperation with the German authorities, it is extremely difficult or impossible to remove such content and prosecute the creators.

Where does the Call Community need to focus effort in the year ahead?

In our view, the added value of the Christchurch Call is the opportunity for dialogue with a wide range of stakeholders. In particular, this dialogue should continue to be used to improve cooperation between businesses and governments with regard to removing illegal content and reporting subscriber information to identify offenders. In Germany's view, we can only fight illegal content effectively if the content is removed and criminals are prosecuted.

Japan

This statement was provided by the Government of Japan

Overall, where has the Christchurch Call made progress in the last 12 months?

We extend our appreciation to the Christchurch Call for its remarkable commitment in countering violent extremism online. While providing a pathway for the responsible and safe use of cutting-edge technology, the Christchurch Call has provided an open forum for discussion where countries, companies and civil society can freely share insights, knowledge and strategies for countering violent extremism online.

We note in particular the outcome of the Transparency Working Group, which has provided a solid insight into understanding the online content ecosystem from a transparency perspective, where there had been less discussion of government transparency in relation to content moderation.

The New Technologies report should also be highlighted as an important first step for the Christchurch Call to identify opportunities and strategies to prevent terrorist and violent extremist exploitation of new technologies.

What have been your particular contributions/successes?

In Japan, following the adoption of the Christchurch Call to Action, we established a public-private study group on online exploitation. The Ministry of Foreign Affairs, the Ministry of Internal Affairs and Communications, the National Police Agency, private companies and NGOs regularly discuss how technology companies should take action against terrorism and violent extremism.

This year, in partnership with GIFCT, we will convene a workshop, inviting representatives from the wider sector to strengthen engagement and partnership, and to identify potential opportunities for collaboration. In addition, this year, Japan joined the Christchurch Call Transparency Working Group to further contribute to the community. We shared our approach and commitment to government transparency in content moderation.

Where does the Call Community need to focus effort in the year ahead?

While acknowledging Christchurch Call's substantial achievements, we believe there is an opportunity to broaden its impact even further by expanding its membership, especially in the regions of Africa and South East Asia. In these regions, companies face unique challenges and their inclusion of Christchurch Call's membership would enhance the global effort to counter the terrorism and violent extremism online.

New Zealand

This statement was provided by the New Zealand Government

Overall, where has the Christchurch Call made progress in the last 12 months?

The Christchurch Call has continued to provide leadership in support of the commitments to eliminate terrorist and violent extremist content (TVEC) online while continuing to advocate for human rights and a free, open, secure internet.

Over the past 12 months the Call has:

- As part of the Christchurch Call Initiative on Algorithmic Outcomes (CCIAO) and together with the United States, X, Microsoft, OpenMined, DailyMotion and LinkedIn, the Call has built and tested a system for remote research. Proof of concept has been successfully achieved, including rigorous testing of privacy tooling and consideration of the legal, ethical and policy aspects of the project. Georgetown University's Center for Security and Emerging Technology (CSET) has provided further support with a specific focus on on-chip transparency. The project team are now looking at a new stage of CCIAO development with the Call Community, which is building appropriate governance and ethics frameworks.
- The Call Community launched a New Technology Working Group – to build its understanding of the risks and opportunities at the nexus of new technologies and TVEC. **There is a strong consensus from across the Call community towards devoting time to consider how, for example, foundation AI models, may affect the effort to eliminate TVEC online.** Key risks that have already been identified as part of this research include generative AI, immersive technologies, and the decentralised web. The working group is now developing advice and strategies to mitigate these risks.
- The Christchurch Call Secretariat is in the process of setting up a Youth Reference Group to provide advice to the Call community. A youth engagement plan is being developed to ensure the safety of participants and enable them to make a meaningful contribution.
- Working closely with Tech Against Terrorism and experts in CCAN, the Call has developed guidance to improve transparency around government supporters' laws, policies and actions against terrorist and violent extremist content online. The Call has also supported the Action Coalition on Meaningful Transparency to develop its Transparency Initiatives Portal, to connect members of the community to existing resources, reports, and upcoming events, and support multistakeholder efforts to improve both technology company and government transparency.

What have been your particular contributions/successes?

New Zealand takes its role as co-leader of the Call very seriously, as it does its own commitments as a government supporter.

In March 2023, Prime Minister Hipkins appointed Rt Hon Dame Jacinda Ardern, former Prime Minister of New Zealand and co-leader of the Call, as the Prime Minister's Special Envoy for the Christchurch Call. This appointment reflects Dame Jacinda's personal commitment to the work of the Call and the ongoing strong backing of the New Zealand government. Working closely with France, Dame Jacinda's relationships with leaders, technology companies, and experts – along with the knowledge and insights gained during her Harvard Fellowships – are helping to increase the profile, ambition and pace of the Call's work and to bring on board new supporters and partners.

Over the last year, the New Zealand Government has strengthened the Secretariat, taking on new staff and facilitating secondments from the multistakeholder community to drive delivery of the Call's global work programme and Leaders' priorities.

The New Zealand Government has also continued to invest in domestic policies and programmes that respond to the tragic events of 15 March 2019 and the Royal Commission of Inquiry's recommendations, and deliver against specific Call commitments – e.g. to understand and counter the drivers of terrorism and violent extremism in our society, to prohibit and prevent the dissemination of terrorist and violent extremist content online and to support frameworks for ethical media reporting on attacks. In this domestic work, there is a strong emphasis on transparency and human rights, and involving researchers, civil society and representatives of impacted communities.

Examples from the last year include:

- He Whenua Taurikura 2022 – the second counter-terrorism hui (meeting) – with a focus on all-of-society approaches to prevent terrorism and violent extremism in Aotearoa New Zealand. Almost 300 people attended from academia, communities, civil society, central and local government.
- The Department of Prime Minister and Cabinet delivered just over NZD \$670,000 in funding to community and civil society organisations for initiatives to prevent and counter violent extremism in New Zealand.
- The Department of Internal Affairs released its second violent extremism transparency report, applying Tech Against Terrorism's guidelines and providing insights into how the Department is applying its new regulatory take-down notice system, and the outcomes of that approach.

Where have you faced challenges?

The past 12 months have been characterised by a challenging economic backdrop, an evolving regulatory landscape, and the deployment of AI foundation models that are changing the nature of online services. These challenges have affected industry content moderation capacities, policies, and practices, which has at times resulted in cascading effects for communities harmed by or subjected to TVEC.

AI foundation models present both an opportunity and a challenge for The Christchurch Call in its work to eliminate TVEC. Work continues to better understand what is possible to proactively address risks. Similarly, The Call remains alert to the ways violent extremists and terrorists are beginning to use and exploit these technologies, and has stood up an emerging technology workstream as a result.

Smaller online service providers (OSPs) are particularly vulnerable to these challenges. A shortage of awareness and capacity to engage with the now-wide range of resources available to OSPs and an inability to participate in effective crisis response mechanisms remains a challenge. We expect these challenges to continue as governments and communities grapple with the many difficult questions and considerations that need to be addressed to ensure human rights are protected online. Violent extremists continue to exploit online environments.

Where does the Call Community need to focus effort in the year ahead?

The Christchurch Call acknowledges that new and emergent technologies continue to intersect at pace and depth across its focus areas. Remaining agile to these developments will be important to the Call's future ability to lead its multistakeholder understanding of the opportunities and challenges this will present. The Call Community's focus areas in the year ahead are therefore building on the work already completed or underway to advance these initiatives. This includes increasing our understanding of the implication of AI foundation models. We also want to engage with youth in more depth, assist small OSPs to further their crisis response capabilities, continue our work on understanding algorithmic influence, as well as sustaining and expanding the Call community. These focus areas have been identified through detailed Call community consultation and feedback.

Google

This statement was provided by Google

Overall, where has the Christchurch Call made progress in the last 12 months?

We commend the governments of France and New Zealand for continuing to progress the important work of the Call. In particular, we support the Call's commitment to multistakeholderism, as evidenced by the Call's progress in holding community dialogue sessions on important policy issues such as government transparency.

What have been your particular contributions/successes?

Jigsaw, in collaboration with Tech Against Terrorism (TAT), and with support from the Global Internet Forum to Counter Terrorism (GIFCT), is developing a free and open-source tool that aims to help smaller platforms address incoming flags of known terrorist and violent extremist content. We are currently working with a select group of member platforms of both TAT and GIFCT, and plan to make testing available to more platforms in the coming months.

In addition, and in line with the Call's workstream on transparency, we have rolled out a new Transparency Center at transparency.google where people can easily access information about our policies on a product-by-product basis, find our reporting and appeals tools, discover our Transparency Reports and learn more about our policy development process.

Where have you faced challenges?

Following the devastating attacks on civilians in Israel, our teams have removed thousands of harmful videos, and our systems continue to connect people with high-quality news and information. Our teams are working around the clock to monitor for harmful footage and remain vigilant to take action quickly if needed on videos, Shorts and livestreams.

Similarly, we are also detecting and removing content that violates our policies from other products, such as Ads, Shopping, and Play. Industry and multistakeholder groups like the Christchurch Call and GIFCT are key to ensuring appropriate coordination and sharing of best practices across industry and government, and helping the community adapt and streamline communications in response to attacks.

Where does the Call Community need to focus effort in the year ahead?

The Christchurch Community has provided an important avenue for engagement with civil society, including at the Call-hosted events and panels at the recent RightsCon Summit in Costa Rica. We strongly support the Call's efforts to include communities affected by terrorist and violent extremist attacks in multistakeholder discussions to ensure their voices are heard.

We are also interested in leveraging the expertise of a multistakeholder forum to discuss and respond to the changing global regulatory landscape.

Microsoft

This statement was provided by Microsoft

Overall, where has the Christchurch Call made progress in the last 12 months?

Overall, the Christchurch Call has made progress in the last 12 months in continuing to build knowledge and relationships across the multistakeholder Community through a regular series of engagements and focused workstreams. The Call has also continued to evolve its focus to address

new and emerging issues related to terrorist and violent extremist content: this is critical both to address the evolving threat and to recognize the intersectional nature of many online harms.

What have been your particular contributions/successes?

Microsoft has been pleased to contribute to the Christchurch Call Initiative on Algorithmic Outcomes, including through our \$500,000 investment to support work to explore the role that privacy-enhancing technologies may be able to play in facilitating research on algorithmic outcomes. Through LinkedIn, we have participated in proof-of-concept testing, and we have also provided additional cloud computing support for OpenMined. Microsoft has also actively participated in a range of Christchurch Call workstreams over the last year, with a particular focus on new and emerging technologies. For example, we welcomed the opportunity to engage with the Christchurch Call Community on Bing's new AI features. As a founding member of the Global Internet Forum to Counter Terrorism (GIFCT), we also continue support the GIFCT's contribution to the Christchurch Call's work, including on incident response and growing capability to address terrorist and violent extremist content across the tech ecosystem.

Where does the Call Community need to focus effort in the year ahead?

In the year ahead, Microsoft would welcome a continued focus on: - Continuing to grow the multistakeholder Call community and to leverage the Call's model to help address emerging and related online harms; - Emerging technologies, including exploring the risks and safety opportunities arising from generative AI; and - Engaging with young people directly to understand their perspectives on the risk of radicalization and on ways to empower them to engage safely online. Microsoft will also take over as the Chair of the GIFCT's Operating Board for 2024 and we look forward to supporting the Call and the GIFCT to partner to achieve shared goals.

Global Community Engagement and Resilience Fund (GCERF)

This statement was provided by Global Community Engagement and Resilience Fund (GCERF)

Overall, where has the Christchurch Call made progress in the last 12 months?

Among the key issues listed for the 2023 Summit, we feel that most progress has been made by the Call through engaging its community on the growing threats of gender-based hatred and radicalisation to violence. The creation of a gender group, regular dedicated discussions, and a useful exchange of ideas and documents, have helped GCERF and the wider community advance our work on addressing this challenge across our global portfolio.

Progress has also been made in diversifying the civil society organisations providing input to the Call, reflected in GCERF's membership which has the potential to mobilise the perspectives of over 200 local community-based organisations in 22 countries.

What have been your particular contributions/successes?

Since joining the Call a year ago, we led one CCAN session featuring diverse GCERF grantees, who spoke about challenges and solutions for increasing engagement with civil society on the ground. This engagement helped inform a new Global Counter Terrorism Forum (GCTF) Countering Violent Extremism Working Group initiative on 'Funding and Enabling Community P/CVE', launched on the margins of the UN General Assembly in New York in September. Here is an example of how the Call's convening power can inform other global initiatives.

Considering promoting further information-sharing between GCERF and the Call's community, GCERF has prioritised capacity-building amongst its grantees, and launched a new global P/CVE and Digital

project, focusing on (i) how to use social media for P/CVE, (ii) critical thinking skills and digital literacy, and (iii) M&E for programs in digital P/CVE.

Where have you faced challenges?

We have faced no particular challenges regarding our emerging partnership with the Call, and again note the efforts of the Secretariat. As above, we believe there is potential for greater information-sharing, and perhaps joint initiatives and training, between GCERF's and the Call's communities, and we would welcome a discussion to develop a workplan.

Where does the Call Community need to focus effort in the year ahead?

Reinforcing a multi-stakeholder approach, and the continued expansion of relevant partnerships are key to achieving the Call's Commitments. An increased focus on youth, in particular, is clearly needed. Following GCERF's model, we would encourage consultation with civil society at every stage of the project design cycle.

European Commission

This statement was provided by the European Commission

Overall, where has the Christchurch Call made progress in the last 12 months?

In the last 12 months, the Christchurch Call and the EU have made progress in addressing the potential negative effects of algorithmic amplification on online radicalisation. We welcome that the Christchurch Call has also made considerable progress in expanding the Call community to include broader representation from civil society and industry, reflecting the changes in the online threat landscape. We also welcome the progress made on protection of youth by setting up the Youth Reference group to investigate threats posed to children online that can lead to violent extremism.

What have been your particular contributions/successes?

The EU Internet Forum (EUIF) has delivered work on reaching an empirical understanding of the potential malicious effects of algorithmic amplification of violent extremist and borderline content. It has also produced a Handbook on Borderline Content, with guidance based on input provided by EU Member States, civil society organisations, the GIFCT and tech companies to better identify and prevent the spread of this content that is legal but harmful and can lead to radicalisation.

EUIF has also revised and further developed its EU Crisis Protocol, a voluntary mechanism that allows EU Member States and online platforms to respond rapidly and in a coordinated manner to the dissemination of terrorist content online in the event of a terrorist attack. The revised EUCP, among others, enables better coordination with international partners and addresses issues around bystander footage in crisis response.

Taking a user-centric approach in content moderation and empowering, in particular, young users is key to prevent radicalisation online. The EUIF has delivered a Handbook on Countering the Misuse of Gaming-related Content & Spaces based on input from civil society organisations and companies. The handbook guides companies on how to empower their users and gaming communities to identify, report and counter harmful content on their platforms.

Lastly, the implementation of the Terrorist Content Online Regulation and the Digital Services Act (DSA) in the EU has set important standards and rules to ensure that terrorist content and other types of illegal content are swiftly removed by tech platforms.

Where have you faced challenges?

While the majority of online platforms aim to prevent the exploitation of their service by violent extremist and terrorist actors, some platforms are providing a safe haven for malicious actors.

Preventing the dissemination of harmful and illegal content on non-cooperative and small platforms continues to be a challenge that is facing the Call community.

Where does the Call Community need to focus effort in the year ahead?

Rapid technological development and quick adaptation by malicious actors means that despite the progress we have made in the Call community old challenges remain and new threats are emerging. We believe that more information, expertise and conclusive exchange is needed to better understand the extent of the threat posed by the malicious use of new technologies, such as generative AI, immersive reality and decentralisation to develop preventive measures and actions to tackle the threats these may pose. Moreover, we need to have more expertise and greater engagement from tech companies in the moderation of harmful and violent extremist content in relation to gender-based hate and violence. While progress has been achieved on issues surrounding algorithmic amplification, we need concrete follow-up actions and transparency on the functioning of their algorithmic systems. In addition, terrorist operated websites remain a challenge and greater engagement with internet infrastructure providers is needed to address this threat effectively.

Tech Against Terrorism

This statement was provided by Tech Against Terrorism

Overall, where has the Christchurch Call made progress in the last 12 months?

In 2022/23 Tech Against Terrorism increased its direct engagement with the Call by sharing intelligence both in the course of monitoring terrorist content generally and in response to crises, and by engagement on policy matters in the working groups. We greatly appreciate the efforts made by the Call to build its engagement with its partners whilst ensuring that this engagement is action-oriented. Tech Against Terrorism has particularly appreciated the launch and structure of the working groups, which from an early stage were concerned with creating practical guidance for the Call Community. The structure of the working groups greatly reflects the concerns and priorities identified by the Community in previous years. Tech Against Terrorism notes its alignment with the priority focus of the Call over the course of the last year, in particular around transparency reporting for government, improved coordination at times of crisis, and engagement with infrastructure providers. This priority incorporates issues highlighted by Tech Against Terrorism in the previous round of consultations.

What have been your particular contributions/successes?

In 2022/23 Tech Against Terrorism increased its direct engagement with the Call by sharing intelligence both in the course of monitoring terrorist content generally and in response to crises, and by engagement on policy matters in the working groups. We greatly appreciate the efforts made by the Call to build its engagement with its partners whilst ensuring that this engagement is action-oriented. Tech Against Terrorism notes its alignment with the priority focus of the Call over the course of the last year, in particular around transparency reporting for government, improved coordination at times of crisis, and engagement with infrastructure providers. This priority incorporates issues highlighted by Tech Against Terrorism in the previous round of consultations. Transparency reporting. We contributed significantly to the working group on transparency reporting and subsequently to the development of the Community Advice on Government Transparency. Tech Against Terrorism assumed a prominent speaker role a speaker role during the first meeting and actively participated throughout all the working group sessions, including the provision of feedback on the draft Community Guidance. Our contribution to the Call's transparency efforts is further in evidence in the Community Guidance on Government Transparency, which are based on Tech Against Terrorism's Guidelines on Transparency Reporting on Online Counterterrorism Efforts for

Governments. Content identification and TUI monitoring. We also support the Call in the broader identification of TVE content online by sharing the results of our monitoring and investigations. In doing so, Tech Against Terrorism proactively assists in identifying material related to the Christchurch attack and alerting it to tech companies. A recent example of this was Tech Against Terrorism's support in locating copies of the videos of the pseudo-documentary "The Three-Faced Terrorist".

Where does the Call Community need to focus effort in the year ahead?

We recommend the following issues to be prioritised: Terrorist-Operated Websites (TOWs) remain a major threat by allowing terrorists and violent extremists to share their propaganda both widely and in a stable environment. There are a number of barriers and complications currently impeding action against TOWs including jurisdictional gaps between governments, within governments, and between governments and tech companies clouding the issue of who should lead, request, and coordinate action on TOWs. The Call should lead on a global coordinated strategy to counter TOWs, and support Tech Against Terrorism to drive engagement with infrastructure providers to ensure the effective disruption of TOWs. Given its transformative potential, it is imperative that tech platforms begin to design policies and processes to prevent terrorist exploitation of generative AI, whilst ensuring the safeguarding of human rights and freedom of expression online. Governments also have a responsibility to regulate and set the parameters for legal use of generative AI, given the real risk that TVEs will abuse emerging technologies. In addition to mitigating against the risks of TVE abuse of AI technology, it is also critical to discuss the opportunities AI provides for improving responses to the threat in the areas of content moderation, content detection, creating classifiers, supporting behavioural analysis, and providing more rapid responses in crisis situations. The Call should continue its investigation into the risks and benefits of AI started by the working group on Emerging Technologies. The Call should continue its work to coordinate responses at times of crisis, and to ensure in particular the monitoring of the online footprint of TVE attacks as well as the provisions of post-crisis debriefing. Tech Against Terrorism will continue to support the Call's crisis coordination efforts by alerting material related to crisis events via the with its reach of 120 platforms.

Cyber Threats Research Centre (*CCAN member*)

This statement was provided by the Cyber Threats Research Centre (CYTREC), Swansea University.

CYTREC is an interdisciplinary research centre exploring a range of online threats from terrorism, extremism, and cybercrime, to child sexual exploitation online and grooming based at Swansea University. Members have backgrounds in law criminology, political science, linguistics, psychology, and computer science. CYRTEC is a CCAN member.

Overall, where has the Christchurch Call made progress in the last 12 months?

The Christchurch Call Initiative on Algorithmic Outcomes (CCIAO) with the aim to develop new tools to empower research in this area, has the potential to facilitate real impacts in this area. Facilitating engagement and discussion across all sectors in the Call Community.

What have been your particular contributions/successes?

We have participated in the Algorithmic Oversight and Transparency Workstreams. One of our members is currently a Co-Chair of the CCAN.

Some recent and most relevant work has included studies on the role of social media recommendation algorithms and potential links to extremist content. An ongoing project on recommendation systems involves conducting a scoping review of all of the available literature on the amplification of potentially harmful online content. In addition, we have been working on issues of moderating so-called 'borderline content' online whilst respecting fundamental values. And, on

defining ways that extremists circumvent AI content moderation practices by manipulating platform affordances.

CYTREC is part of a consortium of partners led by Tech Against Terrorism working to boost the resilience of small and micro platforms against terrorist exploitation and helping them to comply with their responsibilities under the EU's Terrorist Content Online Regulation as part of the Tech Against Terrorism Europe project. We are part of the Researcher, Security, Safety and Resilience (REASSURE) project, which is about enhancing the wellbeing and safety of online extremism and terrorism researchers through active collaboration with the community of scholars in this field. The project is working towards producing a Charter for Researcher Ethics and Safety.

We lead the 'Seeing Eye to Eye: Developing Sustainable Multistakeholder Communities' project working collaboratively with stakeholder participants to develop an empirical assessment of barriers, benefits, institutional norms, trust and transparency when working in multistakeholder environments. Other projects have looked at the way different stakeholders frame Kenya's extremist problem and the available spaces for preventing and countering violent extremism interventions. . And, hate speech as a driver of social media engagement using a case study from Turkey.

Where does the Call Community need to focus effort in the year ahead?

- The development of the governance and ethics frameworks in collaboration with the Call Community to take the CCIAO to the next stage.
- Building and sustaining the Call Community. Including building on existing relationships to continue to enhance engagement across sectors in the Community.
- Identifying and measuring the impact of the work of the Call and the Community.

Federation of Islamic Associations of New Zealand (FIANZ) (CCAN member)

This statement was provided by Federation of Islamic Associations of New Zealand (FIANZ) Abdur Razzaq Chairperson, FIANZ Royal Commission Submission and Follow-Up

Overall, where has the Christchurch Call made progress in the last 12 months?

As the umbrella national Muslim organisation of Aotearoa New Zealand, our responsibilities post-March 15 have extended well beyond normal community development programmes to stridently focus on ensuring the safety of our small faith but ethnically diverse community. The implementation of the Royal Commission Recommendations on effective PCVE is a key priority for us. It is in this context we joined the Christchurch Call. On-line extremism and hate-mongering are not just virtual threats for us but their real-world transition and trajectory is tangible as evidenced by the terrorism we experienced at Masjid An-Nur and Linwood Masjid with 51 shuhada. Whilst the March 15 terror was aimed at our faith, it could have well been other vulnerable communities. In this context, From FIANZ's perspective, the use-value of the Christchurch Call over the last 12 months have been three-fold.

1. Effective lobbying at a global stage with governments, multi-lateral agencies and platform companies
2. Formative strategies adopted to counter on-line threats as well as the nuanced mis- and dis-information with particular focus on algorithmic solutions.

3. Seeking accountability of countries and companies where issues have emerged and which members consider there is a need to challenge

The three need-value metrics we have used to measure the efficacy of the Christchurch Call have been:

1. Availability of Information (Everyone has been given access to and the necessary time-lag to digest information.)
2. Opportunity to Contribute (The work streams have been carefully thought out and fosters an inclusive and transparent approach, despite the boundaries of geography and time)
3. Democratic Oversight (Everyone has an opportunity to raise critical issues on matters of governance, choice of agenda topics, liaison with external stakeholders and such. This healthy introspection engenders both respect and trust in the Call initiative)

What have been your particular contributions/successes?

After March 15, our Muslim community experienced an endless series of consultations and engagements , particularly with government agencies. This has resulted in an aversion to 'talk-fest' sessions. Christchurch Call however has been quite different in this respect. By participating in the Call, we have been able to realign our community's Strategic On-Line Safety (SOS) programme. For the last 7 months we have commenced implementation with on-going formative evaluation to guide improvement.

The SOS covers the continuum:

1. A small team to monitor on-line harm and when necessary inform NZ authorities;
2. Develop on-line counter-narrative to address 'baited escalation' of extremism;
3. Help our community, particularly the youth, to discern online mis- and dis-information through education programmes (NZ Censor Office is also assisting);
4. A number of consultation platforms with key government agencies (NZ Police, NZSIS, DIA, Justice , Education and others) to address emerging issues;
5. Regular community programmes which also includes nexus to on-line harm/extremism. Many of these sub-programmes have benefited from our participation in Christchurch Call.

Where have you faced challenges?

The Call members, with their wealth of experience and expertise in different fields, have provided a lot of information and practical suggestions. In this context, the key challenge we have faced is translating the lessons learned at the global level to practical initiatives with measurable outcomes at the local level.

Where does the Call Community need to focus effort in the year ahead?

Continue the current focus on such areas algorithms, transparency and others and include: a) AI in countering on-line extremism b) Local Communities, Governments and Platform Agencies to collaborate to develop and promote education programmes, particularly for our children and youth.

Global Internet Forum to Counter Terrorism (GIFCT)

This update was provided by the Global Internet Forum to Counter Terrorism (GIFCT)

The [Global Internet Forum to Counter Terrorism](#) (GIFCT) brings together the technology industry, government, civil society, and academia to foster collaboration and information-sharing to counter terrorist and violent extremist activity online. GIFCT's mission since 2017 has been to prevent terrorists and violent extremists from exploiting digital platforms. The Christchurch Call to Action acted as the impetus for GIFCT's founding tech company members to transform GIFCT into a 501c3 non-profit and for them to develop a [9-Point Action Plan](#) that set out concrete steps the technology industry would take to address the abuse of technology to spread terrorist content, including both individual and collaborative commitments.

GIFCT has continued to participate in and build upon the Christchurch Call's work streams and thematic focuses in the years since its inception. GIFCT is submitting this update to the Christchurch Call to outline the work that has been carried out over the last twelve months, what GIFCT has in store in the future, and how we plan to further our joint efforts to counter terrorism and violent extremism online in the years to come.

Overall, where has the Christchurch Call made progress in the last 12 months?

The Christchurch Call has continued to evolve and expand its focus and remit into new topics, in line with what the Community sees as an evolving threat, such as looking more concretely at violent extremism as it affects gender, younger online audiences, and smaller platform needs. GIFCT has also noticed a greater number of NGOs joining the Call and it would be useful to review the expectations of current government, tech, and NGO members to remind members how they are meant to contribute or highlight progress against commitments throughout the year.

What have been your particular contributions/successes?

Since the launch of the Christchurch Call 9-Point Action Plan in 2019, GIFCT has strengthened its joint commitments made with GIFCT Member companies. Over the past year, line with themes of interest put forward by the Christchurch call, GIFCT has:

1. Expanded its Membership:

- GIFCT has brought on 10 new members to GIFCT since the 2022 UN General Assembly.

2. Further Integrated Human Rights Due Diligences in its Work:

- GIFCT has added reviews of its Members' human rights commitments in line with the UNGPs. GIFCT collaborates with Business for Social Responsibility (BSR) in providing human rights engagements with aspiring Members.
- GIFCT has further embedded human rights due diligence in its Incident Response Protocols based on input from the GIFCT [Incident Response Working Group](#), including hosting multistakeholder debrief sessions after any [Content Incident Protocol](#).

3. Sustained and Added Nuance into GIFCT's Incident Response Framework:

- GIFCT and members have initiated communications to share situational awareness and information in response to over 306 terrorist or mass violence events and significant online terrorist developments in 44 countries across six continents.
- GIFCT and Meta hosted a [member company Hackathon](#) exploring ways to enhance our current processes and procedures for situational awareness and information-sharing during a

developing terrorist or mass violent event in order to strengthen our collective readiness and agility to respond to the event's online dynamics. This effort feeds directly into our work to constantly review and update our [Incident Response Framework](#).

- Since the GIFCT [Incident Response Framework \(IRF\)](#) was put in place in 2019, GIFCT has activated the highest level of the IRF—the [Content Incident Protocol](#)—six times in response to the perpetrators of mass violent attacks livestreaming their violence. This includes the [CIP activation in Louisville, Kentucky](#) in April, 2023

4. Advanced Understanding of Threats and Opportunities of Joint Technologies:

- GIFCT has steadily [increased the amount and type of content signals](#) shared through the Hash Sharing Database, containing approximately 370,000 unique and distinct items relating to approximately 280,000 visually distinct images, 90,000 visually distinct videos, and 200 textually distinct items related to PDFs.
- GIFCT published a rigorous technical trial on [Combining Behavioural Signals to Surface Terrorist and Violent Extremist Content Online](#) to test layered threat detection models for proactively surfacing awareness of ongoing terrorist and violent extremist attacks.
- GIFCT progressed on a series of joint technical solutions. As an example, [Faculty AI](#) and GIFCT have developed a model that facilitates small platforms to access terrorism classification models at no cost.
- Using a multistakeholder approach to identifying and analyzing future threats related to technological advancements, [GIFCT's Year 3 Red Teaming Working Group](#) launched a series of expert insights at UNGA on
 - (1) Social Media and its Impact on Terrorism and Violent Extremism in the Next 2-5 Years,
 - (2) Risks and Challenges in Online Communities for 3D-Printed Firearms Among Extremists and Terrorists, and
 - (3) Considerations of the Impacts of Generative AI on Online Terrorism and Extremism. In addition, further expert insights are planned focusing on end-to-end encryption and federated web technologies.
- As part of the planned [Taxonomy Expansion to the GIFCT Hash Sharing Database](#), we have developed the capability to include URL's into the Hash-Sharing Database to support members in addressing outlinking to terrorist content from their platforms.
- GIFCT has also ensured support to ongoing technical efforts being progressed by partners at Meta, Jigsaw, and Tech Against Terrorism

5. Developed Applicable Insights on Borderline Content:

- As a key theme brought up by the Christchurch Call Community and the EU Internet Forum, GIFCT developed a [report on Borderline Content](#). This GIFCT contribution to the EU Internet Forum's discussions of borderline content provides guidance on the term itself and a nuanced discussion around the relevant online policies and practices used by GIFCT member companies for borderline content.

6. Furthered Studies of Gender and Online Extremism:

- Advancing a salient topic put forth by the Christchurch Call, GIFCT has worked with its academic network, the Global Network on Extremism and Technology (GNET), producing a series of expert insights on [Gender and Online Violent Extremism](#). These pieces focus on how terrorist and violent extremist groups target and/or recruit based on gender and identity across geographically diverse settings. The series includes a wide array of analyses of how misogyny and attacks on the LGBTQIAP+ community have manifested in recent years.

7. Furthered Understanding on the Role of Algorithms in Relation to Processes of Radicalization:

- GIFCT's Year 2 GIFCT Working Groups (2022) produced a series of outputs analyzing the role of algorithmic amplification within processes of radicalization. While this is from last year, it speaks to the Call's continued interest in algorithmic processes. CCAN contributed largely to these efforts
- [Methodologies to Evaluate Content Sharing Algorithms and Processes](#) (p.115 - 151) laid out the process for querying an algorithmic system and determined if it was inadvertently surfacing terrorist or violent extremist material.
- Dr. Jazz Rowa's report on the [Contextuality of Lone Wolf Algorithms](#) found that the relationship between the user, the outside world, and algorithmic systems were inextricably linked, meaning the agency of the user had to be taken into account. The report also outlined clear pathways for working within algorithmic systems to develop safety-by-design in defining what could be added or taken away from a system to ensure a safer environment online.
- An [empirical review](#) (p. 162 - 191) on all main available academic reviews of algorithmic amplification in relation to hate based and violent extremist content found that there was a lack in clear definitional frameworks for terms such as "extremism", with implications for the debate around borderline content and what constituted illegal or policy-violating content.

Where have you faced challenges?

The global political environment will continue to affect how tech-focussed and multistakeholder initiatives tackle terrorism and violent extremism, as governments [do not have agreed upon definitions or designation frameworks](#). There is also a [mainstreaming of violent and hate-based organizations](#) in certain parts of the world, while there continues to be a decrease in funding to CSOs and NGOs that traditionally upheld PVE/CVE work. As violent extremist groups and sympathizers become [increasingly decentralized](#), this sector will have to redefine its scope in line with its core mission in order to remain effective and relevant.

Where does the Call Community need to focus effort in the year ahead?

- GIFCT would like to ensure that its partnership with the Christchurch Call Community continues with clarity on thematic focuses and an understanding of how best to engage the Community and CCAN in progressing its shared goals. What does success look like for the Christchurch Call Community? GIFCT looks forward to progressing its work in alignment with the Call.

Institute for Strategic Dialogue (CCAN member)

This statement was provided by the Institute for Strategic Dialogue (ISD)

Overall, where has the Christchurch Call made progress in the last 12 months?

From our perspective, while not involved across all of them, good progress has been made across the various different working groups and key areas identified, and the focus on tangible commitments

and outputs has been encouraging. The Call Secretariat, working group, and CCAN leads have all been proactive in engaging, and well organised, which is not always the case with international, multistakeholder efforts and initiatives.

What have been your particular contributions/successes?

Over the past year ISD has participated in the CCAN and the New Technologies and Gender working groups. We regularly participate in calls across these groups, as well as the central network calls, share relevant ISD research, and aim to ensure that our work in other areas/via other projects (e.g. our Digital Policy Lab) both complement and do not conflict with or duplicate ongoing efforts under the Call or other related international and multistakeholder initiatives.

Over the last 6 months, ISD and the Call have collaborated particularly closely on the topic of gender based online violence/misogyny and its link to radicalisation and TVEC. Within the framework of ISD's Digital Policy Lab, we held an online working group series including members of the CCAN, online service providers, and representatives from ministries and regulators from DPL member countries. The discussions have covered the role of social media platforms in the proliferation of GBOV and explored potential actions and responses that platforms can and should take to address OGBV. ISD has released [a policy brief](#) summarising these discussions, and highlighting mitigation actions platforms can take. Members of the Call Secretariat team have been particularly helpful in supporting and contributing to this effort, and encouraging others in the network to also actively participate.

Where have you faced challenges?

Resourcing / capacity to engage: With a relatively small digital policy team it can sometimes be difficult to engage on a voluntary basis as fully as we'd like in all areas of interest, so we have to be more selective in terms of the working groups we can participate in, events we can attend (e.g. RightsCon) etc. This also applies to other multistakeholder initiatives (e.g. GIFCT, Global Partnership), so any opportunities to consolidate, streamline and/or deconflict different initiatives is welcome.

We completely recognise that scheduling calls at times when everyone can participate across time-zones is essentially impossible/unavoidable, and others will face the same issues, but it does mean that sometimes we are not able to participate in every monthly, working groups or CCAN call.

• Where does the Call Community need to focus effort in the year ahead?

- Continue the progress made across the various working groups to ensure the next steps are followed up on/achieved over the next annual cycle as far as possible.
- Continue to develop metrics/benchmarks to quantitatively assess the impact of the Call and its industry members efforts to prevent and combat TVEC online.
- Ensuring incoming regulation across Call jurisdictions is both effective at addressing harms stemming from online terrorism, violent extremism and hate speech, while also upholding and protecting human rights.
- Ensuring that increased transparency from companies and data access for regulators and researchers helps the community to develop a better understanding of current gaps in the evidence base on TVEC online, as well as the impact of platform systems/design, the effectiveness of platform mitigations, and the level of resources companies dedicate to these issues.
- Supporting other governments around the world that are considering new internet legislation to ensure compliance with international human rights standards when attempting to address TVEC online.

InternetNZ (CCAN member)

This statement was provided by InternetNZ

Overall, where has the Christchurch Call made progress in the last 12 months?

The various working groups have done some encouraging work, particularly in the areas of Online Gender Based Violence (OGBV) including the work conducted with ISD, and Government Transparency. There are some promising steps in the areas of Youth in relation to TVEC, supporting smaller platforms, and addressing new technologies such as AI and LLM, as well as a commitment to continue work assessing algorithmic amplification. The (re-)establishment of the Free, Open and Secure Internet working group is a good step as well, as its role will help ensure human rights are not undermined in the Call's CVE efforts.

In sum, there has been some really positive issue-based work that supplements more general efforts to broaden the Call's membership and points to some useful areas of development in the future.

What have been your particular contributions/successes?

InternetNZ Senior Policy Advisor Michael Daubs has been a regular participant in CCAN meetings and a member of the Free, Open and Secure Internet working group. In addition, he has contributed to the planning meeting for the Hui Taumata, an attempt to have the first in-person CCAN meeting in Christchurch in May of next year, both to mark the 5th anniversary of the 2019 terrorist attack there, and to have an "unconference" to develop community-based approaches to CVE that can inform future Call efforts. InternetNZ also provides structural support for CCAN.

Where have you faced challenges?

The biggest challenges lie in the area of capacity; both limited time and resources affect our contributions to both CCAN and the Call.

Where does the Call Community need to focus effort in the year ahead?

Continuing the focus on government transparency and algorithmic outcomes should be a focus, as should emerging technologies, particularly the potential uses of generative AI in TVEC. In addition, a focus on radicalisation pathways beyond algorithmic recommender systems deserve some consideration.

Internet Society (CCAN member)

This statement is provided by Internet Society

Overall, where has the Christchurch Call made progress in the last 12 months?

In the past year, the Christchurch Call sought to strengthen the participation of the technical community in its work. It reconvened the Free, Open, and Secure Internet Expert Group to advance a shared understanding of the Call's pledge to uphold an open and secure Internet among its supporters. CCAN secured greater involvement for civil society and technical experts at the GIFCT, helping to ensure that industry measures to foster a healthy online environment are informed by a broad range of perspectives.

What have been your particular contributions/successes?

As a member of CCAN, the Internet Society endeavors to ensure that efforts to mitigate the spread of terrorist and violent extremist content online safeguard the Internet of opportunity. In March, we testified at the US Senate Hearing on Platform Accountability, emphasizing the continuing relevance of safe harbor provisions in fostering innovation, collaboration, and knowledge exchange online. Likewise, we took part in the UN Security Council Counter-Terrorism Committee's Executive

Directorate consultations to highlight the need for targeted and fit-for-purpose principles to minimize the risk of unintended consequences to Internet users.

Through our Policymakers' Fellowship track at Internet Engineering Task Force meetings, we engage with governments to build their technical literacy, and in May, we collaborated with the governments of Canada and the UK on a capacity-building workshop at the Conference on Countering Radicalization to Violence.

At Internet governance fora, we continue to highlight the Christchurch Call as a prime example of a strong multistakeholder initiative to address emerging issues.

Where does the Call Community need to focus effort in the year ahead?

As the Call develops more mechanisms to combat terrorist and extremist activity online, it needs to encourage its supporters to more consistently assess the impact that their policies may have on the free, open and secure Internet, using frameworks such as the Internet Impact Assessment Toolkit. Doing so will ensure that actions to progress the Call's commitments do not adversely affect the value of this global resource to economy, society and for future generations.

United Nations Counter-Terrorism Committee Executive (UN CTED)

This statement was provided by United Nations Counter-Terrorism Committee Executive Directorate (CTED)

Overall, where has the Christchurch Call made progress in the last 12 months?

The Christchurch Call has made progress in increasing transparency, bringing in senior leaders and political buy-in at the highest levels of many of its members, and in focusing on technical (and sensitive) issues such as algorithms.

What have been your particular contributions/successes?

CTED supported the United Nations Security Council's Counter-Terrorism Committee (the Committee) to hold a Special Meeting on countering the use of new and emerging technologies for terrorist purposes in Mumbai and New Delhi, India on 28 and 29 October 2022. In preparation for the Special Meeting, CTED hosted a series of technical meetings on ICT topics in late-September and early-October 2022. The Christchurch Call participated in the technical meetings. During the Special Meeting, the Committee focused on three significant areas which emerging technologies are experiencing rapid development, growing use by Member States for security and CT purposes, and an increasing threat of use for terrorist purposes.

One focus area was the use of Information and Communication Technology (ICT), namely the Internet, social media, and related digital and online spaces, for terrorist purposes. The Christchurch Call was invited to speak during the Special Meeting. As the primary output from the Special Meeting, the members of the Committee formally adopted the "Delhi Declaration" outcome document on 29 October 2022. The Delhi Declaration recognizes a number of key concerns and provides guidance to Member States and stakeholders in countering the use of new and emerging technologies, including ICT, for terrorist purposes and called for the development of recommendations and non-binding guiding principles (NBGPs).

In its work to develop the ICT guiding principles, CTED conducted 9 consultative sessions with key stakeholders, including a number of private sector and civil society Christchurch Call Community entities. CTED continues to work with the Committee on the development and eventual adoption and publication of the ICT guiding principles and related recommendations. CTED will additionally

organize an open briefing of the Counter-Terrorism Committee on preventing and countering terrorist narratives online and offline, as per Security Council resolution 2354 (2017).

Where have you faced challenges?

While CTED has been able to progress in its ICT-related assessment work with UN Member States and increase its efforts to raise ICT-related issues to the attention of the CTC and Security Council, CTED recognizes that there is no global consensus regarding some of the identified threats and possible ways to address them, particularly as regards the role of technology companies, Governments, civil society organizations and other stakeholders.

There are also differing levels of compliance with the rule of law and international human rights law, as well as respect for fundamental freedoms by governments (and technology companies) in countering terrorism online and through cyber means. This lack of political agreement on ways forward can slow some of the UN's consensus-driven normative and policy-related work.

Where does the Call Community need to focus effort in the year ahead?

In the year ahead, the Call Community could work more closely with the United Nations, including CTED and other UN bodies with a remit for preventing and countering terrorism. For example, participation of Christchurch Call leaders in CTED events and briefings to the UN Security Council and its Counter-Terrorism Committee could encourage increased understanding and support from Christchurch Call Member States, as well as those not yet part of the Call Community. Of note, Security Council resolution 2617 (2021), which first mentioned "other emerging technologies" in connection with CTED's work on countering use of the internet and other ICTs, also notes the Christchurch Call to Action.

CTED would encourage even stronger engagement between the Christchurch Call and Tech Against Terrorism to ensure that small platforms receive the support and training necessary to address the misuse of their tools for terrorist and violent extremist purposes.

The Call Community could additionally focus on supporting the creation and availability of digital literacy programmes (including digital media literacy and AI literacy) for government authorities, civil society organizations, media representatives/journalists, and all levels of society to address mis/disinformation and to help identify and prevent the distribution of terrorist and violent extremist-related content. Coordination with NPOs/companies such as Mythos Labs could facilitate this. The Call Community entities and Christchurch Call members and partners should continue efforts to collectively discuss and attempt to develop consensus on what the responsible use of artificial intelligence, algorithms, and strategic communications might look like.

Global Project Against Hate and Extremism (CCAN member)

This statement was provided by Wendy Via, President and Co-Founder, Global Project Against Hate & Extremism (GPAHE)

Overall, where has the Christchurch Call made progress in the last 12 months?

The Christchurch Call has made progress in the last 12 months in the very difficult area of addressing the accountability of Call members to uphold their commitments. Given the spectrum of members, this is an understandable challenge and one where we're glad to see attempts at navigation.

What have been your particular contributions/successes?

At GPAHE, we believe that fully participating in the strategic planning, meetings and discussions of CCAN is the most important thing we can do. The partnerships and fellowship and ensuing trust within CCAN are critical to its success.

As an organization, our work is specifically about preventing far-right extremism and associated violence, especially that which is inspired and organized in online spaces. GPAHE has taken forward the work of the Call by collaborating with several companies on the development of their dangerous organizations and individuals policies and providing expert advice to governments developing regulations for the tech industry. We've also exposed violative content on the platforms, for example the "[Great Replacement](#)" conspiracy theory. After the Buffalo shooting, the companies were eager to show the steps they were now taking to address the problem even though there had been multiple shootings in the three years since the Christchurch shooting, also inspired by replacement theory, and the genesis of the Call. There is still much work to do in this area.

GPAHE has had considerable impact in the field. Among other efforts, we [exposed the online activities](#) of the largest international network of violent white supremacists and were able to work with companies to deplatform these groups. We also [documented how some political figures](#) use the platforms for hate and dehumanizing speech and disinformation, threatening democracy and inspiring violence. We've formed a global alliance of more than 70 human rights groups to address this challenge. And more recently, we released our [Global Extremist Symbols Database](#), used by tech companies and rights advocates around the world.

We are keen to share our expertise and work with the Community in support of the Call.

Where does the Call Community need to focus effort in the year ahead?

Going forward, the Call needs to best identify where CCAN can be the most helpful in achieving the commitments. One concrete step toward adding more value would be to clarify the remit of the advisory network, call on the expertise of its members, and empower CCAN to put forth actionable plans for ensuring accountability. Accountability of the Call members should be a focus in the coming year, especially since so many countries and billions of people will be participating in elections.