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FORUM FOR EUROPE ON CHILD ONLINE PROTECTION

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>> JAROSLAW PONDER: Dear ladies and gentlemen, it's 9:00. The time is precious today, as we have a lot of excellent interventions planned. So welcome to the second day of the ITU forum for Europe for Child Online Protection. We heard yesterday excellent status of different sessions diving into the areas of the regional and global policy making, and the coordination, as well as we took a look at the guidelines and the way ‑‑ how they can get implemented to get more inspiration. More inspiration is coming today from those countries which already made great, brave step towards the implementation of the COP guidelines at the national level.

It is my great pleasure and to welcome with us so many distinguished speakers from Albania, Hungary, Bosnia Herzegovina, and Romania and Ukraine. This will be moderated with Sarah Delporte, who is moderating this meeting. So I'm handing over to Sarah.

>> SARAH DELPORTE: Thank you, Jaroslaw.

Welcome, everyone. Thank you very much for attending today. So the focus of today will be into the national approaches to Child Online Protection. We will go in alphabetical order, to present your strategy towards ensuring child online protection at the country level. And we will start with Klorenta Janushi who is the head of communication and information and the dissemination unit of the National Authority for Electronic Certification and Cybersecurity. So Klorenta, the floor is yours.

>> KLORENTA JANUSHI: Thank you, Sarah for presenting me. I will go over our child online protection guidelines. Yesterday during the session three, there was another presentation on the series of workshop that the national authority for electrician certification and cybersecurity, together with an NGO operating in Albania have implemented and some of the results of this workshops and trainings I will be showing also in the presentation of today.

I will start with sharing my screen.

Quote of the year, can everybody see my screen?

Okay. The presentation of today will be divided in some main sessions. First of all, we will start with disseminating some of the results from the series of workshops of Child Online Protection and I will share some of the results from the national campaign that together with UNICEF Albania we have implemented last year. Then we will share some outcomes from the service security month, divided by a year from 2018 to 2020. I will share some information on our partners national NGOs and international partners.

Then I will share briefly some of the main key policy aspects for child online protection in Albania and last but not least, our expectations or plans the future.

Here are some of the statistics that were shown also during the session three of the yesterday meeting. These are the results or the statistics from the workshops that we have implemented together with the NGO in Albania which is Women in Technology Albania. The participants were approximately 110. They were conducted five workshops online.

Participation by country are shown in the first pie chart. There weren't only households from Albania, but also we had attendees from Italy at the level of 5%, from Germany at the level of approximately 3% of the participants and from USA 2%, from Austria 2%, and Montenegro 1% and Kosovo 5% of the participants.

There is another pie chart which shows the participation divided by city. From the capital, there were approximately 70% and from Durres 23%, and so on.

We have also shown another pie chart, which represents the participation by category, keeping in mind that this new child online protection guideline for parents, careers and teachers targets not only migrant youth parents but also children with other born abilities may be ASD Spector. So as is shown by the graph, the representation is in high levels from these two categories.

Here is are representing some of the results coming from our national campaign which was conducting in 2018 to 2019 this was a campaign which participate ‑‑ in which participated seven regions and were trained 312 peer educators. The main focus of this national campaign was to train the children by their peers, because due to some research, children are more willing to learn faster by their peers compared to their parents or their teachers, and in total, were trained 50,000 children in the seven regions in total which means that each peer has trained approximately 50 other students.

This is a graph that sows the cybersecurity month achievement we have started in 2018 with the focus of stay cyber safe and we are conducting a series of workshops at secondary schools in the capital mainly. As in the previous slide, or around the initiative peer educators in seven regions and 312 peer educators were trained. And in 2020, we initiated another series of videos this time to raise awareness of different target groups of the society, and the motto of this year was think cyber. How to save the password and how to protect data and how to protect your children from things like cyberbullying and so on.

Here are some of the partners of the authority, the authority was founded in 2017, and from this time, we had a very good collaboration from national partners like the national authority for communication ‑‑ for electronic communication and postal services in Albania. Audio visual authority in Albania and one of the best partners in the civil society area is UNICEF Albania, with which we had con ducted different awareness campaigns like the one that I mentioned in 2019 for peer educators.

And last but not least, the international organization, international telecommunication union is one of our best partners. We wouldn't achieve the piloting program this year without the invaluable support of Unicef Albania. Thank you, Sarah. Thank you Jaroslaw for supporting us.

And also I mentioned the Geneva center for security sector governance, DCAF, with which we are also collaborating closely for dissemination some of the awareness campaign materials that we developed this year.

Coming back to the policy, the keep policy achievement there. Is a national strategy on cybersecurity which contains a dedicated policy objective on child online protection and it's associated with some activities and an act plan towards raising the security of children in the cyber ecosystem in Albania. There's a code of conduct which has been signed by ISPs for responsible use of networks, keeping in mind to raise the level of security of the children online.

There is also implemented the guideline for unifying the policies of private sector on responsible use of ICT. Also there's signed an MOU with state police and other regulatory bodies, and we are working on publishing a public letter on collaborative approach for a safer and better Internet for youth and children with other regulatory bodies that I mentioned in the slide of national partners. We are working hard with high educational institutions in Albania in order to integrate more ICT and security topics in secondary schools because it is the right stage of education where they need to learn more to increase their capacities towards securing their experiences while navigating online.

And here, it is represented our expectations by collaborating with national and international partners and with this, I am once again requesting the support of the ITU in order to achieve more targets and to achieve our objectives towards training more parents that we did with this pilot project. Our expectations that within 2021, to train 500 parents and careers with the COP guidelines and also achieve the target of training the teachers to 200 teachers within 2021 and also to train the students and maybe this is realistic statistics because from our experience, when it is a goodwill, then the results will come themselves.

So without the collaboration of the national and international partners, we wouldn't have this statistics or targets we have achieved right now. This is the national campaign on awareness raising that we plan to run as authority by next year, and we are so willing on behalf of the national authority for electronic certification and cybersecurity, we are willing to collaborate also in the region level, and why not to have a TLT project, in order to disseminate the practice of Albania from other, starting from of the Western Balkans and then going to another ‑‑ to the other parts of the Europe.

We are always open to collaborate at this point.

Thank you.

>> SARAH DELPORTE: Thank you, Klorenta. Thank you. You give a really good effect of snowballing effect training can be.

Before moving on to the second speaker, I would like to encourage you to ask any question if you want, if you have question raised during the presentation of the guest speaker, you can use the chat box and we will raise them afterwards or in between two guest speakers. Don't hesitate to virtually raise your hand or start speaking as well. It will be a great pleasure, I think, for everyone to answer questions and exchange together.

So now, it is my pleasure to invite Mrs. Lea Cengic from the regulatory of Bosnia Herzegovina who is launching a national ‑‑ a national event with the translation of the COP guidelines.

>> LEA CENGIC: Thank you, Sarah. Good morning to everyone from me.

As Sarah already said, my name is Lea Cengic. I'm very pleased to exchange good ideas and experiences and present to you our plans for the rollout of the guidelines and the related materials. So I will start sharing my screen now.

So I hope you can see it all. I will just tell you words about us in our previous activities in this area. Communications regulatory agency of Bosnia Herzegovina. It means we are regulating both fields and sectors, telecommunications and audio visual media services.

We have been active in the field of media and information literacy since 2009, and since 2019, we have a unique department for content and media literacy and we have been significantly more active in this field in the past year.

Child online safety has also been a topic for us in the past, in the past ten years. In the first year, the activity was cooperation with different stakeholders on different strategically documents aimed at combatting child abuse and exploitation through ICT.

A few years ago, we also significantly changed our rule for ISPs and included some provisions related to protection of minors.

Some ten years ago, we also started celebrating Safer Internet Day in Bosnia Herzegovina and we cooperated with this on various stakeholders from the industry, such as Microsoft, for example, or local ISP providers, with relevant ministries, different NGOs, international organizations like UNICEF, Council of Europe, et cetera.

In 2017, we organized a Bosnia Herzegovina Internet forum, and child online safety was one of the main topics that we are. And we are part of a consortium called BH child and create guidelines for social responsible ICT companies for protection of children from sexual exploitation and abuse.

We also had this experience of sharing materials produced by others, for example, this video was Klaus. And in our language, it's Gdje je buco.

This is the first item that they think of when you think of child online safety this shows you if you have good material, that's really relevant and points out the most important messages, then it can be used for quite long time.

For the next year, we have planned a quite big project, it's called child online safety. The first one is to have a new regulatory framework for the ISPs and to update our provisions on protection of minors, and the second one is a large public campaign targeting children, parents and caregivers and educators on various topics related to child online safety, including promotion of the new regulation of video sharing platforms, such as YouTube, et cetera.

So this project is ‑‑ has already been planned before we knew about these materials produced by ITU. So it will be really a great added value to have these materials and to include them in different stages of this project that we will have next year.

We will come now to our current activities. In this field of media and information literacy, we have now a network of circa 50MIL stakeholders in Bosnia Herzegovina, from academia, NGOs, international organizations, parent associations, media educators, really different profiles, but also from relevant ministries and state constitutions, for example, such as data agency for data protection, et cetera.

We also have our Facebook page and media and information literacy in Bosnia Herzegovina which we use really extensively for sharing information and resources on various topics from the field of media information literacy, among others our child online safety and I have to say that the posts related to child online safety are the most visited ones. It's really an important topic for the parents.

In 2020, this year, we conducted really huge research in cooperation with UNICEF on children's media habits and parental attitudes. We also included not only traditional media, but also video sharing platforms, messenger services such as WhatsApp, et cetera, and also social media. It means we have now extensive knowledge about how do children access media. Which content do they view share, watch, listen to? How much time do they spend using media? And what rules do parents have on media use and how do they do their supervision, and what are the main sources of knowledge about media among other topics also online safety for them?

So this research is the starting point for us, and we will start also this campaign promoting these materials with some information on the use of Internet by children, and parental attitudes next week.

As I already said, these materials are extremely useful for us, for different kinds of activities. They will be shared with our partners and used with all of our child online safety activities next year. They are currently being translated into our three official languages. It takes some time to do. But we are starting the promotion of the materials next Monday.

The three main components of this launching are planned. The first one is a social media campaign. It will target parents and educators in the first line and then media and information literacy experts from institutions and NGOs, who are dealing with child protection, children and media and online safety.

In campaign will last four weeks and will take place on our media and information literacy Facebook page, and all the materials will be promoted in both, a special toe cuss on the workbook, storybook and social media campaigns. We already created some of the visuals. And some posts will be sponsored. We expect to reach 8,000 parents per post.

We will start with this campaign. These materials are really excellent, and can be used for many different activities. We will present them also to our network of media educators and teachers and I think they are really ready product to use for children. You don't have to work something on your own. You have really here a great package that can be used in various settings.

These are the visuals that we already created for the campaign. And the second, the component or the second activity is the presentation of the materials online. It will take place on 15th December. We will invite about 70 experts in the field of media and information literacy. Some people who are also dealing with cybersecurity, and all our Internet service providers.

Of course, the relevant institutions will also be invited such as institutions who are part of the different strategies related to child online safety. The presentation will be also promoted online on social media, and it will be posted in our ‑‑ on all of our social media accounts.

The third component is the media campaign. We will establish cooperation with three popular web portals and we will produce media content for the presentation of these materials. The target group of these activities are parents, educators and specialists. We will distribute the materials to different media outlets. And after such activities we have blogged quite a lot of media activities and interviews, et cetera, where we present the materials.

I hope really to use the materials extensively and yesterday we heard a little bit more about them and also at the last presentation, a few months ago. So they are really high quality materials and can be used for different kind of activities and for us, it was actually the best moment, before we started with our big Internet safety project. So thanks a lot for your attention for all questions you can contact me any time.

>> SARAH DELPORTE: Thank you so much, Lea. That was a great presentation. We can already see that two countries and already two different approaches with strong emphasis on social media, which can obviously be a very good way to reach directly to the youth and to parents, especially that we have seen with COVID‑19 outbreak that even more parents and children have been prompted online, on social media to keep some sense of normality and social ties. So it is very timely strategy.

So now it is my pleasure to invite Dr. Katalin Baracsi. She's a lawyer specializing in family law and Internet safety issues and she's also a social media trainer from Hungary. Katalin, the floor is yours.

>> KATALIN BARACSI: Thank you so much, Sarah. Good morning, everybody. It's a great pleasure to be here. What an exciting and amazing project according to the child online safety. So for the next few minutes, I would like to share you the Hungarian issues and give an overview what happens. And what will be happening in Hungary. So I will share my screen. I hope so you can see it.

Yes.

Of course. So I'm really excited because last week, we finished the translation of the ITU guidelines, and there is the final administration part, some grammar checking, doing the addition part. I'm very pleased to say many thanks for Sarah and Jaroslaw to support me and to be on time with any questions. And also, I have a very good cooperation with Hungarian partners, ministry for innovation and technologies. And digital well being program, because in Hungary, a few years ago, established a very strong governmental part for digital child online protection and also child protection.

However, I'm a freelancer expert. I also work with governmental NGOs. So the ITU material will be very useful for all of them.

Especially for me, I really like the legal background. So it is more focusing on digital rights as I see in Hungary, not all the people knows that they have the same rights in the real life and the online spaces. And I think with this very nice books and sheet, they can be more aware and more conscious to that field, and also it's important as I see in Europe, as well, this is the trends that in the early ages, children have their SmartPhone tablets or any equipment and join the big world of Internet.

So the translation part was a very big work for me. But I involved a university student who will be in a few years an official translator, Anita Sinkovicz helps me a lot to do this work, and she also a good supporter for the digital Child Protection.

I start to work during the translation. Of course, was the cybersecurity months, and with the graphics, I made an Instagram campaign on my Instagram pages. So I use the natural image to spread the message also in Hungarian and English on Instagram, what are our digital rights and why it's so important to be aware at the online spaces.

You can see on this slide, some number of the engaged during the one months. And also I would like to share with you, the most popular elements of this, and I'm very proud that knowing the digital rights is also a crucial point. So ‑‑ so this materials will be very ‑‑ very useful and ‑‑ and I think so the people rethink their activities on the online platforms, and be aware to ask help if they are in trouble on the online spaces.

I also like these materials as well because the figure, the symbol of the child online protection is very friendly as well.

And what is the future and the ongoing project, I'm really excited for the next week because next Thursday there will be the official event in Hungary. So many preparations, speaking, changes, so it will be very nice just to ‑‑ just to a quick reminder. So the ‑‑ you know, the event link is available on Facebook because we choose due to the pandemia, a live stream. There will be' official part with the greetings and some aims and it's very nice that we could invite Kara for this event as well, and he will share with us why is it important and why he and the team create the new child online guidelines.

And after that, there will be a roundtable with Hungarian professional who involved the interdigital online child protection.

I would like to invite all of you to this event, and it will be open for the public and the press as well. And when I choose the roundtable participants, I would like to focus that all the stakeholders, teachers, parents, experts, and educators will be involved so they can share their ideas.

And also, from the ‑‑ from the autumn period, it's ongoing teachers and parents training, when ‑‑ where I promoting the new guidelines and they are so curious about to read it and do it with their students and children. And I think so the Christmas period and the winter holiday is also a good point to be together and talk about the online safety issues.

And from the mid‑December, as I see I'm "Me and Sango" there will be a drawing. The motto is Sango and me and we will ask the children to create drawings when they could ask Sango to help them in different Internet situations. And before I create this slide shows, I don't know it. It was just ongoing, but some spoiler, it's okay now, because I have a very good relationship with robotic company, their name is Abucason and as a Christmas present, they will do the robot version of Sango. So at the official event next week, you can meet with robot version of Sango as well.

Here I am finished. So I'm really excited and thanks again for the invitation and to be a part of this new child online guide protection.

>> SARAH DELPORTE: Thank you so much, Katalin. It's always a great pleasure to see your passion towards child online protection. We can see your creative ideas in addressing child online protection, with a drawing competition which really directly involve children in the matter. So that's very interesting to see.

So before going to our next speaker, I would really ‑‑ we're going to do a poll questions. So I would invite you to answer some questions that will soon be available on your screen. Here you go.

So I would like to draw your attention on your screen now and answer this question, which is please name maximum three main challenges they national level to roll out the ITU COP guidelines. So you can make three choices in the list below.

So I will give you a little bit of time to look at it can read each of the options and then you can submit your answer.

A little bit of time more.

So I see that some persons are now answering. So we'll still leave a little bit of time.

We're at 50% respondent rate. So I really encourage everyone to answer, otherwise, we will stop it here. It's okay.

Okay. I think we can stop it here then.

Thank you.

So here you can see the answers. So we have predominance for budget constraint and lack of awareness on the existence of the COP guidelines. Then in the second position, we have the limited interest the stakeholders at the national level and the complexity of the national mechanism addressing child online protection. These topics, we will talk about them. We will discuss about it in the roundtable. So I will invite you to join the roundtable together to see how we can overcome these challenges.

I can already tell you concerning the lack of awareness of the existence of the COP guideline that ‑‑ well, obviously as ITU, we would really like to help you in any kind of challenges. So this is something we can obviously discuss together and see how we can support you in your actions, support you in your willingness to address child online protection. So thank you for these great answers. It's very interesting to see the different challenges and I look forward to discuss about it in the roundtable.

So now, it is my pleasure to invite Ewa Domanska, who is the senior specialist in the unit of education and information campaigns at the department of consumer policy of UKE in Poland. Ewa, the floor is yours.

>> EWA DOMANSKA: Thank you very much. It's really great pleasure to I can be here with you today and share with some of our experience on online protection of child ‑‑ children.

So I will share with you, with my presentation now. Okay. I hope you can see. So ‑‑ well, the main goal of our office is the consumer policy, and the effective protection of consumer interest. And UKE's three main pillars are regulation, support and education. And I represent the department of consumer policy. And we are focused on direct actions for the consumers of the telecommunications markets. We mainly focus on support and education.

And we have one huge campaign, which is called "I Click Sensibly" and as you can see, it's targeted for the youngest users the communication services. And also the parents, teachers, and the care takers, and with the aim of promoting the safe use of the Internet.

Within the last three years, since 2017, we combatted 6,000 lessons for 150,000 students in Poland. The students grades 1 through 6 learn how to use SmartPhones, computer games, and applications available open the Internet sensibly, how to use their personal data and how to protect themselves. We saw educational movies and you can see the animated one is dedicated for the youngest children.

And each child and each teacher receives a leaflet after we finish the lesson. In December of 2019, we started a new action called #keepCTRL. This educational campaign is addressed to students in grade 6 up to 8. And the evaluation of the main campaign, "I Click Sensibly" and also interviews with teachers and with parents show that there's a huge need for activities and at other students ‑‑ other students at teenagers.

So as you can see, we have already met with more than 4,500 students, and due to the fact that there is ‑‑ there is a pandemic he is moment, we do not conduct the classes at the schools, but we have some other actions that we will do online. I will share them with you later on.

And with the other students, we talk with ‑‑ we discuss more serious problem, like hate and hate speech, sexting, and sextortion, and the different online challenges.

We have also four short educational videos. As you can see, we are touching different subjects. The first one is about different phenomenons in the Internet. The second one is on the hate. The third one about ‑‑ it's about online challenges and the last one is about sexting and sextortion. We have online materials and we distribute those leaflets among the students and the teachers.

And maybe I will ‑‑ I will stop for a while. I must tell you that the most important for us during our meetings with students, there are reactions of students. Very often, they tell us more than to the teachers or their parents, because we are strangers. They probably will never see us again. So they are likely more open to share with their experiences on the Internet and the different situations they faced with.

And very often after we finished the lesson, our workshop, children or teenagers come to us and want to talk privately and face to face, as no one asks them here asks them what they would like to share with us.

Very often they ask for kind of help and they share with us the things, the situations they probably would never say to their parents. And they ask us what should they do, et cetera. And those situations, when they come to us and ask for help, and for some advice, makes us feel important, that the things we do, it's really important, and children needs us, even if usually they think they don't.

So this kind of situation is really nice.

And we have also some activities targeted at parents and teachers, and I must tell you that consumer research combatted by UKE, shows that children are most offer encountered online was violence and cruelty and nudity and sexual acts. According to the majority parents, there's too much violence, sex and swearing on the Internet, and as we all know, contact with the content can result in learning problems, emotional disorder, and health problems.

However, as our research shows, less than half of the parents, use parental control tools in the context of child Internet use. And this is why the education of adults, parents, care takers and teachers, it's extremely important in our opinion. And we take part in the conferences and the workshops for teachers and educators, and we also organize meetings at schools are to parents and teachers within the framework of parents meetings.

And during those meetings, we ask teachers and parents if they know what is happening on the Internet and what their children are ‑‑ their children are doing in the cyberspace, because very often they are not aware of present trends and top things that are going on.

We also publish some information of our activities and basic rights and obligation of subscribers and telecommunication services at our website. And we plan to expand our activities and for teachers and educators, we are going to organize some conferences. We hope it will be ‑‑ there will be possibility to not do it online, and, I think that the COM guidelines prepared by ITU will be very helpful for us, and we will find additional inspiration to share with other things that we usually share ‑‑ we shared so far.

And we also plan to introduce online courses for students and they will be complimentary to the campaign we already do.

And as I said, we have this the consumer information center, and all of our articles on ‑‑ on ‑‑ all of our articles which ‑‑ which are about the cyberspace and the different threats on the Internet are translated into English. So you are ‑‑ I would like to encourage you to visit our page and maybe you will also find some experience.

And at the end of my presentation, I would like to show you one of the movies I told you about, and it's in English. So I hope you can see. Just a second.

Can you see?

>> SARAH DELPORTE: We can see, but we can't hear.

>> EWA DOMANSKA: You can't hear?

>> SARAH DELPORTE: No, we can't hear. But I have the video downloaded with me.

>> EWA DOMANSKA: So if you could help me with that, I would be really grateful.

>> SARAH DELPORTE: Hopefully, you will hear on my side. It should work.

>> EWA DOMANSKA: Okay.

MOMO, FOMO, FOJI, FOMO, MOMO.

FOMO, FOMO, FOMO, FOMO, MOMO, MOJI, MOMO. MOMO. MOMO. MOMO. MOMO. MOMO.

MOJI, JOMO. FOJI. FOJI. FOJI. FOJI. FOJI. FOJI. FOJI, FOJI. FOJI.

JOMO.

>> EWA DOMANSKA: Thank you.

So from my side, that is all. Thank you very much for the attention.

>> SARAH DELPORTE: Thank you so much. We have an example of a very powerful campaign. And also I think the point that you raised that was really important in your presentation is the needs for really setting your context of trust and confidence with the youth, when talking about threats online.

So I will actually show again a video, because ‑‑ well, we were already at Poland in the alphabetical order, but I do have a video from Latvia, who could not join physically today, but who made a video. So I will display a video from ‑‑ I'm sorry. I'm just taking the name. From the state inspectorate for protection of children's rights department of family support.

I hope you will hear properly the video. I will just set it now.

>> Good morning I'm from the state inspectorate for protection of children's rights. I wanted to start off by saying thank you to the organizers and the participants as well, because it does feel like a very strong network that cares a lot ‑‑ (No audio).

>> The sound disappeared with muting your mic.

>> SARAH DELPORTE: Sorry about that.

(Laughter).

I will put it on again.

>> The children stay as safe online as they possibly can.

During 2009, the inspectorate is part of safer Internet center, and I have to say that the Safer Internet Center has done an amazing job connecting the different ministry with state police, with NGOs, and we all try to work very together and find the solutions for how to keep our children safe online. What I can say about the inspectorate experience. What we try to do, we try to be a bit more active and creative. We create different materials and campaigns. What is important in this is that we try to find ‑‑ we try to find the issues that are the most ‑‑ we have a campaign about grooming. We made three different campaigns for different age groups because what different ‑‑ they do not always do it as safely as they can.

So it is important for us to spread the message how to connect with others safely, how to do things as safely as they possibly can.

Other thing that we do, we create workshops for kids, because it is also very important to create a dialogue between lecture and kids. What we do not want is to be very strict and formal. We actually do want to have this conversation with children to understand what are the issues that they have encountered. What does it mean to be safe online.

And what else I can say. What we usually do here in Latvia. We have two options. Kids can contact a hotline, which is an amazing opportunity for them to report if they have encountered an issue. And we do have the help line, which is very similar, but, again, with the different twist. What I mean by that is here in the helpline, what we have noticed during these years is that children often feel ashamed when they made a mistake online. They feel like others will judge them. They will maybe yell at them. They will cite size them and this is why they don't always share with their teachers or other care specialists.

When they call a help line, they can receive psychological support. We understand that, hey, people make mistakes and it's okay for kids to make mistakes onlines. We will do whatever we can to help them, and they really need to hear the message that it's okay to make a mistake and someone will always be there for you, and you can count on others.

What I wanted to say is that it's extremely important to connect ministries, NGOs. We can do this on our own. We need as broad a network as we possibly can, and that is the only way how we can try to do everything in our power to help our kids be safe online.

I really do wish you a very, very beautiful meeting and I hope if you have any questions about our experience, you will try to connect with me and I probably will leave my contact somewhere. Please do feel free to ask any questions. I. always happy to help, because I'm extremely sure that the only way how we can keep children online safe, is that if we all share our knowledge, our experience, because that is the best way how we can learn from each other. I hope you have a great meeting and hope to see you some day in real life.

>> SARAH DELPORTE: So we had a strong 'em if a says on building trust and confidence directly with the youth, but also to really enable dialogue with them, so we can really understand, what are the into Ed, what are their own challenges and what kind of threats they are facing directly. So I believe I will put her contact in the chat as and it's my pleasure to invite Alexandru Cozma, with the national authority for management and regulation in communication of Romania.

>> ALEXANDRU COZMA: Sarah, I think ‑‑ I hope you can hear me well.

Okay.

I will try to share my screen, just a second, please.

It's okay?

Okay.

>> SARAH DELPORTE: No, we do not see your screen for the moment.

>> ALEXANDRU COZMA: Just a second, please. I'm sorry.

>> SARAH DELPORTE: Yes, it works now.

>> ALEXANDRU COZMA: Just a second.

It's okay, yes? Thank you.

So thank you, once again, ladies and gentlemen. Good morning. My name is Alexandru Cozma. I'm representing ANCOM, and I'm honored to present Romania's approach on child online protection. We will look at presenting several important projects carried on at national level.

When talking about child online protection, we must take into consideration the changes, as well as the challenges brought by the COVID‑19 pandemic which accelerated the use of online tools while increasing the online threats and vulnerabilities.

Starting with March 2020, the core classes are transferred to the virtual environment for three months in Romania, while the recent wave of infections unfortunately have led to similar measures that are still ongoing.

During this period, there were research studies aiming to evaluate the impact with regard no children's online behavior and the risks, challenges and threats.

Let me jump to the next slide. One of key results is that the percentage of Romanian children using a SmartPhone to access the Internet has increased substantially from 2% in 2010 to 86% in 2020.

Despite the positive evolution, there are some access limitations due to economic factors such as the price of devices, the costs of connecting to the Internet or the quality of the signal in rural and remote areas.

Unfortunately, accessibility went hand in hand with bullying. 1 in 3 Romanian children said they have been the victim of bullying online or offline in the past year and 23% say they have been the victim of cyberbullying. The most common form of cyberbullying is represented by militia or offensive messages as reported by 1 in 4 children.

Of those who noticed online bullying, almost half have tried to help the victim. 45% did nothing. 7% encouraged the aggressor.

Sharing personal information is also unfortunately frequent in Romania. For 17% of children's teachers. The age group that reports the most victimization as well as aggression are those aged 12 to 14.

It should also be noted that one‑third of the Romanian children are exposed in the previous year so some form of hate speech exposure increases with the age of children from almost 1 in 4 children when referring to the age of 9, 10, to 1 in 2 children when referring to those age 15 to 17. Even worse. Half of the children have sheen images of extreme violence in the last year.

About 30% of children have read discussions about the experience of other users on drug use, discussions about anorexia and suicide.

Coming back to the pandemic as noted before, we have experienced long periods of online schooling. The result was that children relied heavily on messenger apps as mane digital communication tools and digital platforms provided by schools have been used less frequent. One of the most significant detail is that half of the children enrolled in elementary schools reported that they use social media nor online schooling while most of the social media apps require a minimum age of 13 for creating an account.

On the positive side, 8 out of 10 children know how to use the video chat apps. 7 out of 10 are aware about what should or should not be distributed online, while a similar ratio knows to set up the privacy settings associated for social media account.

But you also have goodness. Several national projects are changing mentality and providing assistance to the children, teachers and the parents by widespread digitalization. The Safer Internet Program was established in Romania in 2008, with funding from the European Commission with the same of promoting the use of the Internet by children, and teenagers in a creative and useful way. It runs three projects related to the concept of safer internet.

The first project is ora de net, or the Internet class in English. It's backbone and it promotes Internet safety among Romania children, parents and teachers and specialists, by creating public awareness campaigns and better legislation in this field.

The project also aims to combat harmful content and Internet‑related owe to encourage the responsible use of the Internet and new educational and influence decision making by bringing together key stakeholders in implementing the realistic policies.

From the early beginning of this project, month are than half a million children and over 130,000 parents and professors were involved in directly within the educational campaigns.

A second project which is run within the safer Internet framework is called escape abuse. A dedicated hotline for receiving and managing reports and data on online illegal child sexual abuse, hate speech and discrimination, while maintaining partnerships with police and law enforcement as well as ISPs.

More than 9,100 complaints have been made through this specialized line until now.

Another useful tool is represented by control help which deals with the harmful contact of cyberbullying, one‑to‑one and on the phone. And other concerned target groups.

Over the years, 7,400 children benefited from the information and counseling.

Besides the safer internet program, we also have another initiative that has to be singled out. It is the child help line or the telefonul copilului. It received the license for the implementation of the European harmonized number for children, 116 111 in 2008, ranking romaine y as the third country in Europe to provide children with this facility following the European Commission decision. This help line covers a wide range of services such as information, counseling, monitoring that child's rights are respected, et cetera.

During its existence of 20 years, there have been more than 2.5 million calls, from which 90,000 required long‑term counseling from the organization consultants for following categories, and for psychological counseling, the need for legal counseling, the need for information and the need to facilitate the intervention of competent institutions.

It is also noticed that during the first semester of 2020, there are 15% more calls comparing with the same period from 2019.

Finally, two more initiatives deserves being mentioned. The national guide for online safety, which includes storybooks and org books for children, as well as guidelines for parents and educators, which was launched with the Ministry of Education and now reviewed as an official educational resource for the school curricula.

Also, Romania arranges a Safer Internet Day for safer and responsible usage of online technologies and mobile devices and especially by children and teenagers while raising awareness for the existing threats and vulnerabilities. They present the 2019 report of the national hotline, more exactly the latest data on illegal content found on the Romanian web pages obtained within the escape abuse reporting line.

In the end on behalf of the Romanian administration, I would like to thank ITU for developing the updated set of child online protection guidelines which represents a major tool for providing a safe and empowering online environment for children and young people.

We are currently working when translating the guidelines into Romanian guidelines in order to disseminate the resource with many national stakeholders as possible.

Thank you very much.

>> SARAH DELPORTE: Thank you very much for your presentation. It was very interesting. It was also, I think, a very good way to see how to keep a close monitoring on child online protection at the national level and I'm also very pleased to they're with the audience that there is already three materials that have been fully translated into the Romanian language which is the online Sango tool and the social media campaign, but also the activity with Sango word book. So thank you very much for keeping ‑‑ for contributing, sorry to ITU guidelines.

And now, it is my pleasure to invite Mr. Mesut Kilic of Turkey who present his national case to this. So the floor is yours.

>> MESUT KILIC: Thank you very much, Sarah.

If you can let me share my screen first.

Had.

Okay. Thank you again. It's a great pleasure to be here, to a beneficial meeting for all stakeholders.

And also, I would like to say how all Distinguished Representatives here and thank them for their contribution. Today, I'm here in this meeting to introduce the Safer Internet Center in Turkey. The Safer Internet Center was established in 2017 in order to protect the society from the risks of the Internet.

To inform, children, young people and parents regarding more reliable efficient and conscious Internet use, and to propose a solution to the problems experienced by them. Let me start with the outline, which is what I'm going to talk about during the presentation. We have crucial here in the center, which are hotline, helpline and awareness center. Therefore, first, I will be introducing these three units.

After that, I will move on to the Safer Internet Service, which promotes the protection of children and families from the harmful content on the Internet. And lastly, I will talk about the activities we have been conducting and what we have been doing concerning digital games.

The center receives the notifications via ihbarweb.org.tr, and looks at them in the scope of related national law. In 2011, hotline became a member of the international association of Internet hotlines, INHOPE which is supported by the European Commission in order to develop international cooperation in fighting the illegal content online, and notably child sexual abuse online.

In 2019, cooperation with INHOPE continued effectively by attending, the General Assembly meetings in March 2019, in which focus group activities took place.

When it comes to helpline, the center proposes solutions to the problems online, Halifax from Internetyardim.org.tv. And the phone line, 141. There's illegal content online, and cyberbullying and health. And they are within the scope of crucial use of the Internet. These make these businesses requesting information through the application form of assistance.

And now we can move on to the awareness center, I guess. Yes, the center conducts activities to raise awareness concerning the conscious and safe use of technologies and the Internet. And to do ‑‑ and disseminate, which is more than important, I guess, and lot positive content in the digital environment.

In the center, the whole Internet users, particularly, children, parents and educators are informed about the conscious, safe, and effective use of the internet. It provides training and seminars and prepares and distributes related posters, brochures and books, and it encourages and coordinates these sort of similar activities while nongovernmental organizations, public and private organizations in the sector.

And let me now talk about the safer Internet service.

Safer Internet Service is an alternative Internet access, actually, its purpose is to protect children and families and the disturbance is offered free of charge by the service providers in turkey.

It consists of two profiles, the child profile, and family profile, by choosing one of these two profiles, you can switch to the Safer Internet Service and our model is having the right to choose. Child profile provides the highest level of protection from harmful and illegal content for children and young people. It works with allowed list method. There's only a certain number of websites that have been approved by experts as safe. And the profile prevents communication with foreigners and users the family profile cannot reach the websites containing illegal and harmful content such as prostitution, violence, racism, tourism, gambling and so on.

And it works with the banned list method. We have items that cannot be accessed and therefore it has a wider content than the child profile. Let me talk about our work and activities you can see some pictures that we have been conducting throughout the academic year.

You can see our institution provide a large number of students, educators and parents across the country with training programs and seminars about the protection of online child abuse, personal data, for the safe use of the Internet and Internet and privacy, rights of responsibilities on the Internet, the illegal content on the Internet, the digital games and technology addiction.

And we have six websites in the Safer Internet Center actively employed by users and you can see some of them on the screen right now. In order to ensure the awareness trainings for the conscious and the safe use of the Internet and to reach a wider audience, educator training activities are carried out regularly, with some ministries, you can also see them on the slide, and other public institutions and organizations and NGOs.

Actually, what we are doing is always in accordance with the COP guidelines of ITU. We prepared training materials such as posters, brochures, and brooks and visuals and so on, and published them on our website and shared them by the social media accounts. You can see some examples on the right‑hand side. And, for example, 10 psychological risk factors in digital game.

Besides, in the scope of the digital literacy book, which is the first output of the project, you can see it has been completed and its distribution has started. Also, we have safer Internet track. We can see on the first picture, it continues its activities in order to create the platform where children and young people who have limited access to technology in our country can experience technology with these tracks.

In order to show the opportunities of technology and raise the awareness, the conscious and safe use of the Internet, to children, who go hand in hand, more with the Internet and technology, to track moves on ‑‑ from region to region in Turkey. And Safer Internet Day is held with the better Internet with the scope of safer Internet‑based solutions, we conduct various combinations, such as films and seminars for parents and educators and these are the ‑‑ these are the works and activities that we have been doing.

And lastly, I will talk about what we are dealing about digital games in the center. And our institution carries out studies on digital games and it analyzes the social effects of popular digital games and offers various recommendations to parents on this issue.

Pros and cons of games are examined, and frequently played games are analyzed and educational and cooperative games are encouraged through guvenlioyna.org.tr which was put in operation in 2018.

I guess that's all. Thank you very much for your time and for listening. Thank you.

>> SARAH DELPORTE: Thank very much, for your presentation. It was very insightful and it gave, I think, a really good example of how to engage with Internet service providers and how to engage with the more industrial side of stakeholders, and I think all of your presentations also really showed the fact that it is very important to engage all stakeholders and to adopt a really collaborative approach in addressing child online protection.

So now it is my pleasure to open the floor to the last but not least presenter of this session. So this is Dr. Vadim Kaptur, who is the vice rector on scientific work, at AS Popov Odessa National Academy of Telecommunications on Ukraine, who is also collaborating on this event. So Vadim, the floor is yours.

>> VADIM KAPTUR: Thank you very much, Sarah. Good morning and good afternoon, dear colleagues where you are. I'm going to participate in this event and my ‑‑ today's presentation will be divided into two parts. First, I will be talking about our academic experience in the child online protection, especially about one of our product, online course, and the second part, I will be talking about the trainings that we organized yesterday and at the beginning of the forum in Odessa. I will share some of the materials and then some the feedbacks from the participants.

So I will be starting with my first presentation.

This multimedia training distance course for the safe use of Internet resources was developed with ITU in the framework of regional initiative that ‑‑ or adapted by WTDC in 2014 in Dubai and it was made in the 2015. So, the general idea of this multimedia distance learning course was based on the ‑‑ on the ‑‑ the similar course that we have in the United Nations, it's security in the field. Security in the field, that's basic and advanced.

Some of you know about these courses where we have the ‑‑ a lot of interesting multimedia information about the safety in the real life. This is about our virtual life on the Internet is not ‑‑ it has a lot of different threats that we should protect our children and, of course, it was divided into three different levels. It's basic, for the preschool or junior school children, intermediate for the children in the class between fifth and ninth.

All of these levels there are a lot of interactive slides and images and all of this is voiced by different people. For example, children can choose who will be helping and the girl or the boy and the voicing, especially organized by different heroes and so on.

From the beginning of this course, in December of 2015, until now, we have more than 75,000 unique users of this course, of this course, by Google analytic statistics and also it is more than 80,000 certificates choose that children are adults not only ‑‑ look at these materials, but also the sense of tests and receive a certificate as a result.

So we have users from a lot of countries, but currently, the information available only in Russian language, because it was developed for CIS especially, but we are working on the translation a bit later, and you have the Russian‑speaking users, and the ‑‑ the level of promotion, very different on the activity of local partners and especially the administrations and so on.

We have a lot of offline events organized on the basis of these materials too. So this is like extra users not counted in the previous slide but usually we have the ‑‑ something like a mass of the safe internet in our country, whether we have a lot of activities like the lecturers for children in the schools, especially it's the ‑‑ at the bottom of the slide, you can see the pictures from the many performers for the kindergarten and the link on the ‑‑ on this ‑‑ the full video of this ‑‑ of this many performers. Our students, students with our academy by using materials of the schools provided that the mini performance involves safe using the Internet resources for ‑‑ for the children. I think it was between 4 and 6, and it's like a heroes ‑‑ like a Professor Gulofski, and at the end of this, you have the certificate of the basic level of test for the children.

So we have activities not only in Ukraine. By using these materials, it's like a ‑‑ we have partners at the local universities. In Kazakhstan, we have a partner in ‑‑ as ‑‑ as Kazakhstan university. And they organize a lot of events on the basis of this materials, like special workshops for teachers and the school administration, school administrators and also the students of this university are delivering the materials to the local peoples who are located in the schools. The similar one we have in Kyrgyzstan, and we are working on the different partners in the countries.

And so this improves, and this is the WSIS project prize. It was ‑‑ this is a WSIS project prize in particularly C5 in 2017, as you can see. And as I say, it's our second prize for the projects in this sphere of child online protection. The first one was obtained in 2012, for the special technical solution on the resources in the schools of Ukraine. So I have a similar picture from 2012. Particularly everything is the same, me, the prize but only the Secretary General was different.

And my dream is to make this picture with the next Secretary General and obtain the prize and one of the next ‑‑ the few next years for our other projects.

So in this year, we have new screens and new information that should be analyzed and implemented in the form of additional materials. We updated a lot of information, including all the levels. The new screens and the new test questions, new animations and thematic pictures and photos, et cetera. So for the basic level, related to them, to the search of information in the Internet, and some special issues related to that, for example, the participation in the distance learning lessons, the children should understand or what the ‑‑ the background and the ‑‑ how it ‑‑ how other people are looking on them when they ‑‑ when they have the lessons, et cetera.

A lot of other different topics that you can see on the screen. For the middle, there is also the ‑‑ a lot of different information, including ‑‑ including the ‑‑ the virtual reality, for example, and including the special Spam and the social media, and so on so that especially ‑‑ especially we have concentrating the children on the ‑‑ on the useful information that can be ‑‑ the usable things that can be received from the Internet and do not concentrate themselves on the ‑‑ on the spending time just in the games or without any ‑‑ without any charges and without any active vision.

For the advanced, there's also a lot of interesting things we have, especially some media creativity and video blogging and so they have, like ‑‑ you can see on the picture, and also we think a lot about the digital footprint that ‑‑ I did a test about the Internet addiction. I had an example of family contract and breakfast, dinner without gadgets.

Critical thinking and media literacy and a lot of information about information and the suicidal groups and sexting and sextortion, et cetera.

So the next steps that we see for these special courses, it is, of course, developing the scenarios and the training materials for various groups and age categories. I mean, this updated version. We plan a lot of events with these course materials and we are working on translation of these materials into other languages. We started now from Armenia language, and I think we will be finishing it before the end of the year. And also now we are ‑‑ we are at the beginning of translation into the Kazakh language. So I hope in the future, it will be also available in other official ITU languages.

So we are looking for the support of the distribution of these materials, especially in the local countries by ministry are of communications, by communication administrations, and so on, and also we are working on the integration with new ITU COP guidelines and now I will be demonstrating a little bit how we did this on the example of our trainings. I'm changing now my presentation for other.

And I will be opening some examples.

Yes.

It was yesterday, as I said, you know, we organized the two trainings. First for the children, and the second one for the parents of these children. So we ‑‑ there is one class from the one school. It was children between 10 and 11, maximum 12, I think, and their parents.

The first training was developed for children of this class and this training was in the form of small lecture about the different activities and the rules where we combined the information from child online protection, new child online protection, COP guidelines and some rules and pictures from our online safety, and after this ‑‑ after this lecture, children offered a small test, the Google form, and then ‑‑ and so you can see the topics that ‑‑ the different dangers in the online environment, like flaming, sexting, cyber harassment, outing, et cetera.

And the rules of the Internet and how to conduct yourself in the online environment, like etiquette, et cetera.

You also can see the rules. Everything was explained by trainer, and it was in Ukrainian, but we also have it translated ‑‑ the video record of this activity on YouTube in English.

So ‑‑ and let me also demonstrate to you some practical exercise for ‑‑ for children. Sorry. Practical.

As a practical process, the trainers provided the different cases from the real life, and the different situations and especially some questions that should be interesting for the children and children are answering on the situations and using their own forms in the messenger, we were creating the pools, especially we are using the ‑‑ the message was very popular in the Ukraine.

>> SARAH DELPORTE: Sorry, your presentation is not working.

>> VADIM KAPTUR: Not working?

>> SARAH DELPORTE: It's frozen on the first slide. Okay. Now it's switching.

>> VADIM KAPTUR: I just not ‑‑ not doing anything.

>> SARAH DELPORTE: Okay.

>> VADIM KAPTUR: So just slides from this training that we have probably you can share ‑‑ I will send you these slides and these materials could be used for different stakeholders activities for children in Europe. And a lot of information collected from the different messages, the warning, et cetera, et cetera, et cetera.

At the end of my presentation ‑‑ so the similar ‑‑ very similar materials that are provided by ‑‑ from the different angle ‑‑ let me just demonstrate it ‑‑ I use your time a little built more. And understanding the difference and the practical exercise for parents.

For parents, and the similar four children, we provide the different cases and the different exercises for parents. An example of contract for the use of Internet with your children, where you can put some special blocks and to sign ‑‑ sign some agreement between ‑‑ and about using gadgets and about time of using Internet, and for the parents and for the children, and so on.

So we also have the different questions, and the parents answered on in their messengers and then they analyze it, everything with others et cetera, et cetera.

We also have a small video and probably Sarah, you can help me with this video. It's like a ‑‑ a feedback from two of our yesterday's training participants.

>> SARAH DELPORTE: Yes, let me just display that now.

Let me know that the sound is working properly.

>> My name is Alissa. I'm from Odessa, Ukraine. I want to thank ITU for this training. I received a lot of knowledge, especially about new threats, like cyberbullying, and cyber grooming. Also, it is important to know rules of the Internet and how to protect myself.

I like practice exercise with using messenger. I think it was a good idea to do the training for our parents too. I will be recommending this training to my friends.

>> Hi, my name Alex. I'm from Odessa, Ukraine. I'm ten. Now I know a new word, "net educate." It's said of rules in the Internet, sometimes it is difficult to find common language with my parents about using Internet and playing computer games.

I hope now after this training we will better understand each other.

I want to thank ITU for this training.

>> VADIM KAPTUR: So that is all for this video. As I say, we are ready to share all the materials for this training. We are office for Europe, ITU office for Europe. We have the Ukrainian version of these materials and the English versions of this material, and hope it will be the ‑‑ like a first experiment where we bring together children and parents from the same families and we are expecting on the community effect that we help them to understand each other in much better ‑‑ from the point of view of using gadgets and using Internet and how to ‑‑ how to fix some problems so that sometimes it appears in the family and the conflict between the parents and the children.

We are also considering a continuation, in the other schools and classes, not only in Ukraine, but probably also in the other European ‑‑ the top European countries. So thank you very much, and if you have any questions, I would be happy to answer them.

>> SARAH DELPORTE: Thank you so much, Vadim. Thank you for the lovely feedback from children it was very nice to see what the children have learned and their own experience during the trainings.

So I put the link of ITU web page, of the event in the chat box on this web page you can find a link to the full trainings that was held yesterday morning. So there's a version in English and Ukraine. And on this page, you can find the presentation of all speakers. So there will be hopefully upload after the forum.

So now, I would like to invite you, I hope it's still a good moment for, that but if everyone could turn on the cameras, so we can make great pictures that, would be lovely.

So hopefully we can still do that now. It would be really nice. I'm going to give a bit of time for everyone to turn on their camera. So I see some cameras that start to open. I will still wet a little bit. If not, I will start taking some screen shots. Please don't be shy. I see more people joining us. Let's take a second one.

So that's lovely. Thank you very much.

So now I will actually do a second poll questions. So I will really invite everyone to take part in this poll question. It will be very insightful to have your feedback on this question, and it will be a good basis for the found table. So I will give a little bit of time before the poll question is ‑‑ oh, okay. It's here. So with the aim of strengthening awareness on the ITU COP guidelines and ensuring maximum impact at the national level. Please indicate five most effective mechanisms. If you have any questions on the mechanism, please do not hesitate. I'm here and I give you a little bit of time to answer.

So I don't know what is the response rate for the moment. Maybe I can wait a little bit more still.

Okay. We can wait a little built more, because I think we can have a little bit more respondents.

Okay. Maybe we can stop now and display the answer.

Lovely. Thank you. So we see there's a really big tendencies for the organization of special national workshop trainings and today we actually had some very good example of some kind of different training, and so we firstly ‑‑ and I hope we are not ‑‑ we had the case of Albania with some trainings that were specifically targeting household and yesterday, for those who were present in the session. We see that they are targeting migrant children, which are usually a group of children that needs than others and that was a very interesting training type. We also had the example of the trainings that will be Hungary that all parents, educators and children and we also had the example of Vadim just now with trainings that also target children and their parents.

And we see that there's also a lot for the ITU COP guidelines which is always a pleasure for me to see and I want to reiterate really our support to all countries for that. So we're happy and we want to really help all stakeholders, support all stakeholders in the rollout of the ITU COP guidelines.

Then we also had the propensity for the partnership, I remembered that one of our speakers talked about the channeling of the COP good lines and the materials through existing educational program which is as well a very good way to have an impact directly on children. And an impact that is also long lasting, if I can say. So thank you very much for the feedback. Sorry. We will discuss them more closely during the roundtable which will come just afterwards.

Now I would like to open the floor for any questions but also any exchanges that you want to have between each other.

So if you have some questions, please do not hesitate to put them in the chat box or raise your hand virtually or just directly speak really the floor is yours, to you all.

Yes, Lea.

>> LEA CENGIC: Thank you, really. It was a pleasure to listen to all of those great ideas, and all the great materials that you also presented.

I what I very much liked was the involvement of children. And I think it's important to get them involved through competition or being a part of peer education group or whichever way. And so we also saw today some interesting video spots, which are quite costly to produce. So if anyone from EU is willing to share these video materials to also other countries, it would be a great idea.

For example, I already told you that Klaus was a great success in Bosnia Herzegovina, so if you are willing to share information with the degree up, that might be a good way to exchange ‑‑ exchange materials.

Thanks a lot.

>> SARAH DELPORTE: Thank you, Lea. It's very nice to hear your feedback on the whole session and I think it's important to bring the fact that ‑‑ to have a great impact. It is as collaborative approach, and also between countries who are currently addressing child online protection and if we can work together towards the same goal, it's going to exponentially increase the impact to address child online protection.

Do we have other hands raised and sometime don't have the fuel view of the speakers.

>> PARTICIPANT: Yes, I have raised my hand.

>> SARAH DELPORTE: The floor is yours.

>> PARTICIPANT: Yes, I'm Per‑Ake and I work with the Swedish National Police, and I have been working on this topic for almost 20 years. A topic, I will share with you. First of all, it was nice to be a member of this group today. It's nice to help people would are fighting online against abuse. But I have a negative statement because we have ‑‑ we are in danger of losing the battle for child safety online and that's because of an EU regulation, who will come forward in December of 2021. The National Center for Exploited Children in the US, they have 70 million tips around the world, on people or abusing children, or trying to do that online, especially on Facebook.

I'm sure all the participants, countries have reached those tips, because in Sweden last year, we reached 14,000 tips from them. And a lot of investigations were made ‑‑ that we could hinder this type of expectation, and we also arrested a lot of perpetrators and rescued a lot of children. But this will ‑‑ this opportunity might stop now because of this new EU privacy directive.

And I will encourage you all members here or participants here, to ‑‑ you can go down photo DNA EU regulation, because private protection, the integrity now are fighting against children's rights to have their privacy of the Internet.

So maybe the start of the 21st of December, we will lose this fight.

So please, everybody, contact your EU member and encourage them to vote for exception for us to prolong our fight against these perpetrators for children. That was my message so I'm very concerned that every country will have a lot more abuse against children that we can't fight against.

Thank you.

>> SARAH DELPORTE: Thank you very much, for your words. I leave everyone the opportunity to reflect on it.

So if we have any other questions, maybe we are coming to the end of this session, and we'll soon, switching to the roundtable.

I don't seem to see any. So I would like thank the guest speakers for this insightful session. It was a great pleasure to see all of your national approaches. It was all very interesting and we had a broad range that could later on be developed and I'm very pleased to see that and I'm really encourage you later on in the near future to collaborate, to exchange together. The roundtable will be starting in just five minutes. So I also encourage everyone to stay on the call if you can. That would be a really great pleasure to see you all and to exchange together where it will be a little bit strategic. So really how to ‑‑ if you had any kind of, like, really specific question that you want to raise, any kind of practices that you don't know how to implement. This will be the moment to do so and we'll also be a moment to explain your challenges and how to overcome them with different kind of support but also with different kind of ideas.

So, again, thank you so much to all of you, and I also want to draw the attention on the very big effort from countries in Europe region in had rolling out the COP guidelines but in general addressing the child online protection issue.

So I will give a four‑minute technical break just so you can stretch your legs a little bit, do what you have to do and we'll see each other in four minutes. So, yes, looking forward to see you all there. Thank you.

>> SARAH DELPORTE: Hello, everyone. I think we are back from the little technical break. I hope everyone got the chance to stretch a little bit their legs. So I think the end of the music was also signing the beginning of this roundtable. I will share my screen again so you will have a clearer vision of who will be ‑‑ oops. Who will be moderating today. Here we go.

So this roundtable will be ‑‑ we will have some introductory words by Ms. Anastasiya Dzyakava, with the advisor on online safety at the office of vice Prime Minister of minister for digital transformation of Ukraine. And we have Mr. Jaroslaw Ponder, head of ITU office for Europe. And Mr. Vadim Kaptur, who is the vice vector on scientific work, AS Popov Odessa national academy of telecommunications.

It's my pleasure to give the floor to Ms. Anastasiya Dzyakava. They will present her speech.

>> ANASTASIYA DZYAKAVA: It's a pleasure and honor to be with me today. I would like to thank ITU for being a part of this important event today. Moreover, I really appreciate all the work that organizations do and does in the world to protect children online, as the children is really the most vulnerable Internet users.

And I would like to welcome all the participants of the event as protecting children in our countries. We protect children worldwide as the Internet doesn't have any borders. All the work that you do is really important for Ukraine as well and the work we do in the Ukraine is important in your world as well.

Child online safety became even more important during the COVID‑19 year as children spend more and more and more time online. This basement a challenge for governments and teachers as well, all around the world. Really, I don't know a country in the world who was really 100% prepared and ready for online schools format.

So in a really short period of time, all of us had to adapt our tools to a new reality. For the last four years, I have been working in the with the president of Ukraine. There we have started to raise the online children problems. I will find sexting, and the first in education and awareness about sexual online abuse and sex exploitation. And I would like to share really good news. Yesterday the project, one UNDEP, United Nations fund awareness in the category of peace. And we are really great and honored to receive this award.

During the last year, we have educated more than 100,000 children, and 45,000 parents and specialists. About children online safety, especially, sexual abuse and exploitation. Moreover, a lot of innovative educational tools are developed. For example, in September, we launched a fairy tale for children about extortion, as well as Instagram chat board and how no talk with children of different age.

We as well work with social media by translating and preparing short videos. I was really happy to see Klaus because in the Ukraine, we also have Klaus. We love this video and it's wonderful.

And we have been holding webinars especially during the COVID period, it's one of the most important tools to work with parents, with children and with specialists as well and we have a really great awareness raising campaign through TikTok. I understand for some organizations, it's really big challenge to work or not to work with TikTok, but we decided to work with TikTok and we have great support from children there and they thank you to us a lot of times there.

Moreover with the Department of Education, how to deal with different online risks that children face online. A really important part of our work is to support teachers because for them, it's really a big challenge to adopt to this new online format because some of the teachers really see them for the first time this year. So what we can do is support teachers by our knowledge and share in this experience. Moreover this year, Internet foundation of child sexual abuse materials was launched in Ukraine, thanks to the support and the violence against children. And a few months later, child rescue, they identify child sexual abuse material and communicate and block these types of materials.

In this field we work really closely with parliament and we have legislation draft law. As it was already adopted in first hearing and we are preparing to the second one in the beginning of the next year. This law will be ‑‑ will criminalize children sexual abuse materials, and possession, as well as grooming. For Ukraine, it's really important step.

Coming back to the projects of stop sexting. We have internal affairs and Ministry of Social Affairs, and ministry of ‑‑ National Help Line Center, telecommunicator operator data group and childhood foundation, was launched helpline where children can call and ask about any risks online and ‑‑ that they can face online, yeah.

As was mentioned yesterday, collaboration is really important. So I really believe that this line will be impossible without collaboration. So this line now works 24/7, for children, parents and specialists and became it true and possible for Ukraine.

During today, one of the important problems was awareness raising of the problem and if society in the country doesn't understand the problem, it will be really difficult to work with this. That's why we pay special attention to raise awareness of the problem at different levels. Children, general populations, specialists, parents and government officials as well.

It's important to prevent online harm of children and as well, develop and implementing reforms in this field.

And the national level in this reform, it's important not only to work with main stakeholders, ministries and deputy ministries and parliamentarians but I believe that we should work with people who do this work on the ground, teachers, social workers. We work with police, judges, prosecutors, and we take them onboard and make them our early adopters.

We organize education for them, of webinars or trainings from Ukrainian and international experts and as well Working Groups and I think one is available through today's event is that we start to know each other better. We communicate and we share experience and we make ‑‑ we became closer to work together.

Moreover, together with the children commissioner, we have started the first in the country national research for children online sexual abuse. The main aim of this research is to identify at what age and how children got access to pornography, adult pornography, and what sexual abuse risks they face online.

The results will be presented on Safer Internet Day 2021. I also heard that organizations around the world are already prepared for this event. We are really looking for this as well.

Talking about government partnership involvement, I would like to especially thank the ITU team and others for their help in 2019. A few months before our collaboration, me and the children met with the president of Ukraine and we agreed to launch this at the national level. We organized a meeting and got support from ITU and so this work they are able to start.

Now we work closely with relevant ministries at the national level, mostly with the Ministry of Education, ministry of interior and ministry of social affairs and the parliament.

We work closely with colleagues all around the world from Australia, to UK and US, and sharing our experience is really important and valuable. We understand that the changes at the national level took time. And that's why I agree to the request from publishing house this year, and towards first Ukraine book for parents about child online safety that will be published in February. I hope that it will as well help a lot of parents to protect their children. And I agree and believe that make reforms at national levels especially during COVID period is really a big challenging for all of us, but what I really believe we should do, we have to involve stakeholders at the national level. We have to work with early adopters and people would do this work on the ground, but together with this, it's really important to do like a short‑term project that people, children, parents, specialists can use really now and protect their children right now and not in five years when we have a strategy. I believe that we have to be productive, and adaptive in this will challenging COVID period. Thank you very much for all the people would take part.

>> SARAH DELPORTE: Thank you so much, Anastasia for providing the different examples of how we can involving all stakeholders in addressing child online protection. I would like to open the for if you have any questions that you would like to raise. At the moment, it's really ‑‑ this is really the moment for you to exchange together, and exchange about your challenges but also your best practice that can be implemented elsewhere.

I don't think I see any hands raised so far.

Actually, I have a question for the audience and I will be very happy if each and every one of you could take the floor. My question is: If you could cite two or three challenges of implementing the COP guidelines or on the bigger extent addressing child online protection.

So maybe I can start ‑‑ well, if I look on my screen, I have Anastasiya first. But maybe we can ask Ewa to start or Lea Cengic to start.

Anyone ‑‑ I see that we have also on Amela who is here.

So please, take the floor. So maybe Anastasia, you can start.

>> ANASTASIYA DZYAKAVA: You would like us to discuss the biggest challenges?

>> SARAH DELPORTE: Yes.

>> ANASTASIYA DZYAKAVA: During COVID, the biggest challenge is collaboration. I think in our work, it's really important to work together with different stakeholders and to unite to go and thanks to ITU support, last year, and in the beginning of this year, we had two really big events where we were able to unite people from different ministries, different fields, government, NGO, private sector, Internet providers, and so all from our countries who are involved in this work were provided and it allowed us to be on the same page to inspire people to work more extensively on this work, to share Internet ‑‑ international experience and what's even more important, people ‑‑ the people to meet each other, and to start some project to collaborate.

So there's already some special energy of this offline world, but now during this Zoom period, it's really difficult to do so. So we have online conferences for specialists and special regions, but it became more difficult. But I think as well there are a lot of opportunities and possibilities, because we started to establish online conference for special regions. For example, for Kiev region and we invite people from the different field, for example, social workers, teachers, and police, juvenile police representatives, in one Zoom event. It's to our conference. And it's up to 100 people, but they are from one city or from one region. So we provide for them opportunity to meet with each other and to talk with each other because especially during this period, they meet not so much often or at all.

So we decided to adopt even for Zoom period, and to develop a format that will feed these needs and allow people to collaborate.

>> SARAH DELPORTE: Thank you very much, Anastasia, that was really, really helpful and insightful and it's always good to hear the two sides, what are the challenges and what are the potentialities and the way forward.

Maybe if Vadim could share his experience on the ‑‑ on challenges in addressing child online protection and how to overcome them.

>> VADIM KAPTUR: Thank you, Sarah. So I just start from the one story, from which we can understand the importance of such events so that we have right now, like forums or workshops, where we have the possibility to have the great ideas about some projects, about the implementation, et cetera.

So I think it was in 2011, where we had really a first event on the basis of our academy on the child online protection.

It was the joint for CAS in Europe ‑‑ or Europe and Asia Pacific region. And on this event, we first time presented the idea of creating this multicourse online that I presented in a previous session.

And then we had the output report of this event, that we held. It goes to the ‑‑ two places in the ITU. It was ITU‑D Study Group, which was a question related to cybersecurity and Council Working Group of Online Protection of Children Working Group. And it was supported by the participants and the structure of the future course was presented. Then this idea was delivered in the regional preparatory meeting for WTDC and it was adopted in 2017 in Dubai and then we implemented this course that ‑‑ and using these materials we have now a lot of activities and a lot of children and parents and students, educated with using these materials online and offline.

So what I want to tell you, it's very important to use this possible, use such events not only for the presenting something but also for generating new ideas for the future project, for the collaboration, and these ideas from just ‑‑ just from the strength in the report, about this event can appear in real life in the form of the very interesting projects and it will help our children and parents in this ‑‑ in this difficult situations.

I support as Anastasia states about the program in Ukraine. We have one focal point pushing forward the ‑‑ all issues related to the child online protection in our country, and we see the really good progress in our country. Thank you for this, and from my side, also, I want to take ‑‑ I would raise one problem, that could be said probably, on the level of idea for the future implementation from the ITU.

During yesterday's training, or the training for parents and for children, it was mentioned that it is important at this time, to create the better relationship and trust relationship between children and parents. Because one of the major problems, especially from my opinion, and in this context, the children that meet in the Internet, some problem, like sexting or sextortion or any type of this treat, usually, will not ‑‑ will not go to the parents with this. They trying to find solution by themselves, and asking probably sometimes for the friends, et cetera, not for the parents.

And sometimes it happens we have a lot of trustability for the understanding by parents the modern technologies. Children think that parents not ‑‑ not ‑‑ not know so much as they know in these fields. They cannot understand their problems, et cetera, et cetera.

So the good idea that was mentioned is to help the comment of joint activities between children and parents. Something like common video blog or something that will demonstrate both sides, parents and children are on the same level of using technologies. They can discuss everything and understand each other much better.

So the idea that I can discuss with ITU, is create a common website, a common video blog, a common anything that will help, that will help families to do something together, and to increase this collaboration in the field of information technologies within the families, and I think it will create trustability of the families in this context.

For talking about the trainings and I think it's ‑‑ it's the very first experience for us of course to organize everything online, but I think it was successful, especially for really ‑‑ really new for me to organize the simultaneous translation for the different online ‑‑ YouTube channel.

(Chuckles).

And the interpreter was surprised. Everything was clear and everything was organized perfect, especially we used our own platform, not Zoom. In this case, it was connected in Odessa, because all children and parents and several are in the same city without going traffic outside the country or something like this.

It was some difficulties and technical issues because it's not like Zoom. So we organized a small testing ground the day before the training with children and parents for ‑‑ to be sure that everything is okay.

And I hope this experience, that we have we will be using for the future. So the situation is difficult now taking into account the worldwide pandemic, and in any case, we should ‑‑ we should not forget about the problem of the child online protection and the use ‑‑ any possibilities that we have in technical solutions like the training of delivering our materials.

And one additional thing I will raise, in the pool that we saw at the end of the fifth session, we had a few answers about promotion of COP guidelines. I think one thing was missed. It's important to promote COP guidelines with translation, but also to combine the COP guidelines with the national products and the national experience that we have on the local level and this will add also at the ‑‑ have the community effect from the implementation, but because the simple translation, it would not be doing the same effect as we can appear ‑‑ as we can receive by combining the information from the different products, the different sources, and providing into the different, very active forms. So thank you for this. And I hope you will be sharing your ideas too.

>> SARAH DELPORTE: Thank you, Vadim. That was really useful ideas, and I really like your idea about a competition between children and parents. So this is something that we should definitely consider and we will be very happy to further discuss about this.

I see that Lea has her camera on. So maybe she want to share two or three challenges on your side.

>> LEA CENGIC: Yes, we have been working with parents and children on all issues related to children and media, the only online security for a very long time, and our experience is that, you always have a certain percentage of parents who are very, very interested in their child's well‑being and everything and they will find information and materials.

On the other hand, you have a small percentage of parents who are also educators, who are just not willing to learn more and say, okay, it is a part of this world and the children should deal with it.

But what we try is to reach this ‑‑ the rest of the parents and educators who are a little bit interest and a little bit curious but do not find a way to find information.

And especially in this time, during the pandemic, some certain special issues are even more important, for example, screen time. The time spent using any kind of screens not only being online, but what is, of course, activities that children do the most, but using screens.

Our starting point was not to say it's a bad thing. It's a good thing. If you say directly it's a bad thing, it's a not good start. Just to try to do some small improvements, not a big ‑‑ not a huge difference in your behavior, but just to do something, some small steps to make it a little bit better.

For example to monitor your screen time, or to try as Vladimir said to do some joint activities with your activities and choose the content that you watch together and discuss it and that's the most important thing. The next thing we will do also some activities on screen time. We prepared already a bunch of materials on it and we have extensive insight into media habits and screen time of our children in Bosnia Herzegovina through this research that I mentioned. And next year, we would like to issue some kind of recommendation for it.

And I think the first recommendation will be, it will go into that direction, that it's much more important what you watch ‑‑ what you watch with whom you do watch it, and how do you react to it, and how does it ‑‑ how does it impact you and just the time spent using the screen.

What we try to do is reach out to parents and one good way for us was to go to the morning TV shows, the TV stations, because that's the time when many parents before ‑‑ before their work or at home watch TV. So these issues are always good for such kind of discussions just to give small tips on how to improve their behavior, thank you.

>> SARAH DELPORTE: Thank you. It's very important to share them, I'm sure others have other challenges. I want to stress again really the need for a common approach to address child online protection for all stakeholders. So this is also the moment where between stakeholders you can ‑‑ you can discuss together.

I would just like still on this same question just to know if anyone else would like to take ‑‑ would like to talk, would like to take the floor. Anastasiya, yes.

>> ANASTASIYA DZYAKAVA: I would like to make a small comment according to Lea's speech. I would like to share experience how we invited teachers to this work, because I think it's really big challenge for us, especially because in Ukraine, the biggest part of teachers, it's really young people, to know what is TikTok or Instagram or even Zoom. So it was one kind of challenge to invite teachers to this work.

But we have used two online and one additional tool. The pain one, right now in Ukraine, we have reform after graduate education for teachers. So if before only courses it was held by government system, was counted as after graduate courses. Right now, NGO can provide these courses as well, and it will be count as after graduate education. So in the projects of stop sexting, we can provide this certificate, and it's after graduate education. And the teachers can fill out the feedback form and tell about their experience and come to webinars.

And one more, when we began, we really understood that it would be really difficult to do it by ourself, myself, so that's always I work for collaboration, if we have common goals and common values, we always collaborate with ministries, NGO or other projects.

So we work closely with big organization in the Ukraine, ad camp that had the most active teachers all around the country, and also we work closely with organizations who work with teachers and provide courses, education for them. So we became partners with them and audience, loyal audience, we came to their audience and invited them to work.

Maybe the last one, in October, more than 400 ‑‑ 4,000 teachers ‑‑ 4,000, yeah, held our lessons in schools. And one of the motivations was TV ‑‑ TV show, where ‑‑ that we prepared together with one of journalists. It was really a story of victim, a girl who became a victim of sextortion and grooming, online. It was one of the major TV shows. And I support the idea of involving media, but in the right way when children don't become victims again and provide this interview.

>> SARAH DELPORTE: Thank you very much. Lea, I don't know if you want to reflect back on this.

>> LEA CENGIC: We have a group of teachers who are providing additional materials and who are working on preparation for classes. They are making like templates for classes on different topics. So I think it's very important to include teachers in this process because they know the children best, and they know their process in the schools. So this is our idea next year to do it that way.

And similar no Ukraine, we have the same system of this ‑‑ after graduating education, of teachers and it's not functioning. I have done research on it, in 2013, and we have a media culture which also includes some issues of online security within our mother tongue language, in the Bosnia language, but they do not have any additional education on this.

So it's not a problem only in Bosnia but it's a problem all over the world that you have teachers who graduate. They can graduate now, but in five years, you will not have TikTok, you will have something different. It's really a lifelong learning process and you have always to give an input and to give them support to learn more and include them in preparation of the materials is actually the best way. We will not do it only on child online security. We will do it next year also on other topics like algorithms and social media, disinformation, how to spot disinformation, how to verify the content video sharing platforms and how to report inappropriate content and similar topics.

Thank you.

>> SARAH DELPORTE: Thank you very much, Lea.

I can maybe display for ‑‑ if no one else has anything else to say about the specific topic, I will display again the poll question and the poll answers of the previous session that web maybe reflect a little bit on these.

I hope everybody can see my screen right. No I need to put it in full mode. I cannot find the full mode. Yes.

Here we go. So those were the answers from the previous poll questions. So as you can see, there is ‑‑ in red are the ‑‑ the answers with the biggest rate. So we can see that there's really a lot of persons willing to have special workshops and training. We had a lot of great example on how this can be implemented, but also sometimes it is hard, I believe, for some countries to have appropriate ‑‑ and the practical steps to achieve such training. So I think it's important to see that there are many different ways to have these trainings because you can partner with some NGOs. You can partner with different stakeholders, national stakeholders of your countries to do so.

There's the second one, which is the translation of the COP guidelines but alongside that we will have some budget constraints that are predominant and some ways to overcome the challenges is to partner with some local ‑‑ with some national stakeholders. We have, for example, the example of Dr. Katalin Baracsi, who is partnering with a student who does translation. There are a lot of students who do this type of work, especially if the material itself is afterwards approved by some governmental authorities, which is, in fact, a prerequisite in the translation of the COP guidelines is to have the support of the leading organization ‑‑ authoritative body in that domain.

If no one wants to jump.

>> The conversation about the specific numbers, I think we can call for the ‑‑ for the end of this roundtable.

Oops.

I will stop sharing my screen now.

So thank you for this fruitful exchange. During the whole day, it was nice to see your natural approaches during the first session of today.

It gave us a lot of really, really good example, and I think it will help with further collaboration in that sense I see that there's already some countries who exchanges on the idea of ‑‑ the idea of exchanging materials. And so we have the video campaign that will be further exchanged. Also, I just want to stress again that all the presentation will be available on the ITU website, the web page event. I can pop again the link in the chat so you can have it on hand. So in case you need again to have a look at all of these.

And I want to thank again all the countries that are currently rolling out the COP guidelines or on the way to do it and as ITU, we are very pleased to offer support.

So I will leave the floor to Jaroslaw ponder who is here to close this session.

>> JAROSLAW PONDER: Thank you, Sarah. And just to reiterate your words for a great discussion today.

Ladies and gentlemen, just one additional point. You already mentioned this at the beginning of this workshop, we are currently in the process of the prioritization and of the determining the priorities of the region. There's no doubt that the child online protection and the work around this area is one of the priorities currently not only because of the importance of the issue, but also because of the urgency posed by the pandemics.

So therefore, we encourage all countries, those who would like to see more happening and specifically in our region, in this field, to join us in January and at the virtual meeting. Regional preparatory meeting, and for WTDC, but also to make the submission.

So to put in writing around the challenging and the expected results because it can be considered also by the Member States as the run ‑‑ one of the areas of ‑‑ of the action.

So in a sense, I would like to thank our partner, the online academy, who I always mention, who is longstanding partner of the ITU and our ITU islands in Odessa. We are always finding the ‑‑ at the home and the great facilities for holding the ITU events but also to the human capacities, to advance and work on the ICTs. So we are very grateful, not only for this action but also for the great job you are doing.

We as the ITU look for your collaboration in that sense. And so with this, I would like to invite Vadim Kaptur for the closing remarks. So Vadim?

>> VADIM KAPTUR: Thank you, Jaroslaw. First of all, I want to thank all the participants for this active participation in this very important event, that COP forum for Europe, and it was very interesting to hear on the presentations that we read during the two days. And for of the excellent moderation from your side from Sarah's side, and it was very ‑‑ very interesting to discussion that we have today, during the ‑‑ during the round table, and I think we have a lot of new ideas for the future collaboration and the future activities. As Jaroslaw said, please do not hesitate to share your vision and your visions with ‑‑ with ITU, and in ITU, you have a lot of different tools for empowering your ideas, including Study Groups, including regional preparatory meetings within the worldwide conferences and all of this transforms into the regional initiatives and the real projects that can help ‑‑ can help people in the real life, especially for this difficult ‑‑ this difficult period that we have now.

Thank you very much for ITU for the ITU regional office of Europe, and Los Angeles I want to thank the representatives of our ministry of digital ‑‑ of digital transformation, for their support of this event.

Thank you, and I hope ‑‑ I really hope the next time we will meet physically in Odessa, and especially we can share not only our warm wishes from the distance as usually asked, but as I said, we prefer not only telecommunications but body communications for this. Thank you again and see you in Odessa next time physically.

>> JAROSLAW PONDER: Thank you very much, Vadim, for this. And with this, we declare the meeting closed and wish you safe travel home, which is what we would usually be saying. So have a safe travel home. Let's keep the traditional. Thank you.

>> VADIM KAPTUR: Thank you. Bye‑bye.

>> JAROSLAW PONDER: Thank you. Bye.

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