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Note: All participants have been sent a list of recommended references and resources.

FOREWORD

The world is facing unprecedented refugee crises and migration challenges. The images of refugees and migrants fleeing from violence and misery and looking for a safe haven in Europe have sometimes been used to distort perception of these vulnerable people in the media, and have brought about some violent reactions within European societies.

At a critical time with important elections in Europe during 2017, racist and xenophobic attitudes expressed by some politicians and opinion leaders contribute to a social climate that propagates dangerous forms of conduct, such as racist violence, and calls into question our core values and principles of democracy, human rights, rule of law and pluralism.

Addressing these challenges requires solidarity, determination and collective efforts.

Migrants and refugees bring richness and diversity to our societies, and opportunities for growth and prosperity.

Following the UN High-Level Summit on Large Movements of Refugees and Migrants in September 2016, world leaders adopted the New York Declaration, committing, among others, to counter xenophobia and discrimination. The Summit also generated the UN global campaign against racism and xenophobia, "Together: respect, safety and dignity for all". Its aim was to change negative perceptions and attitudes towards refugees and migrants, and to foster social inclusion and integration of these populations in host communities.

The European Union and its Member States have intensified efforts to respond to these challenges through many initiatives, addressing expressions of racism and xenophobia by means of criminal law, but also promoting ethical journalism and use of social media both within the EU and with partner countries, particularly in the European neighbourhood.

In this context, the United Nations and the European Union step up their cooperation on addressing and preventing hate speech towards migrants and refugees in the media.

At our symposium today, together with media experts, internet influencers and civil society, we seek a robust and collaborative response to address hate speech against refugees and migrants in the media, and the creation of a framework for innovative and positive initiatives.

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Secretary-General of the
European External Action Service
Helga Schmid

High Representative for the
United Nations Alliance of Civilizations
Nassir Abdulaziz Al-Nasser

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EU-UNAOC Symposium on HATE SPEECH
Against Migrants and Refugees in the Media

CONCEPT NOTE

*Within the framework of the United Nations Alliance of Civilizations' (UNAOC) **#SpreadNoHate** initiative and in the context of rising populism in Europe and worldwide, **UNAOC** and the **European Union (EU)** have decided to co-organize a one-day symposium on "Hate Speech Against Migrants and Refugees in the Media".*

Hate speech and incitement to hatred against migrants and refugees are on the rise across Europe. In a growing number of countries, anger and polarization characterize domestic politics, and harsh measures targeting migrant and refugee communities are put forward. This is partly due to misconceptions and prejudice in a context where governments and host communities are confronted with challenges related to the arrival and integration of refugees and migrants with diverse backgrounds, cultures and religions.

In this context, the media is a major player. Every minute of the day people are exposed to television, radio, newspapers and social media. Every day, information from the media is influencing their thoughts, perceptions and opinions. The media is well placed to inform, communicate and connect citizens across the globe.

Instead, in many cases, it acts as a powerful platform for discrimination, exclusion and the incitement to hatred and violence. The media coverage of refugee crises and migration to Europe has in many cases exacerbated anti-refugee and anti-migrant sentiment through biased, aggressive reporting. Journalists often fail to tell the full story or offer the correct context when it comes to migration issues and routinely fall into populist traps laid by politicians and the lure of sensationalism, publishing newspaper articles that promote racist stereotypes and prejudice.

How to prevent the media from using negative narratives towards refugees and migrants? How to explain the triggers and mechanisms of hate speech against these people in the media? And how to improve the quality of media coverage about refugees and migrants?

Against this background, it is important to step up efforts to prevent hate speech and promote positive narratives in the media. We must acknowledge, support and amplify the work of media operators who provide accurate and objective coverage of migration issues and build balanced narratives on migrants and refugees, thereby contributing to preventing racism and xenophobia and to promote social inclusion. The media's potential to help prevent and moderate tensions must be examined, evaluated and, where appropriate, encouraged.

The EU-UNAOC symposium draws on the New York Declaration for Refugees and Migrants adopted by the United Nations General Assembly on 19 September 2016, and its commitment to counter hate speech and racial violence. The symposium also dovetails with the launch of the United Nations global campaign against racism and xenophobia, "Together: respect, safety and dignity for all" aiming to change negative perceptions and attitudes towards refugees and migrants, and to strengthen the social contract between host countries and communities, and refugees and migrants.

In line with these institutional initiatives and in partnership with a broad range of actors, including the civil society and the private sector, the European #SpreadNoHate symposium aims to foster inclusive, open and diverse societies through the integration of refugees and migrants in their host communities.

AGENDA: *26 January 2016*

08:30 - 09:00	**Registration**

09:00 – 10:00	**Opening Session**

Federica Mogherini *(video message)* @*FedericaMog*
High Representative of the European Union for Foreign Affairs and Security Policy / Vice-President of the European Commission

Christian Leffler @*CLefflerEU* @*eu_eeas*
Deputy Secretary General (DSG) for Economic and Global Issues, European External Action Service (EEAS)

Nassir Abdulaziz Al-Nasser @*UNAOC*
High Representative for the United Nations Alliance of Civilizations

Cecile Kashetu Kyenge *(keynote speaker)* @*ckyenge*
Member of European Parliament; Former Italy's Minister for Integration

10:00-11:15	**Panel 1 – Media and the Rise of Populism**

Magda Abu-Fadil *(moderator)* @*MagdaAbuFadil*
Journalist and Commentator; Director, Media Unlimited

Tom Fletcher CMG @*TFletcher*
Visiting Professor of International Relations, New York University; Former British Ambassador to Lebanon (2011-15)

Jane Morrice @*janemorrice*
Member, Former Vice-President in charge of Communication, European Economic and Social Committee

Hatem Atallah @*AnnaLindh*
Executive Director, Anna Lindh Foundation

David Kaye *(via video conference)* @*davidakaye*
UN Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression

Divina Frau-Meigs @*divinameigs*
Professor of Media and ICT Sociology, University of Paris III: Sorbonne Nouvelle

Giulia Laganà @*OpenSociety*
Senior Policy Analyst, EU Migration and Asylum Policies, Open Society European Policy Institute

Rapporteur: **Patrick Butler,** Vice President of Programs, International Center for Journalists

11:15 - 11:45	**Wake-up Coffee Break**

11:45 - 13:00	**Panel 2 – Triggers and Mechanisms of Hate Speech against Migrants and Refugees**

Shada Islam *(moderator)* @*shada_islam* @*FriendsofEurope*
Director of Policy, Europe and Geopolitics, Friends of Europe

Zoltan Taubner @*coe*
Director of External Relations, Council of Europe

Paul Gillespie
Columnist, The Irish Times; Member of EuroMed Media Network

Frank La Rue @*FLarue_libex*
Assistant Director-General Communication and Information, UNESCO

Chiara Adamo @*chiaradaa*
Head of Unit for Fundamental Rights Policy, European Commission, Directorate-General Justice and Consumers

Moawia M. Ahmed
Journalist, Coordinator, Greek Forum of Migrants

Rapporteur: **Suzy El-Geneidy**, Deputy cheif editor, Al-Ahram Al-Araby

13:00 - 14:00	**Lunch**

14:00 - 15:45	**Improving the Quality of Media Coverage about Migrants and Refugees**

Parallel Interactive Session 1 – The Role of Internet Intermediaries in Combating Hate Speech

Nihal Saad *(moderator) @nsaad777 @UNAOC*
Chief of Cabinet and Spokesperson, UNAOC

Marco Pancini *@marconav @Google*
Public Policy Counsel, Google

Johannes Baldauf *@AmadeuAntonio*
Expert on Hate Speech online, Antonio Amadeu Stiftung

Richard Allan *@facebook*
Vice President, Public Policy for Europe, Middle East and Africa, Facebook

Brittan Heller *@brittanheller @ADL_National*
Director of technology and society, Anti-Defamation League

Kahina Bahloul *@Kahinaba @parlemoidislam*
President, "Parle-moi d'Islam"

Rapporteur: **Mary Fitzgerald**, Journalist covering Libya and Euromed

Parallel Interactive Session 2 – Promoting Ethical Journalism

Ezzat Ibrahim *(moderator)*
Managing Editor, Al Ahram newspaper

Leila Ghandi *@Leila_Ghandi*
TV Host, Journalist and Producer

Sami Zaptia
Managing Editor of the Libya Herald

Aidan White *@aidanpwhite @EJNetwork*
Director, Ethical Journalism Network

Blanca Tapia *@BlancaTapiaC*
Programme Manager, European Union Agency for Fundamental Rights

Rapporteur: **Debra Mason**, Director, Center on Religion & the Professions, School of Journalism, University of Missouri

Parallel Interactive Session 3 – Strengthening Partnerships between Media & Civil Society to Promote Balanced Narratives

Ricardo Gutiérrez *(moderator) @Molenews1 @EFJEUROPE*
General Secretary, European Federation of Journalists

Jean-Paul Marthoz *@jpmarthoz*
Foreign Affairs Columnist; Professor of International Journalism, Universite Catholique de Louvain

Yizhar Be'er
Executive Director, Keshev, The Center for the Protection of Democracy in Israel

Deborah Seward *@UNinBrussels*
Director, UN Regional Information Centre (UNRIC)

Georgina Siklossy *@ENAREurope*
Senior Communication and Press Officer, European Network Against Racism

Tanja Milevska
Freelance journalist, specialist in European affairs

Rapporteur: **Paul Myles**, Editorial Manager, On Our Radar

15:45 – 16:15	**Coffee Break**

16:15 - 17:00	**Closing Session: Recommendations of the symposium's panels and sessions and Closing Remarks**

Helga Schmid *@EU_EEAS*
Secretary General of the European External Action Service

Nassir Abdulaziz Al-Nasser *@UNAOC*
High Representative for UNAOC

PLURAL+ screening *@Pluralplus*
The Youth Video Festival is a joint initiative of UNAOC and IOM, which invites the world's youth every year to submit original and creative videos focusing on the themes of migration, diversity and social inclusion.

Rapporteur: **Patrick Butler,** Vice-President of Programs, International Center for Journalists

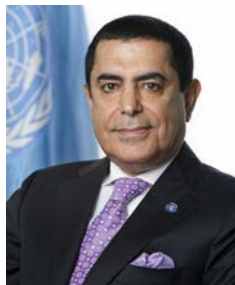| 17:30 – 19:00	**Cocktail Reception**

Federica Mogherini

High Representative of the Union for Foreign Affairs and Security Policy, Vice President of the European Commission

Federica Mogherini is the High Representative of the Union for Foreign Affairs and Security Policy and Vice President of the European Commission since 1st November 2014. She was the Italian Minister for Foreign Affairs from February to October 2014 and a Member of the Italian Parliament (Chamber of Deputies), where she was elected for the first time in 2008. In her parliamentary capacity, she was the Head of the Italian Delegation to the NATO Parliamentary Assembly and Vice-President of its Political Committee (2013-2014); member of the Italian Delegation to the Parliamentary Assembly of the Council of Europe (2008-2013); Secretary of the Defense Committee (2008-2013) and member of the Foreign Affairs Committee.

Nassir Abdulaziz Al-Nasser

High Representative for the United Nations Alliance of Civilizations

Nassir Abdulaziz Al-Nasser assumed his position as the UN High Representative for the Alliance of Civilizations on 1 March 2013. Throughout his career, he has contributed to advancing the multilateral agenda in the realms of peace and security, sustainable development and South-South cooperation. Prior to that, Mr. Al Nasser held the position of President of the 66th Session of the United Nations General Assembly from 2011 to 2012. His career as a diplomat spans for more than three decades. Since 1998, he has represented Qatar in the United Nations and has worked on core issues such as security, terrorism, poverty, hunger and natural disasters. Mr. Al-Nasser has received numerous awards and honorary doctorates from various countries and universities for his work on fostering cross-cultural understanding.

Christian Leffler

Deputy Secretary General (DSG) for Economic and Global Issues, European External Action Service (EEAS)

Christian Leffler is the Deputy Secretary-General for Economic and Global Issues of the European External Action Service (EEAS) since 2015. Prior to that, he was the EEAS Managing Director for the Americas. He joined the European Commission in 1996 and has served, among others, as Deputy Head of the Private Office of Chris Patten - former Commissioner for External Relations, as Head of Cabinet of Margot Wallström - former Commissioner for Institutional Relations and Communication, and as Deputy Director-General for Development and Relations with African, Caribbean and Pacific States. Before joining the EU, Christian Leffler was a Swedish diplomat.

Cécile Kyenge

Member of European Parliament; Former Italy's Minister for integration

Cécile Kyenge is a Member of the Group of the Progressive Alliance of Socialists and Democrats at the European Parliament (EP) where she was elected in 2014. She is a member of the EP's Committee on Civil Liberties, Justice and Home Affairs, and a substitute member of the Committee on Development. She is also Vice-Chair of the Joint Parliamentary Assembly ACP-EU and a member of the delegation for relations with the Pan-African Parliament. Cécile Kyenge is co-President of the EP's "Anti-Racism and Diversity Inter-group" (ARDI). She was the co-rapporteur for the EP's report on the situation in the Mediterranean and the need for a holistic approach to migration. Cécile Kyenge was Minister for Integration in Italy between 2013 and 2014.

PANEL DISCUSSION I
"Media and the Rise of Populism"

Populist politicians and movements have gained increasing strength and momentum in the United States and across Europe. In both places, the political establishment is shaking and fringe actors are moving to centre stage, adopting views that appeal to an anxious electorate. Racist, nativist and populist politicians reject the standard discourse of political elites, exploit migration and financial crises, and use racist stereotypes and prejudice to divide their own people.

Acts of intimidation and violence have spiked, and hate speech against migrants and refugees – and all those who are perceived as "foreigners" on the grounds of their national or ethnic origin, or of their religion and belief – is intensifying. Increasingly, migrants and refugees are inaccurately portrayed as an economic drain and a strain on public benefits. They are perceived as unable to adapt to customs and life in receiving societies, and they are associated with fears of violent extremism and terrorist attacks.

Even though UN Member States recognized the positive contribution of migrants to inclusive growth and sustainable development through the adoption of the 2030 Agenda for Sustainable Development on 25 September 2015, as well as the New York Declaration for refugees and migrants adopted by the United Nations General Assembly on 19 September 2016, their positive contribution to societies is rarely acknowledged and little understood by host communities.

At the same time, the media landscape has been profoundly altered. Just talking about "the Media" today implies a certain consensus and some experts point to the responsibility of the media for the emergence of new political forces. Mainstream media use sensational stories to maintain or build their audience. Populist politics are a great topic for them, as the controversial statements of politicians boost coverage and attract attention. Low-quality, imbalanced journalism is on the rise, in which the voices of migrants and refugees are rare, and the anxieties and fears of the public are exploited. Journalists rely on sensationalism rather than substantive reporting, and often report on outrageous political statements with little or no reliance on facts. Headlines focus on conflict, societal divisions, and describe migrants and refugees using negative stereotypes.

In this context, the panel will explore how migrant voices and experiences are framed in the debate on migration against the backdrop of a complex relationship between the media, politics, and public opinion.

Questions for Discussion:

- *To what extent are the media responsible for the rise of populist movements in Europe? How much space can be given to hateful propaganda in reporting?*

- *How can media participate in changing the perception of refugees and migrants, and contribute to their integration and social inclusion in host societies?*

- *How can journalists report objectively without propagating hatred and xenophobic language or censoring themselves? How to set the limits to freedom of expression?*

SPEAKERS

Magda Abu-Fadil (Moderator)
Journalist and Commentator; Director, Media Unlimited

Magda Abu-Fadil is the director of Media Unlimited. Prior to that, she was a foreign correspondent and editor with international news organizations such as Agence France Presse and United Press International. She headed the Journalism Training Program at the American University of Beirut, which she founded. She wrote for Arab dailies Asharq Al-Awsat and Al Riyadh, Washington-based Defense News, was Washington bureau chief of Events magazine, and was Washington correspondent for London-based The Middle East magazine. Magda Abu-Fadil conducts seminars and workshops for journalists across the Arab world, consults on media education programs, speaks at international conferences, and blogs for the Huffington Post.

Tom Fletcher CMG
Visiting Professor of International Relations, New York University (NYU)

Ambassador Tom Fletcher CMG is a Visiting Professor of International Relations at NYU and an Advisor to the Global Business Coalition for Education and Emirates Diplomatic Academy. Prior to that, he served as British Ambassador to Lebanon (2011-2015), and as the Downing Street foreign policy adviser to three Prime Ministers (2007-2011). He is an Honorary Fellow of Oxford University, blogs as the Naked Diplomat, and chairs the International Advisory Council of the Creative Industries Federation. He has recently led a review of British diplomacy for the UK Foreign Office, and is currently working on a report on the future of the UN for the new UN Secretary General. His book entitled 'Naked Diplomacy: Power and Statecraft in the Digital Age' was published on 2 June 2016 by Harper Collins.

Hatem Atallah
Executive Director, Anna Lindh Foundation

Ambassador Atallah is the current Executive Director of the Anna Lindh Foundation. Prior to that, he was the Tunisian Ambassador in several countries including The US, The UK, South Africa and Ethiopia. He also served as Permanent Representative to the Organization of American States, the African Union, the Economic Commission for Africa, UNEP and UN-Habitat. More recently he was appointed Diplomatic Advisor to the Head of the Tunisian Government until 2015. Ambassador Atallah participated in numerous summits of the AU and the UN and to several ministerial meetings. He also acquired a long experience in organizing cultural activities: exhibitions of paintings, Cinema Days, musical performances, lectures on history and heritage, and debates on inter-cultural and inter-religious dialogue.

David Kaye
UN Special Rapporteur on the promotion & protection of the right to freedom of opinion & expression

David Kay is the UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, appointed by the UN Human Rights Council in 2014. His rapporteurship has addressed key topics, including freedom of expression in the digital age, the protection of whistleblowers and journalistic sources, as well as the roles and responsibilities of private Internet companies. Early in his career, he was a lawyer in the U.S. State Department.

Jane Morrice
Member, European Economic and Social Committee (EESC)

Jane Morrice served as the Head of the European Commission Office in Northern Ireland (NI) and worked as a reporter for BBC Belfast. She became an EESC Member, representing NI in 2006 and Vice President in 2013-2015. As founding member of the NI Women's Coalition, a political party promoting women in peace building, she was involved in negotiations on the Good Friday Agreement and was elected to the NI Assembly on its conclusion. In 2000, Jane was elected Deputy Speaker of the first power-sharing Northern Ireland Assembly.

Giulia Laganà
Senior Policy Analyst, EU Migration and Asylum Policies, Open Society European Policy Institute

Giulia Laganà leads OSEPI's analysis and advocacy on EU policies on migration and asylum. Prior to that, she was a Senior Adviser on migration, asylum, EU and international affairs to the President of the Italian Chamber of Deputies. She spent 4 years with the UN, at UNHCR and UNDP, where she oversaw migration and development projects in Western and North Africa.

Divina Frau-Meigs
Sociology Professor specialized in media, University Sorbonne Nouvelle

Divina Frau-Meigs is a professor of media and ICT sociology at Sorbonne Nouvelle. Specialized in cultural diversity, She holds the UNESCO chair "Savoir-devenir in sustainable digital development" and is the coordinator of the French National Agency Project TRANSLIT. Divina Frau-Meigs is responsible for the implementation of the European project ECO that aims at producing Massive Open Online Courses, and leads the Erasmus + "ECFOLI" project (KA2) that promotes strategies for conflict resolution via MIL.

PANEL DISCUSSION II
"Triggers and Mechanisms of Hate Speech against Migrants and Refugees"

Whether committed by the authorities, private individuals or groups, hate speech about migrants and refugees increased in Europe in the past few years. Despite the spirit of progressive migration policies defended by some European leaders, refugees continue to be portrayed by some in the media as potential terrorists as threats to national security. Social media are particularly popular medium for spreading anti-migrant propaganda in many European countries.

The increased public tolerance to narratives of hate, echoed by the media, has provided legitimacy to defamatory statements by high officials and politicians. Social media provide an open platform for hate speech, facilitating the rapid spread of negative narratives online. Increasingly, neutral news reports are put into new contexts and lead to offensive comments, and hateful posts quickly go viral. Additionally, social media networks tend to create homogenous communities that quickly radicalize their opinions, enabling racist and populist voices to unite and strengthen their positions.

This environment has created a heightened sense of fear and mistrust in host communities towards migrants and refugees. It has also resulted in adverse impacts on the rights and freedoms of refugees and migrants.

With several elections in European countries this year, the national debates represent critical moments for affected societies. There is a real risk that, in pressured environments, hate speech against migrants and refugees will continue to be a feature of media coverage. This risk could generate more dangerous forms of conduct such as racist violence.

While the underlying causes of hatred narratives may be difficult to explain, they need to be identified and analyzed. This panel discussion will examine the triggers and mechanisms of hate speech against migrants and refugees, then discuss measures to address them.

Questions for discussion:

- *How can we identify and better understand the mechanisms of hate speech against migrants and refugees?*

- *Are social media really to blame for the increase of hate speech online? Does anonymity play a role in the spread of hate speech via social media?*

- *Does hate speech have a bigger impact at community level? Would story-telling processes in the media help break down stereotypes and prevent hate speech?*

- *Do censorship measures, provided by media platforms to remove hateful user-generated content, cause more damage?*

- *Why are hate speech and other negative preconceptions being reproduced by mainstream media in spite of our pluralist society?*

SPEAKERS

Shada Islam (Moderator)
Director of Europe & Geopolitics, Friends of Europe

Shada Islam works on issues related to the future of Europe, minority and integration challenges, as well as on Europe's relations with emerging nations. She set up the Asia Programme for Friends of Europe in 2011, and also leads its work on development issues. In addition, Shada is actively engaged in Friends of Europe's new "Migration Action" initiative aimed at encouraging reflection and discussion on Europe's challenge of developing new policies and actions to deal with refugees and migrants. She has done extensive work on the challenges facing European Muslims as regards perceptions, discrimination and marginalization.

Zoltán Taubner
Director of External Relations, Council of Europe

Ambassador Zoltán Taubner was appointed Director of the Council of Europe (CoE) Office in Brussels in charge of liaison with the European Union in December 2016. Since 2008 he has been the Director of External Relations of the CoE. Previously, he served as Ambassador - Permanent Representative of Hungary to the CoE (2002-2007). He has held several high-level positions in Hungary's Foreign Ministry, including Director of the Foreign Minister's Cabinet Office (2000-2002 and 2010-2011) and Director-General of Multilateral Affairs. Zoltán Taubner attended the Eötvös Lorand University of Sciences, Faculty of Law, and became Dr. Iuris in 1990.

Frank La Rue
Assistant Director-General Communication and Information, UNESCO

Frank La Rue is Assistant Director-General Communication and Information at UNESCO. Prior to that, he was the Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression at the UN Office of the High Commissioner of Human Rights. Frank La Rue is also co-founder of the Center for Legal Action for Human Rights (CALDH) and has been involved in the promotion of human rights for over 25 years. In addition, he worked as a journalist and served the government of Guatemala.

Chiara Adamo
Head of the Fundamental Rights Policy Unit, European Commission (EC)

Chiara Adamo works as head of the Fundamental Rights Policy Unit at the European Commission (EC) since June 2014. The unit oversees respect and promotion of the EU Charter of Fundamental Rights in all EU measures within the Commission. It also works on the development of the EU policy against racism and xenophobia, including countering hate speech online and promoting media pluralism and democracy. Since joining the (EC) in 2000, Chiara Adamo has been working in the Justice and Home Affairs area. Prior to that, she worked for civil society organisations and local administrations on cooperation developments, human rights and immigration issues.

Paul Gillespie
Columnist, The Irish Times

Dr Paul Gillespie is a columnist and leader writer for The Irish Times from which he retired in 2009 after 39 years of service as foreign policy editor. He is also a Senior Research Fellow adjunct in the School of Politics and International Relations at University College Dublin. He is an active member of the EuroMed Media Network, a group of journalists from Europe and the MENA region involved in media freedom. Previously, he was a research fellow at the Robert Schuman Centre for Advanced Studies, European University Institute in 2010. He dedicated his thesis on "Multiple Political Identity and European Integration", on which he is currently writing a book.

Moawia M. Ahmed
Journalist, Coordinator, Greek Forum of Migrants

Moawia M. Ahmed is the President of the Greek Forum of Migrants. In this capacity, he represents the Forum in platforms and organizations at national and European level, including at the European Network Against Racism (ENAR), EGAM (European Grassroots Antiracist Movement) and the European Platform for the Rights of Immigrants (EPMWR). He is a Board Member of EGAM. In addition, he was the third member at the Council for the Integration of Immigrants in the municipality of Athens, and Executive Director of the Commission of the Holy Synod of the Greek Orthodox Church on issues of migration and a member of the Scientific Committee of the Institute for Strategic and Development Studies (ISTAME) "Andreas Papandreou".

INTERACTIVE SESSION I
"The Role of Internet Intermediaries in Combating Hate Speech"

The use of social media by terrorist groups to disseminate narratives,of hate and radicalize young people have lent more urgency to tackling hate speech online.

At the United Nations, many initiatives, including the "International Comprehensive Framework" to counter terrorist narratives used in recruitment and incitement to violent acts under the leadership of the Security Council and the Counter Terrorism Committee or the UNAOC #SpreadNoHate initiative, have been developed and are being implemented towards that end.

The European Union and its Member States have also responded to the challenge of ensuring that online platforms do not offer opportunities for the spread of illegal online hate speech. The European Commission has adopted a Code of Conduct on countering illegal hate speech online in cooperation with Facebook, Microsoft, Twitter and Google (YouTube).

Internet intermediaries, which include social media platforms, Internet service providers (ISPs), web hosting platforms, and search engines, play a crucial role in enabling people to access information and facilitating interactions among users. They share a collective responsibility in tackling hate speech online. Some States now request that intermediaries monitor, filter, and block content that they consider breaking the law.

This panel discussion will serve as an opportunity to explore the ways in which Internet intermediaries work towards countering hatred narratives online, ensuring that the Internet remains a place of free and democratic expression, where the law and shared values are respected.

Questions for discussion:

- *What is the role of Government in controlling online intermediaries? How do online intermediaries balance efforts to combat hate speech with the need to ensure the protection and respect of Freedom of Expression? Does delegating the complex task of content regulation to private actors have an impact on democracies?*

- *Which best practices training on countering hateful rhetoric and prejudice are delivered by Internet intermediaries?Do these efforts increase the scale of their proactive outreach? What strategies and approaches do they develop to deliver effective counter speech campaigns?*

- *What kind of measures and actions are taken to ensure that illegal hate speech online is expeditiously reviewed by Internet intermediaries and social media platforms?*

- *How can Internet intermediaries promote independent counter-narratives, new ideas and initiatives, and supporting educational programs that encourage critical thinking online?*

SPEAKERS

Nihal Saad (Moderator)
Chief of Cabinet and Spokesperson for the High Representative for the United Nations Alliance of Civilizations

Nihal Saad is Chief of Cabinet and Spokesperson for UNAOC High Representative. Prior to that, she was the Spokesperson for the 66th President of the UN General Assembly. With more than twenty-two years of experience in Journalism, Nihal Saad was the Head of the Press and Information Bureau at the Permanent Mission of Egypt to the UN. Before moving to NY, she was Senior Political Correspondent and TV host for Egypt's TV. She has appeared on several TV shows as a commentator on International affairs, with Larry King (CNN), Al Arabiya TV, France 24 and Egypt's TV.

Richard Allan
Vice President, Public Policy, Facebook

Richard Allan is the Vice President of the Public Policy for Europe, Middle East and Africa at Facebook since June 2009. He works on a broad portfolio of issues including privacy, online child safety, freedom of expression, e-commerce regulation and public sector uses of social media. Richard Allan also appears regularly in the media as a spokesman for Facebook in Europe. Prior to Facebook, he was European Government Affairs Director for Cisco from September 2005 and was an academic visitor at the Oxford Internet Institute. From 2008 to 2009, Richard Allan was Chair of the United Kingdom Cabinet Office's Power of Information Task Force working on improving the use of government data. He was an elected Member of the UK Parliament between 1997 and 2005, and was appointed to the House of Lords in 2010.

Marco Pancini
Public Policy Counsel, Google

Marco Pancini is General Secretary of the European Federation of Journalists. He started his professional career as part of the start-up project of iBazar, the first on line auction web site in Europe. From 2002 to 2007, Marco Pancini was Head of legal and Trust and Safety at eBay. In 2007, he joined the Google team as European policy counsel in charge of government relationship for the Italian market, representing Google in important international meetings as the Internet Governance Forum of United Nations. From February 2011, Marco Pancini is Director for public policy and Government relations at Google and leads the team dealing with the EU Commission and Council.

Brittan Heller
Director of technology and society, Anti-Defamation League

Brittan Heller is the ADL Director for Technology and Society based in Silicon Valley. She formerly served in the Department of Justice, Human Rights and Special Prosecutions section, where she specialized in the intersection of human rights and technology. Before government service, Brittan Heller practiced international human rights law overseas, where she built a law school in Kabul, Afghanistan, assisted North Korean refugees throughout Asia, and prosecuted the first cases at the International Criminal Court.

Johannes Baldauf
Expert on Hate Speech online, Antonio Amadeu Stiftung

Johannes Baldauf researches and works on issues related to right-wing extremism, anti-Semitism and conspiracy theories on the web since 2008. Leading the Amadeu Antonio Foundation online monitoring team, he gives lectures and consultations about phenomena of hate speech online and counter strategies. After leading the project no.nazi.net, he works now as a Monitoring and Policy Specialist.

Kahina Bahloul
President, "Parle-moi d'Islam"

Lawyer by training, Kahina Bahloul works as an executive in the field of social economy. She participates and speaks at conferences on themes related to Islam, Sufism and women in Islam. She is also a radio commentator. Born in a family with origins rooted in the three religions: Judaism, Christianity, and Islam, the spiritual quest of Kahina Bahloul has been enriched since childhood by this human and geographical diversity which has aroused her desire to build bridges between cultures and religions.

INTERACTIVE SESSION II
"Promoting Ethical Journalism"

Journalists have set the tone and context for discussion about migration in Europe as well as in the Middle East and Northern Africa. This is clear in their coverage of the conflicts in Libya, Syria and Iraq and the "refugee crisis" across the region.

Whether it generates fearfulness and uncertainty, or whether it brings optimism regarding the potential for economic and cultural development depends on the reassurance provided by accurate, reliable and quality information.

The role of some media in the rise of populist leaders by spreading inflammatory, racist and hateful rhetoric into mainstream discourse is symptomatic of the long established trend of some media using confrontation for commercial advantage. The impact of such commercial considerations, along with editorial bias, combined with the lack of competence and skills of some journalists covering migration, lead to poor quality coverage and unethical journalism. The link between hate speech and the rise in hate crimes worldwide is increasingly apparent. Journalists need to be properly trained and equipped to address these issues with an analytical and dispassionate approach.

This discussion will serve as an opportunity to explore best practices and examples of quality reporting designed to provide sensitive, careful and informed coverage of migration and refugees stories.

Questions for discussion:

- *How do we define ethical standards in journalism? On what principles should they be based?*

- *How can journalists include and manage strong, conflicting voices in reporting while remaining objective, in order to maintain journalistic integrity and public trust?*

- *Can ethical journalism sell newspapers? What is the future of ethical journalism in a "post-factual" age?*

- *Does curbing hate speech in the media and protecting the rights and dignity of vulnerable people and minorities come at the expense of promoting freedom of expression in the media? How can journalists find the proper balance while observing ethical standards?*

- *How can current ethical codes be effectively implemented?*

SPEAKERS

Ezzat Ibrahim (Moderator)
Managing Editor, Al Ahram newspaper

Ezzat Ibrahim is the Managing Editor of Al-Ahram, Egypt's largest daily newspaper, where he has covered foreign policy with a great focus on the U.S.Egyptian relations. Prior to that, he worked as Bureau Chief in Washington D.C. and New York (2009-2013). Ezzat Ibrahim served as a Fulbright Congressional Fellow in U.S. Congress and a Visiting Scholar at the Brookings Institution (2003-2004). Also, he finished the Yale World Fellows Program (2006-2007) and started writing a book on the Middle East's history in early American newspapers. His work focuses on domestic politics, the relationship between the West and Islamic societies, American-Egyptian relations, and American foreign policy.

Blanca Tapia
Programme Manager, European Union Agency for Fundamental Rights

Since July 2016, Blanca Tapia is the Programme Manager at the EU Agency for Fundamental Rights (FRA) one of the EU's decentralised agencies set up to provide expert advice to the institutions of the EU and the Member States on the fundamental rights of people living in the EU. Previously Blanca Tapia worked as FRA Spokesperson/Media Manager, directly working with journalists on issues such as hate crime, racism, xenophobia, migration, gender equality, access to justice, LGBTI rights, and information society and privacy. She was as well Spokesperson for Combating Human Trafficking in the OSCE, and press officer at the Spanish Ministry of Defence. She started her career as broadcast journalist in the USA and then in Spain.

Aidan White
Director, Ethical Journalism Network

Aidan White is the Director of the Ethical Journalism Network (EJN), which promotes ethics, good governance and self-regulation of journalism across all media platforms. He has worked on numerous publications including The Guardian and the Financial Times and for 24 years was General Secretary of the International Federation of Journalists, during which time he helped create the world's largest organization of journalists with members in 126 countries. He founded the EJN in 2012. Today the Network has more than 60 members and supports programmes to strengthen journalism worldwide.

Leila Ghandi
TV Host, Journalist and Producer

Leila Ghandi is a TV host, journalist and producer. She produces and hosts a prime time TV show that is viewed by over 2 million people each month and interviews people including Heads of State. Leila Ghandi is actively engaged in promoting the representation of free Arab muslim women, women's empowerment, and dialogue between cultures. She is also committed with NGOs, State agencies and international Foundations. She speaks in venues such as the European Parliament and the UNESCO. She won media awards, including the Anna Lindh Journalist Award.

Sami Zaptia
Co-Founder and Managing Editor of the Libya Herald

Sami Zaptia is a co-Founder and Managing Editor of Libya Herald, an independent privately owned on-line newspaper established in 2012. Sami Zaptia is a political analyst and activist, and co-Founder of the Libyan NGO "the National Support Group". Besides the hundreds of articles, interviews and op-ed pieces for the Tripoli Post and Libya Herald, he has been for over a decade interviewed, quoted or appeared in English or Arabic on BBC TV & radio, ITN, Aljazeera, Dubai TV, VOA, the Guardian, the Nation (UAE), El Pais (Spain), Reuters, Rte (Irish Republic), and RAI TV, among others.

INTERACTIVE SESSION III
"Strengthening Partnerships between Media and Civil Society to Promote Balanced Narratives"

The rise of the Internet and the instantaneous global communications that it enables have raised questions about how to handle hate speech when it can be read, viewed, and heard by all types of audiences around the world. A country's approach to tackling hate speech is informed by its values, principles and laws. Content that is considered acceptable in one place may be considered offensive, discriminatory or even illegal in other places that have different sets of values, beliefs and laws. People's understanding of hate speech is also impacted by factors such as race, religion, socio-economic background, structural inequalities in society, and many other elements. Hate speech does not have a universally accepted definition, which leads domestic laws and international agreements to vary widely on the topic.

In that context, regional and domestic civil society initiatives are among the most innovative when it comes to monitoring and responding to incidents of hate speech. These initiatives are often designed by communities that are directly impacted and affected by hate speech. Civil society organizations and moderate religious leaders have a strong role in influencing public attitudes towards restricting the use of hate speech and in opposing the divisive narrative that can be found in the media. Civil society can help develop counter-narratives, promote non-discrimination, provide training, foster trust and engage communities. Civil society organizations can also act as trusted reporters providing valuable information on hate speech incidents and delivering effective counter hate speech campaigns, as they often have experience in developing methods, definitions, and indicators against the proliferation of hateful propaganda.

The international community must acknowledge the role of civil society in formulating public policies aimed at curbing the spread of hate speech and influencing public attitudes towards restricting the use of hate speech in media, including through policy recommendations.

While civil society is very active towards countering hate speech in the media, it is also strongly committed to stand up for freedom of speech and the fundamental right of expression. For instance, as the European Commission, together with Facebook, Google (YouTube), Twitter and Microsoft, agreed on a "code of conduct" on countering illegal hate speech online, some NGOs questioned the legitimacy of such measures denouncing the restrictions of digital freedom that it entails.

There is a need for civil society and media, including online media, to work closely together and converge towards common approaches and aligned strategies, not only to prevent and counter hate speech in the media, but to promote balanced/positive narratives.

This session will examine examples of successful civil society initiatives, including NGO projects changing public attitudes towards hate speech, and explore ways to strengthen partnerships between the media and civil society to promote more balanced narratives against hate speech in the media.

Questions for discussion:

- *What is civil society doing to counter hate speech and change public attitudes on this topic?*

- *What is the role of civil society in overcoming stereotypes and curbing hate speech in media? What has been already achieved and what are the optimum methods?*

- *How to foster the way civil society communicates on best practices and lessons learned?*

Ricardo Gutiérrez (Moderator)
General Secretary of the European Federation of Journalists

Ricardo Gutiérrez is the General Secretary of the European Federation of Journalists (EFJ), the largest journalists' organisation in Europe, representing over 320,000 journalists in 43 countries. Former journalist for the Belgian daily newspaper "Le Soir", he is a senior lecturer in Université Libre de Bruxelles (ULB). He is also a member of the Belgian Press Council (CDJ) and the Executive Committee of the European Trade Union Confederation (ETUC). He has conducted training for journalists on hate speech, ethical journalism and reporting on ethnicity and religion. In 2014 and 2015, he has been involved in the dialogue between Ukrainian and Russian journalists' organisations under the auspices of the OSCE Representative on Freedom of the Media.

Georgina Siklossy
Senior Communication and Press Officer, European Network Against Racism (ENAR)
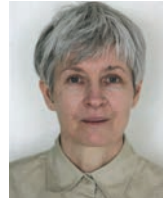
Georgina Siklossy is Senior Communication and Press Officer at the European Network Against Racism since 2007. She has been working in the field of press and communications for non-profit organisations for the last 15 years, also previously working at the European Consumers' Organisation. She holds a degree in European History and German from the University of Edinburgh (UK) and a Masters in International Politics, with a focus on human rights, from the University of Brussels (ULB), Belgium.

Jean-Paul Marthoz
Journalist, Professor of International Journalism

Jean-Paul Marthoz is a journalist, writer, teacher and press freedom advocate. He teaches international journalism at the Université catholique de Louvain (UCL, Belgium) and is the author of a dozen books on journalism, human rights and international relations. His latest book, published by Unesco, is a manual on journalism and terrorism. He is a member of the Committee to Protect Journalists' Europe advisory committee, Vice Chair of Human Rights Watch' Europe and Central Asia Division Advisory Committee and sits on the editorial board of Index of Censorship and the Ethical Journalism Network. Previously he was CPJ's EU correspondent, editorial director of the foreign affairs quarterly Enjeux Internationaux, European press director at HRW, Media for Democracy in Africa Project Director at the International Federation of Journalists, foreign editor at the Brussels newspaper Le Soir.

Deborah Seward
Director, United Nations Regional Information Centre (UNRIC)

Deborah Seward is Director at the UNRIC. Prior to that, she served as Director of the Department of Public Information's Strategic Communications Division in New York. In that role, she led the development and implementation of strategies for communicating key UN messages, managed a network of more than 60 UN information centres, and sought to strengthen the coordination of communications across the UN as Secretary of the UN Communications Group and its task forces. Before joining the UN, she served as Chief of Associated Press bureau in Moscow (2000-2003), Chief of the Paris bureau (2009-2010), International Editor in New York (2003-2005), and Assistant Managing Editor in New York (2010-2011). She also worked as an Executive Producer in the Central Newsroom of Radio Free Europe/Radio Liberty (2006-2007).

Yizhar Be'er
Executive Director, Keshev - The Center for the Protection of Democracy in Israel

Yizhar Be'er is the Executive Director of Keshev - The Center for the Protection of Democracy in Israel, an independent, apolitical, non-profit association established to safeguard and promote democratic values in Israel. He is the author of many research papers and comprehensive reports, including the "Focus on the News: Survey of the News on the TV Channels in Israel" (1999), and "Are Pirate Radio Stations a Danger to Democracy?"(1998). Previously, he was Executive Director of B'Tselem - The Israeli Information Center for Human Rights in the Occupied Territories, and worked as Ha'aretz correspondent in the Occupied Territories where he covered the Intifada.

Tanja Milevska
Freelance journalist, specialist in European affairs

Tanja Milevska is a freelance journalist based in Brussels. She was the correspondent for the Macedonian section of the BBC World Service and the largest Macedonian private TV broadcaster, A1 TV, from Brussels, until its closure by the government. Since then he has been working for various international and Belgian media outlets, such as Associated Press Television News, EurActiv, Canal Z, Equal Times, etc. She is an elected member of the Belgian Journalists' Association's board of directors. She has covered a wide range of topics, including enlargement, social affairs, and migration.

CLOSING:

"Conclusion, Recommendations, and Way Forward"

Closing remarks to be delivered by:

Helga Schmid
Secretary General of the
European External Action Service

Helga Schmid was appointed as Secretary General of the European External Action Service (EEAS) in September 2016, having served as Deputy Secretary General for Political Affairs from 2011 to 2016. Before the creation of the EEAS, Ms. Schmid served as Director of the Policy Planning and Early Warning Unit (Policy Unit) of the High Representative for the Common Foreign and Security Policy in the General Secretariat of the Council of the EU in Brussels, (2006 – 2010) and held several senior positions in the German Foreign Ministry, including as Head of the Political Staff of the Federal Foreign Office in Berlin and Head of the Minister's Office, (2003 – 2005). Ms. Schmid was political advisor to two Foreign Ministers including Joschka Fischer, (1998 – 2000) and Klaus Kinkel, (1994 – 1998). Earlier in her career she served at the German Embassy in Washington (1991 – 1994).

Nassir Abdulaziz Al-Nasser
High Representative for the
UN Alliance of Civilizations

Nassir Abdulaziz Al-Nasser assumed his position as the UN High Representative for the Alliance of Civilizations on 1 March 2013. Throughout his career, he has contributed to advancing the multilateral agenda in the realms of peace and security, sustainable development and South-South cooperation. Prior to that, Mr. Al Nasser held the position of President of the 66th Session of the United Nations General Assembly from 2011 to 2012. His career as a diplomat spans for more than three decades. Since 1998, he has represented Qatar in the United Nations and has worked on core issues such as security, terrorism, poverty, hunger and natural disasters. Mr. Al-Nasser has received numerous awards and honorary doctorates from various countries and universities for his work on fostering cross-cultural understanding.

The EU-UNAOC Symposium will be broadcasted and covered live on social media with the hashtag #SpreadNoHate, to share key messages in real time and to engage the global community on several social media platforms, including Facebook, Twitter, Instagram, Google+, LinkedIn, and Snapchat. Thanks to this live coverage, the debate will gain global visibility, and it will reach and engage a maximum number of people, in particular among the youth.

Through the various presentations, active discussions and debates of speakers and participants, as well as through the general public's participation on social media, a complete policy report will be issued after the event. The report will include a clear set of recommendations for promoting positive narratives towards migrants and refugees, and mitigating the impact of hate speech.

The policy report will be posted on UNAOC's and the EU's websites and widely shared with journalists, media experts, government representatives, international organisations officials, higher education institutions and civil society organisations.

The EU-UNAOC Symposium is part of the UNAOC #SpreadNoHate initiative, which has aimed at countering xenophobia, racism, and narratives of hatred since 2015. Through this initiative, UNAOC has worked to change negative perceptions against refugees and migrants by engaging dialogue on hateful language, especially with the media, and providing positive narratives to reject rhetoric that stigmatises those populations. For more information, please visit www.unaoc.org or contact HateSpeech@unaoc.org.

The European Union (EU) plays important roles in diplomacy, the promotion of human rights, trade, development and humanitarian aid and engagement with multilateral organisations. The European External Action Service (EEAS) is the EU's diplomatic service. Its role is to make sure the voice of the EU and its people are heard in the world, and to enhance the EU's international action. The EU is a contributor to peace, leading and supporting peace talks around the world to facilitate solutions in conflicts worldwide. It is the largest single donor of development aid; together, the EU and its Member States provide more than half of official development assistance globally. The EU and its Member States are also the world's largest donor of humanitarian aid. They provide life-saving aid to the victims of disasters, refugees and others in dire need.

In its neighbourhood, the EU aims to maintain solid and friendly relations with countries at its borders, promoting democracy, good governance and human rights while opening trade and cooperating in many policy areas.

The EU is strongly committed to multilateralism, reflecting an attachment to negotiated, binding rules in international relations. The EU sees the United Nations as the bedrock of the multilateral system and works closely with it on a range of issues.

Human rights are a central aspect of the EU's foreign relations, as expressed in political dialogues with third countries, in development policy and aid, and in the EU's participation in multilateral fora. The commitment to democracy and human rights also underpins all EU's internal policies. As stated in the Global Strategy for the EU's Foreign and Security Policy, "living up consistently to our values internally will determine our external credibility and influence".

It is in this context that the EU subscribed to the September 2016 New York Declaration for Refugees and Migrants. It has taken up the commitment to enhance efforts countering hate crimes, hate speech and racial violence. The EU Council adopted a framework decision in 2008 on combating certain forms and expressions of racism and xenophobia by means of criminal law. A Code of Conduct on Countering Illegal Hate Speech Online was adopted in May 2016 by the Commission and four Internet platforms and social media companies, media literacy initiatives are conducted, while the EU's Agency for Fundamental Rights works on media toolkits. External policies address the issue of hate speech with cooperation activities that promote ethical journalism and balanced media coverage.

The EU's contribution to UNAOC's #SpreadNoHate initiative is a further example of follow up to the New York Declaration, as is our support for the UN "Together" initiative to change negative perceptions and attitudes towards refugees and migrants.

The United Nations Alliance of Civilizations (UNAOC) is a political initiative of the United Nations Secretary-General. Established in 2005, UNAOC is co-sponsored by the Governments of Spain and Turkey. On March 1st, 2013 Mr. Nassir Abdulaziz Al-Nasser assumed the leadership of the United Nations Alliance of Civilizations as High Representative. Prior to his current position, Mr. Al-Nasser was the President of the 66th Session of the United Nations General Assembly.

The Alliance benefits from the political support of the Group of Friends, a community of countries and international organizations, which actively promotes the objectives and work of the Alliance at the global, regional and local levels. The Group is a driving force of UNAOC and plays a vital role in the Alliance's strategic planning and implementation process. Through a broad dialogue-based and consensus-building approach, the UNAOC High Representative seeks the input, advice and support of the Group of Friends' members on all key aspects of the Alliance's activities and mandate. UNAOC Group of Friends currently includes 145 Members of which are 119 UN Member States and 26 international organizations. They represent all continents, societies and cultures.

A High-Level Group of experts was formed by the UN Secretary-General to explore the roots of polarization between societies and cultures and to recommend a practical programme of action to address this issue. In its 2006 report, the High-Level Group identified four priority areas for action namely, Education, Youth, Migration, and Media. UNAOC project activities are fashioned around these four areas, which play a critical role in helping to reduce cross-cultural tensions and to build bridges between communities.

In this context, UNAOC launched on 25 December 2015 the #SpreadNoHate initiative, which aims at countering xenophobia, racism and narratives of hatred in the media. The previous Symposium on "Combating xenophobic language in the media and fostering inclusive integration of migrants and refugees" was organized under the framework of the #SpreadNoHate initiative on 15 September 2016. This Symposium was held in the margins of the 71st Session of the United Nations General Assembly in preparation of the September 19th Summit to Address Large Movements of Refugees and Migrants, and in line with the Secretary-General's "Together campaign" to counter racism and xenophobia towards refugees and migrant, to which UNAOC is actively participating as a member of the SG's working group.

Mr. Ban Ki-moon, former UN Secretary-General, has described UNAOC as a soft power tool for bridging divides and promoting understanding between countries or identity groups, all with a view toward preventing conflict and promoting social cohesion.

#SpreadNoHate

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