

HATE

M E T E R

Hate speech tool for monitoring, analysing
and tackling Anti-Muslim hatred online

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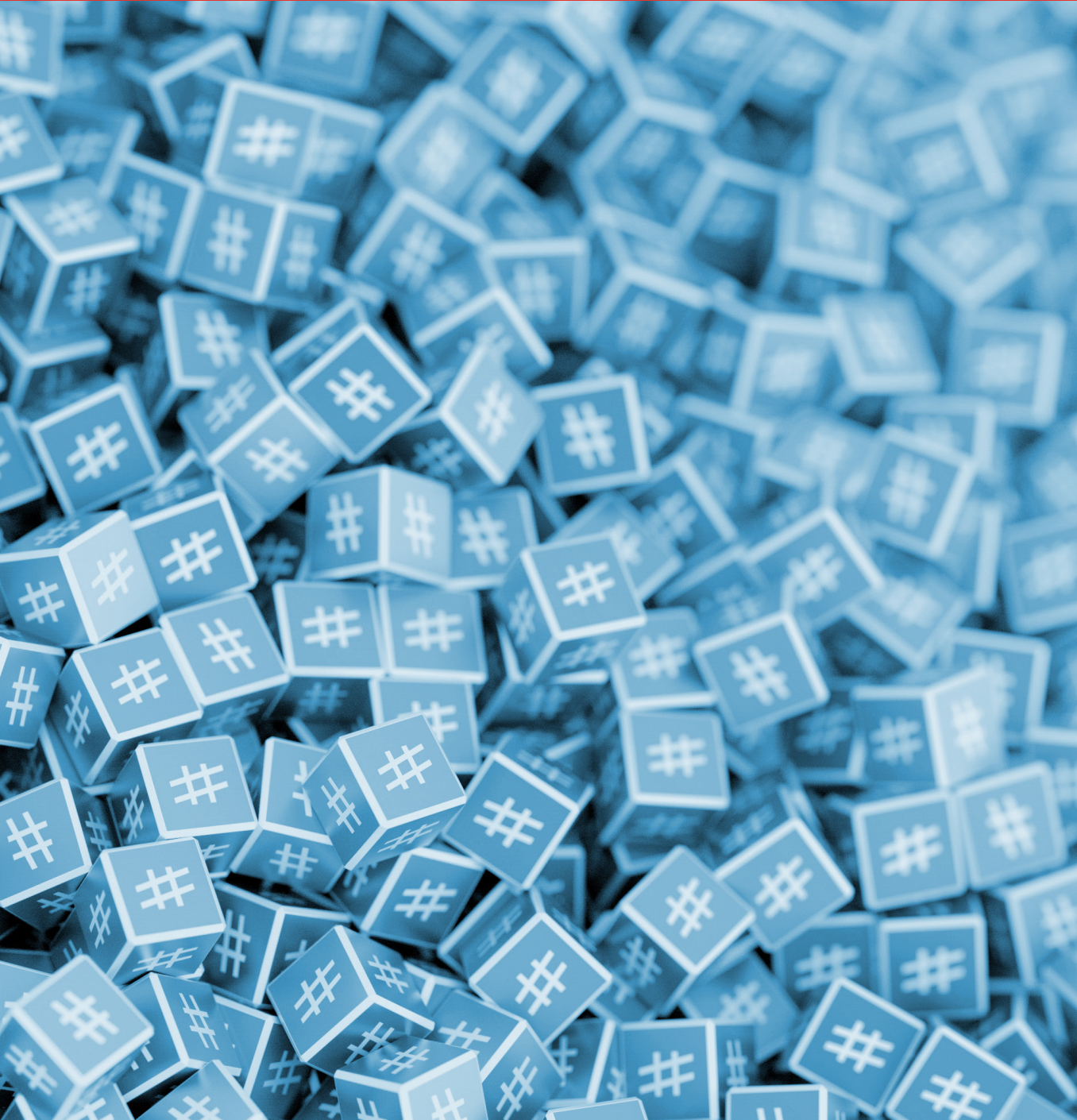


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D21

December 2019

Training seminar for stakeholders



D21 – Training seminar for stakeholders

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Author(s):	Isis Koral (CCIF), Andrea Di Nicola, Daniela Andreatta, Gabriele Baratto and Elisa Martini (UNITRENTO), Serena Bressan (FBK), Jérôme Ferret and Mario Laurent (UT1-Capitole)
Reviewer(s):	Isis Koral (CCIF), Andrea Di Nicola, Daniela Andreatta, Gabriele Baratto and Elisa Martini (UNITRENTO), Serena Bressan (FBK), Jérôme Ferret and Mario Laurent (UT1-Capitole)
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Executive summary

This document is the deliverable **D21 “Training seminar for stakeholders”** of project **Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online**, finalised within **Activity 5.4 “Disseminating and communicating project information and results”** of **Workpackage (WP) no. 5 “Training, dissemination and sustainability strategy”**.

The training seminar for academics and research organisations has been held the **18th December 2019** at the **University of Toulouse**, Toulouse (France).

This deliverable provides a brief **overview of the Hatemeter project** and of the **Hatemeter Training deminar for stakeholders** (e.g., non-governmental organisations, law enforcement authorities, journalists, security companies, volunteers, students), with some **pictures** taken during the seminar. The documents contains the **agenda** of the event (Annex A) and the power point **presentations** (Annex B).

1. Introduction

Project “Hatometer - Hate speech tool for monitoring, analysing and tackling anti-Muslim hatred online” aims at **systematising, augmenting and sharing knowledge of anti-Muslim hatred online**, and at increasing the efficiency and effectiveness of NGOs in **preventing and tackling Islamophobia** at the EU level, by developing and testing an **ICT tool (i.e., Hatometer Platform)** that **automatically monitors and analyses Internet and social media data** on the phenomenon, and **produces computer-assisted responses and hints** to support **counter-narratives** and **awareness raising campaigns**.

More specifically, backed by a strong interdisciplinary effort (criminology, social sciences, computer sciences, statistics, and law), the Hatometer Platform uses a combination of **natural language processing (NLP), machine learning, and big data analytics/visualization** to:

- A. identify and systematise in real-time actual “red flags” of anti-Muslim hate speech and/or possible related threats online (**Real-time Identification**);
- B. understand and assess the sets of features and patterns associated with trends of Islamophobia online (**In-depth Understanding**);
- C. develop an effective tactical/strategic planning against anti-Muslim hatred online through the adoption of the innovative Computer Assisted Persuasion (CAP) approach (**Tactical/Strategic Response**);
- D. produce an effective counter-narrative framework for preventing and tackling Islamophobia online and building knowledge-based and tailored awareness raising campaigns (**Counter-Narratives Production**).

The Hatometer Platform has been **piloted and tested in three NGOs of EU Member States (MSs)** where the magnitude of the problem is considerable but no systematic responses have been implemented (**France, Italy and the United Kingdom**), thus enabling Project Hatometer to address several objectives of the **Annual Colloquium on Fundamental Rights "Tolerance and respect: preventing and combating anti-Semitic and anti-Muslim hatred in Europe"** and the **European Agenda on Security (2015)**, as well as the **priorities** of the REC call of proposals.

In order to strengthen **cooperation** between key actors and to ensure the **widest circulation** and **long term impact** of the project results on future research streams and operational strategies, the project favoured **capacity building and training** and the **sustainability and transferability** of the Hatometer Platform among **other target stakeholder groups** (e.g., LEAs, journalists/media, etc.) across the EU and for **other forms of hate speech**, through the building of the “**EU laboratory on Internet and social media for countering online anti-Muslim hate speech**” (i.e., Hatometer Lab).

2. Overview of the training seminar for academics and research organisations

The **Hatemeter Training seminar for stakeholders** has been held the 18th December 2019 at the "Salle des séminaires - Bibliothèque de l'Arsenal" Floor -1 of the Library of the Université Toulouse 1 Capitole 11 Rue des Puits Creuses, 31070 - Toulouse Cedex 07 (France).

The responsible partner of the event is **Collectif contre l'islamophobie en France (CCIF)** that organised the event together with the **University of Trento, Fondazione Bruno Kessler** and the **Université Toulouse 1 Capitole**.

The one-day training seminar has seen the **participation of representatives of non-governmental organisations (NGOs) and civil society organisations (CSOs), anti-discrimination experts/professionals, civil servants, Muslim community leaders, journalists/media, law enforcement authorities (LEA), and security companies**. The **aim** of the seminar was to supply detailed information on all the phases of the project, from the assessment of needs to reviewed state-of-the-art and the new knowledge and standards developed, to provide knowledge, competences and instruments (procedures, standards, guidelines), in order lay the ground for fully implementing an innovative approach to prevent and tackle Anti-Muslim hatred online (see also D19 - Training Module B; Hatemeter Lab meeting).

Fig. 1 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Giulia Pirozzi (Amnesty International Italy).



Fig. 2 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Isis Koral (CCIF).



Fig. 3 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Bill Howe (Stop Hate UK).



Fig. 4 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Marco Guerini (FBK).

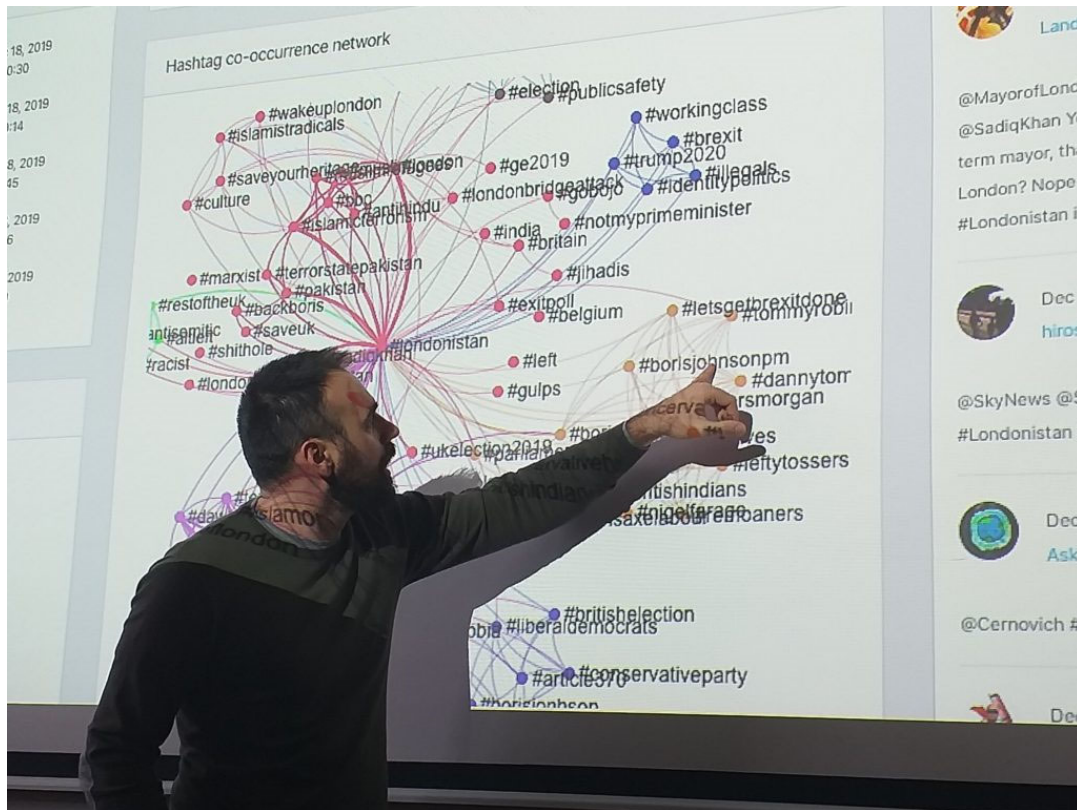
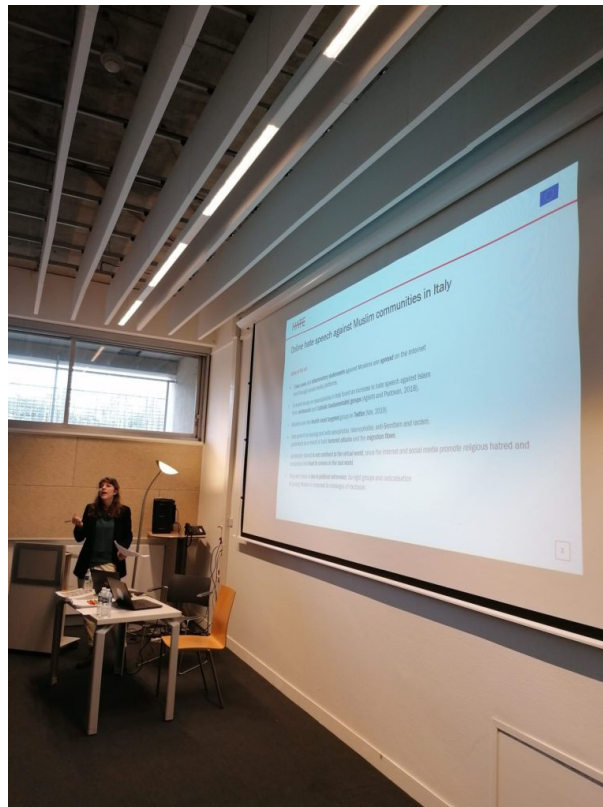
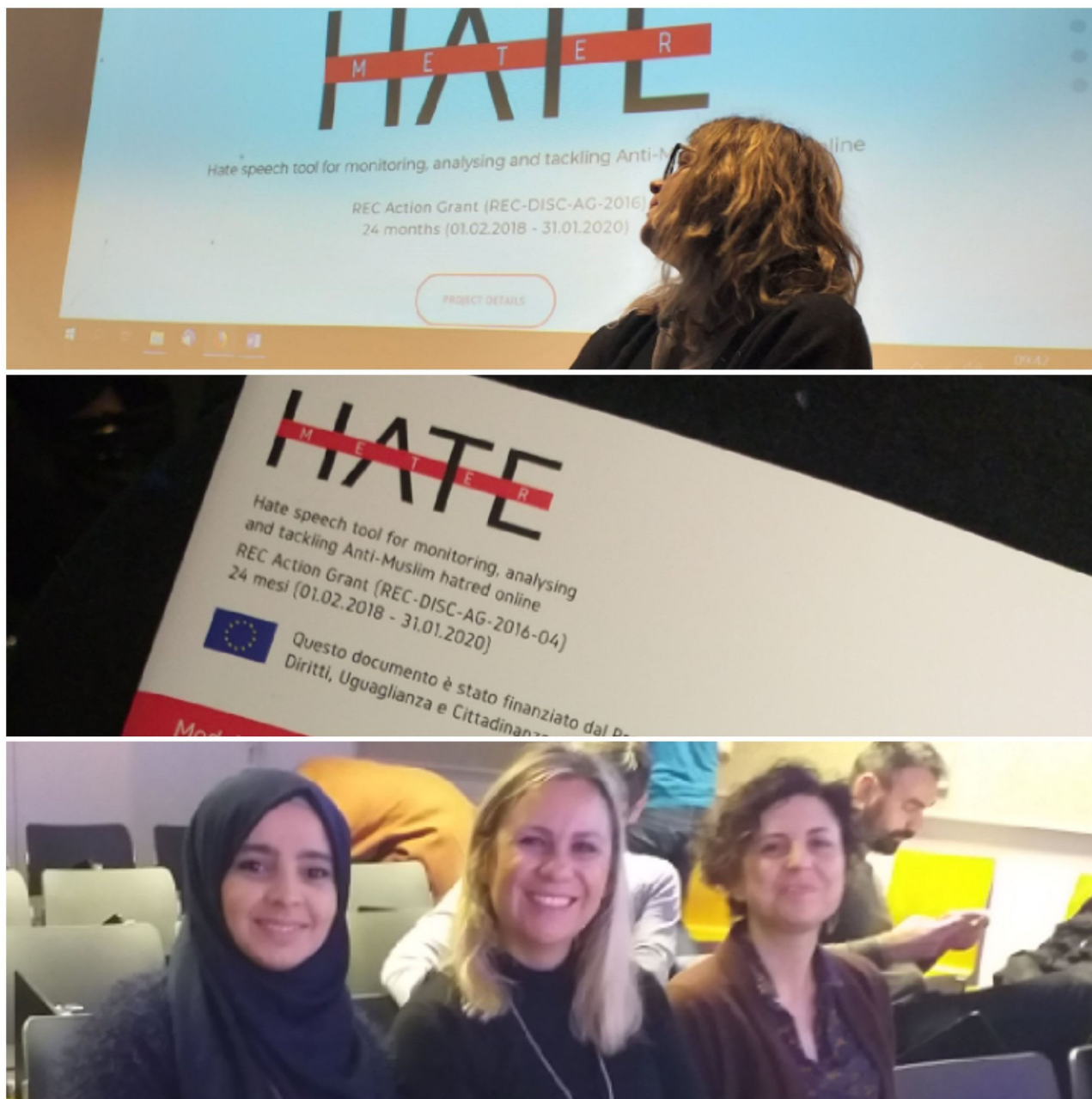


Fig. 5 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Daniela Andreatta (University of Trento).



The participants at the seminar received the deliverable “**D19 – Training Module B**” (published in English, French and Italian), designed to be used by stakeholders outside the Hatometer project (i.e., NGO/CSO representatives; civil servants; Muslim community leaders; journalists/media; LEAs) as a **manual** to understand the Hatometer Platform’s (also referred to as the Hatometer Tool) main **goals**, how it **works** and what it can **achieve**.

Fig. 6 – Overview of the project results, pilots and roundtable of the Hatometer Lab: final pictures of the participants and deliverable.



The **feedback collected** during the seminar will be fundamental to assess the sustainability and dissemination of the results of the Hatometer project, as well as to understand how the methodology and the Platform can be employed by experts on the topic in further works and research.

Annex A

Agenda Hatometer Training Seminar #2

18 December 2019

Professionals

09.30 – 09.45	Registration of the participants
09.45 – 10.00	Welcome and presentation of the participants at the seminar (<i>Université Toulouse 1 Capitole</i>)
10.00 – 11.00	Introduction of Hatometer project: aim, methodology, expected results (<i>University of Trento and Fondazione Bruno Kessler</i>) <ol style="list-style-type: none"> 1. The Italian Pilot: What is known about Islamophobia online // Effectiveness of the existing tools and techniques to fight against Islamophobia online (<i>University of Trento</i>) 2. The French Pilot: What is known about Islamophobia online // Effectiveness of the existing tools and techniques to fight against Islamophobia (<i>Université Toulouse 1 Capitole</i>) 3. The UK Pilot: What is known about Islamophobia online // Effectiveness of the existing tools and techniques to fight against Islamophobia online (<i>Teesside University</i>)
11.00 – 11.15	Coffee break
11.15 – 11.45	Presentation of the Hatometer platform (<i>Fondazione Bruno Kessler</i>)
11.45 – 12.30	Presentation of the three Hatometer pilots by NGOs representatives in Italy, France, and the UK (<i>Amnesty International – Italy, Collectif Contre l'Islamophobie en France, and Stop Hate UK</i>)
12.30 – 13.00	Conclusions on the qualitative and quantitative evaluation of the pilots (<i>University of Trento</i>)
13.00 – 14.00	Lunch
14.00 – 14.45	Work groups on the functioning of the Hatometer platform and assessment of its efficacy and efficiency
14.45 – 15.30	Presentation of the results, suggestions, insights, recommendations by the work groups
15.30 – 16.30	Roundtable discussion on project Hatometer: the efficacy and efficiency of the Hatometer platform for NGOs, LEAs, policy makers, Muslim community leaders, ICT companies
16.30 – 16.45	Open questions and discussion
16.45 – 17.00	Seminar review and closing

Annex B

Presentations



Hatometer - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

State of the art of Islamophobia in Italy

Andrea Di Nicola, Stefano Bonino, Elisa Martini
Daniela Andreatta
University of Trento



Section 1

Online hate speech against Muslim communities in Italy

Online hate speech against Muslim communities in Italy

State of the art

- **Fake news** and **inflammatory statements** against Muslims are **spread** on the Internet and through social media platforms.
- A recent study on Islamophobia in Italy found an increase in hate speech against Islam from **neofascist** and **Catholic fundamentalist groups** (Aglietti and Padovan, 2018).
- Muslims are the **fourth most targeted** group on **Twitter** (Vox, 2019).
- Hate speech is soaring and with xenophobia, Islamophobia, anti-Semitism and racism, particularly as a result of both **terrorist attacks** and the **migration flows**.
- Anti-Muslim hatred **is not confined to the virtual world**, since the Internet and social media promote religious hatred and xenophobia that **lead to crimes in the real world**.
- They also favour a **rise in political extremism**: far-right groups and radicalisation of (young) Muslim in response to messages of exclusion.

Section 2

Existing tools

Overview of the research on tools and the legal, political and social techniques against hate speech and/or Islamophobia in Italy

	Hate speech and/or Islamophobia
Monitoring tools	<ul style="list-style-type: none"> • Vox (2018), <i>La mappa dell'intolleranza</i> • Amnesty International Italia (2018), <i>Conta fino a 10. Barometro dell'odio in campagna elettorale</i>, Roma: Amnesty International Italia • Project React • The European Observatory for Illegal Hate Speech Online and Fake News • Hatebase
Educational tools	<ul style="list-style-type: none"> • Project PRISM • Project 'PROXI' • Project 'BRICKS' • Project 'Media against Hate' • Project 'Words are Stones' • Project 'Silence Hate'
Legal, political and social techniques	<ul style="list-style-type: none"> • Pugiotto, (2012), <i>Le parole sono pietre? I discorsi di odio e la libertà di espressione nel diritto costituzionale</i> • Gometz (2017), <i>L'odio proibito: la repressione giuridica dello hate speech</i> • Giovannetti and Minicucci (2015), <i>L'hate speech nei new social media</i> • eMORE (n.d.), <i>Monitoring and Reporting Online Hate Speech in Europe</i> • Italian legislation (e.g. Mancino Law, Legislative Decrees n. 215 and 216 of 9 July 2003; Article 33 of the Constitution; etc.) • European Union legislation and directives (e.g. ECHR; Fundamental Rights of the EU; EU directives on Racial Equality; etc.)

5

Strenghts and weaknesses of the tools

Legislative panorama

- **No laws on freedom of religion and against online racisms** and 'there have been only secondary and fragmented initiatives.'
- **Lack of clear legal definitions** of hate speech and hate crime problematise the fight against Islamophobia (which is not well delineated in the legal context) both at the national and at the European level.
- The **legislative framework is challenging**, as certain categories tend to be excluded from the Mancino Law of 1993. This becomes particularly problematic when discriminatory actions against Muslims intersect with other factors, for example gender and sexuality.
- **Cyber-hate** is even more problematic as well as the prosecution of the 'hate preachers'.

Reporting and detecting hate crimes is problematic

- Previous research highlights that in Italy **hate crime appears to be experienced less than hate speech**
- **LEAs** make available tools and channels for online warnings but these are not very well known or used. **Third Part** reporting is not available. **Warnings to social media** supervisors are often inefficient as there are tolerant policies of self-regulation. According to the **postal police**, anonymity online is an illusion as investigatory activities lead to the identification of users; however, websites are often hosted on foreign websites and servers, therefore there are problems with both accessing data and shutting down some webpages.
- **Lack of sensitivity** over hate speech

Lack of awareness raising campaigns

Challenges from the cultural and political landscape

6



Hatemeter - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

The French Pilot: What is known about Islamophobia online

Mario Laurent and Jérôme Ferret
Université Toulouse 1 Capitole



Introduction

Hatemeter Project

Actors:

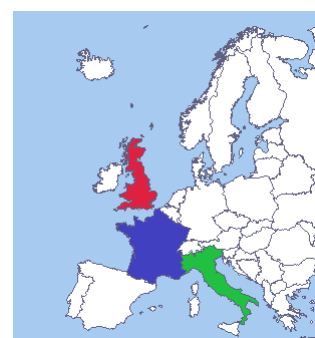
3 countries (Italy, France, UK)
7 partners (3 universities, 1 research institute, 3 NGOs)
Criminologists, sociologists, NLP researchers (computer science and linguistics)

Steps of the project :

1/ 2018 - Context study, research review and interviews
2/ 2019 - Development of the tool, work with NGOs and implementation
3/ Currently – Test and analyses with the platform, dissemination : presentation to new partners

3 different contexts :

Migration crisis is the most sensible subject in Italy
UK and France are both historical colonialist countries and were affected recently by several terrorist attacks
Multicultural society in the UK vs Laicity in France



Section 1

French laws and context

Socio-legal background

Our subject of study is mainly related or affected by 3 important pieces of law

Law on « haine et incitation à la haine »

- Any hate speech, discrimination or violence against someone based on their ethnicity, religion, race or nationality is prohibited
- This also apply to writing discourses and to any public communication, including using electronic devices

"Ceux qui, par l'un des moyens énoncés à l'article 23, auront provoqué à la discrimination, à la haine ou à la violence à l'égard d'une personne ou d'un groupe de personnes à raison de leur origine ou de leur appartenance ou de leur non-appartenance à une ethnie, une nation, une race ou une religion déterminée, seront punis d'un an d'emprisonnement et de 45 000 euros d'amende ou de l'une de ces deux peines seulement."

"[...] soit par des discours, cris ou menaces proférés dans des lieux ou réunions publics, soit par des écrits, imprimés, dessins, gravures, peintures, emblèmes, images ou tout autre support de l'écrit, de la parole ou de l'image vendus ou distribués, mis en vente ou exposés dans des lieux ou réunions publics, soit par des placards ou des affiches exposés au regard du public, soit par tout moyen de communication au public par voie électronique [...]"

Law on « statistiques ethniques »

- It's forbidden to gather any ethnic or religious data without special agreement
- No racial studies (can make the evaluation of discriminations harder and assumption of the far right activist stronger)

Law on « laïcité » (laicity/secularism)

- Wearing any visible religious sign is prohibited to anyone working for the french state and in schools
- This law create debates and its interpretation by different political groups is still controversial

Epistemological issues

New laws and ambiguities

A new text of law was voted at Assemblée Nationale in July specifically addressing **online hate speech**.

- incitation to hate, discriminate or commit violence, based on sex, sexual orientation, gender identity, disability, ethnicity, nationality, "race" or religion.
- social network has to delete it in less than 24hrs and replace it with a message indicating the removal.

During the debates at the Assembly, activists expressed some complaints on the text and asked to replace the term **"Islamophobic"** with **"anti-Muslim"**.

- fear that "Islamophobia" could be used to prohibit any criticism of the religion itself.
- tension around the place of Muslims in French society.
- epistemological battles over terms qualifying the hatred of Muslims.

In 2017, the word **"race"** was removed from the constitution's Article 1

- viewed as a racist tool.
- question dividing researchers or citizens but the vote was unanimous.
- racism based on biologic differences has been replaced by opposition between French culture and foreign culture, seen as invasive: **"neo-racism"** (Froio, 2018 ; Tahata, 2018).



5

Other parameters

Social network exchanges and media influence

Twitter mechanics also play a role in the form of hate speech.

- maximum size of tweets prevents the development of a constructed speech
- forces writers to be more concise and more divisive
- Polarization of the exchanges between support and anti-Muslims groups

The **effectiveness** of a tweet seems **linked to its controversial nature** (Longhi, 2017)

False news reached **more people** and **spread faster** than the truth (Vosoughi, Roy and Aral, 2018)

« Islamophobic controversies often started from social media before getting debated in mainstream media and triggering reactions among politicians. » (Faytre, 2019)

→ after a viral video posted on Twitter by a RN representative questioning the place in society of women wearing the veil, continuous news channels in France have regularly debated this subject, during the month of October 2019, often receiving around 200,000 viewers → resulting in more online debates and hate speech

Section 2

Interviews and online observation

Interviews

Main results from the in depth interviews

All the interviewees were Muslim women, activists in three different associations

According to them and our observation, **anti-Muslim** hatred takes **two** main forms:

- **Hate speech**, based on **prejudices associated** with Muslims or people of North African descent and culture
- **Cyberbullying campaigns** targeting publicly known and recognised Muslim **personalities** or any person who have been exposed in the media as Muslim

Online harassment undertakes the following **path**:

- a **religious sign** visible in the media is associated with a willingness of its bearer to **proselytise**
- **proselytism** for the Muslim religion is associated with **extremist** branches
- these **extremist** branches are then associated with the **jihadists** → and finally with ISIS and **terrorist attacks**

After being identified by a group, the **victims** can be **pursued relentlessly** by comments under their profiles, publications or by private messages.

They can receive « simple » insults to death threat.

Online observations

The three main groups producing anti-Muslim hate speech

- **Far right** groups, called « **Fachosphère** », includes political parties, other official groups as well as other individuals (Rassemblement National, FdeSouche, Génération Identitaire...)
 - Their discourse relates many **societal problems** to **immigration** and « **choc des cultures** » (cultural clash)
 - Some of them argue that they fight for the **common good**, including their target populations (Muslims), who would supposedly live better if they leave France or if they adopt French culture.
- **Conservative and Catholic** right
 - Their speeches defy the presence of Muslims in public space on the pretext that they must respect the historical right to govern and to speak in public held by Judeo-Christian white culture
- « **Laïcistes** » (secularist claimants), often politically affiliated with a left-wing party (intellectuals, journalists...)
 - They claim an **extreme** interpretation of **secularism** such that no sign or religious claim should be tolerated in the public space (including the streets and media)
 - This group has the most **sophisticated** discourse in which hate speech is **subtle** when existent.
 - They can launch **harrasment campaigns** aim to target Muslim personalities in order to **silence them**.

Example of the two main forms of anti-Muslim speech on Twitter



À l'UNEF, la convergence des luttes est bien entamée. C'est la présidente du syndicat à l'Université Paris-Sorbonne qui le dit.

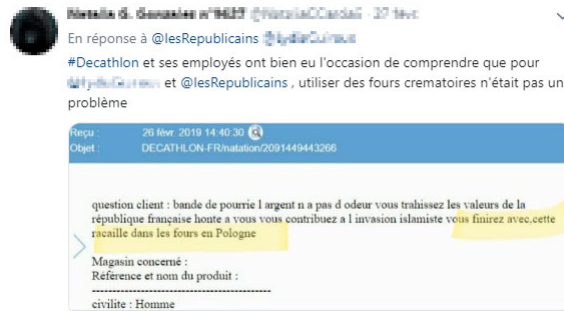


Le DRH de la **#RATP** a une immense responsabilité dans la grève qui paralyse métro et RER depuis le 5 décembre. Il a recruté des milliers d'agents arabo-musulmans qui méprisent **#Noël** et considèrent les usagers comme du bétail. En décembre, ils sont tj en grève. **#grevedu13decembre**



- Sophisticated attack against women wearing veil, because of the fear of « **Islamisation** » of the french society, leading to a harrasment campaign
- Offensive message linking arab and muslim workers to all the difficulties implied by a strike in parisian public transports

Harassment campaign and direct threats with « DMs »



Sport shop (Decathlon) employees have been threaten to death (here to be send into gas chambers) after it have been suggested on social network that Decathlon will sell a « hijab for running »

11

Section 3

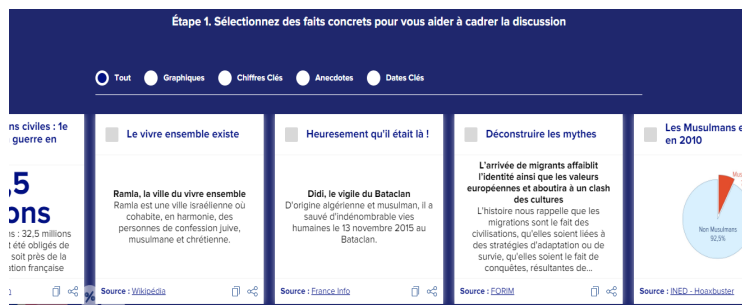
Existing tool

Previous work

Platform to fight hate speech and fake news

In 2015, "Engagement Citoyen et Appartenance Républicaine" was ordered by François Hollande.

- build of a counter-narratives platform to respond to racist, anti-Semitic and Islamophobic online speech.
- evolved into 'Seriously' → a platform to help social media users debunk fake news and respond to hate speech by helping them find the right information to do so.
- the user have to chose : Anti-Muslim, Antisemitism, Fake-news, LGBT-phobia, Racism, Sexism, Xenophobia.



Previous work 2



Finally, they offer a list of links to research article, verified documents, awareness raising campaigns and videos. At the end of the process, the tool generate a summary of all the points made.

- Nice interface and graphical counter-narratives which could have a positive impact on third parties
- Searching for the good counter-narrative make the user learn more about it but can be difficult
- Can't be use to monitor or understand hate speech, do not adapt directly to a precise hate speech message



Hatemeter - Hate speech tool for monitoring, analysing and tackling
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TRAINING SEMINARS

Toulouse, 17-18 December 2019

The UK Pilot: What is known about Islamophobia online //
Effectiveness of the existing tools and techniques to fight against
Islamophobia online

Parisa Diba, Georgios A. Antonopoulos and Shani Burke
Teesside University



Findings from the Virtual Ethnography

Findings – Virtual Ethnography

‘Muslims as Invaders to Europe/UK’

‘Muslims as Sexual Exploiters and/or
Paedophiles’

Dehumanisation of Muslims

‘Islam as an Evil, Ideological Cult’

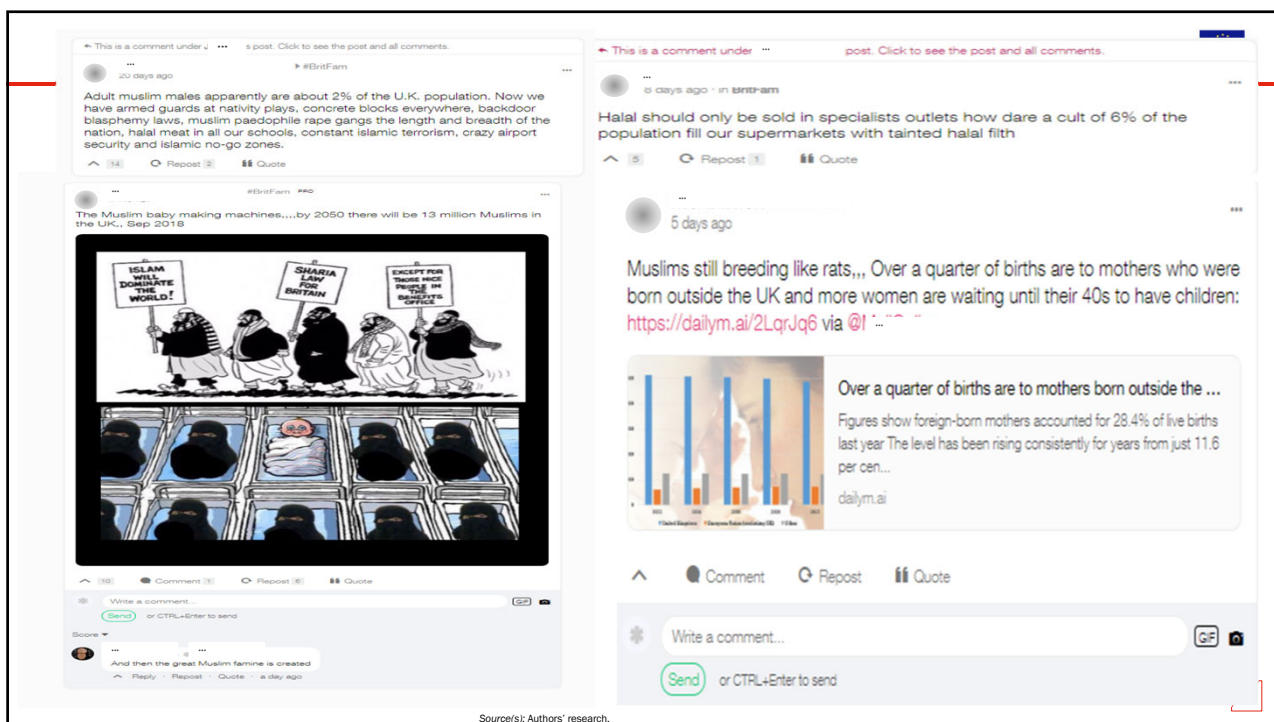
Counter-Narratives

3

‘Muslims as Invaders to Europe/UK’

- ‘A stealthy, Islamic takeover by Muslims who seek to impose Sharia law to advance Islam in the UK, resulting in the UK being ‘lost’ or finished”
- Many posters made reference to the ‘seemingly constant building of new mosques in the UK, alleged high birth rates of Muslims in the UK, and large numbers of immigrants to the UK from Muslim-majority countries’
- Frequently used terms of ‘Islamification’ and/or ‘Islamization’

4



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‘Muslims as Sexual Exploiters and/or Paedophiles’

- In the UK, Muslims are thought to be the common perpetrators of crimes including grooming gangs, the child sexual exploitation and trafficking of underage and young females
- Conflation of Islam and paedophilia, widespread belief the Qu’ran endorses and sanctions paedophilia and child rape of girls and boys
- Constant insult and use of ‘Muslim Paedos’

6

Dehumanisation of Islam and Muslims




Source(s): Authors' research.

9

‘Islam as a Cult, Not a Religion’

- ‘Islam is not a religion, it is instead a monolithic ‘death cult’ that is intent on slaughtering non-Muslims in the UK and wider Europe, taking over countries in the latter region’
- ‘Muslims are mindless followers, intolerant evil, barbaric, prone to violence and possess paedophilic and rapist tendencies towards women and children’
- ‘Incompatibility of Islam and Muslims in the UK’

10

HATE



... day ago

Don't underestimate the enemy. Muslims are very aggressive. They're like fucking Orcs. And a lot of them are training and buying guns. It's going to be bloody. They have no problem being savage. Just take a look at the pictures of the rapes & beheadings in Iraq, Syria, the UK & Europe. The only thing they understand is reciprocal and greater savagery. Be ready.

a day ago

The Sharia motto is 'Islam or death' and they mean exactly that.

Their problem is that American patriots are armed to teeth. We're talking over 10 million patriots, at least. And we patriots are gonna have the final say on who's doing the dying here in the colonies.



fake Muslim marriage yet another great thing to mention discussing all things islam like paki paedo grooming gangs , fgm , acid attacks , honour killings , benefit / id theft , terrorism , heroin & people trafficking, islam a vile fascist intolerant cult rotting our culture

11:02 PM - 21 Nov 2017

Replying to ...

I am totally disgusted with the church of England and our government allowing these fucking stoneage muslim Bastards in to our capitals cathedral They are not BRITISH they have no loyalty to UK They are all servants of islam and islamification of the UK

**IN THE NAME OF FREEDOM
FUCK ISLAM**

**FUCK ALLAH. FUCK MUHAMMAD.
FUCK THE KORAN. FUCK PEOPLE
WHO SUPPORT TERRORISM.**

Or I'll kill yo


7:33 PM - 15 Dec 2017

After the IRA there hasn't been any religious nut jobs murdering the public in the UK bar those in the name of Islam. Play the race card all u like to anyone who highlights this but it's a fact . Curb this cult [#manchesterattack](#)

10:49 AM - 22 May 2018

Source(s): Authors' research.

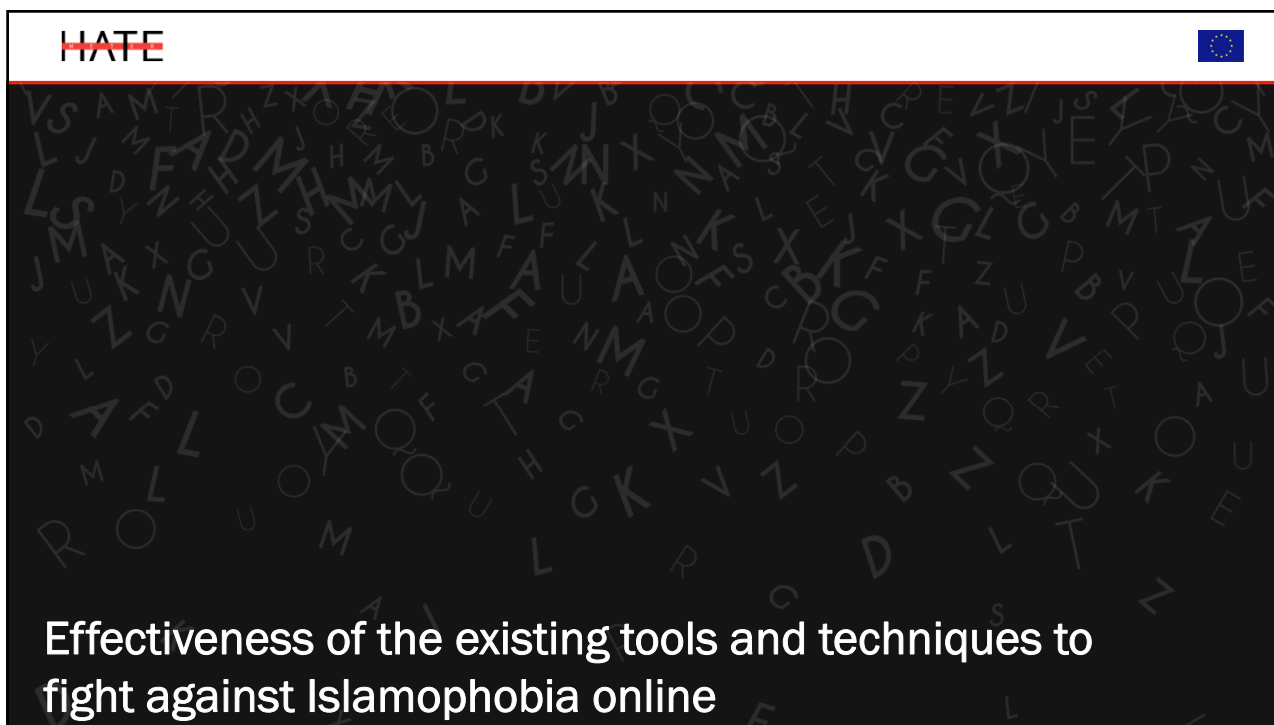
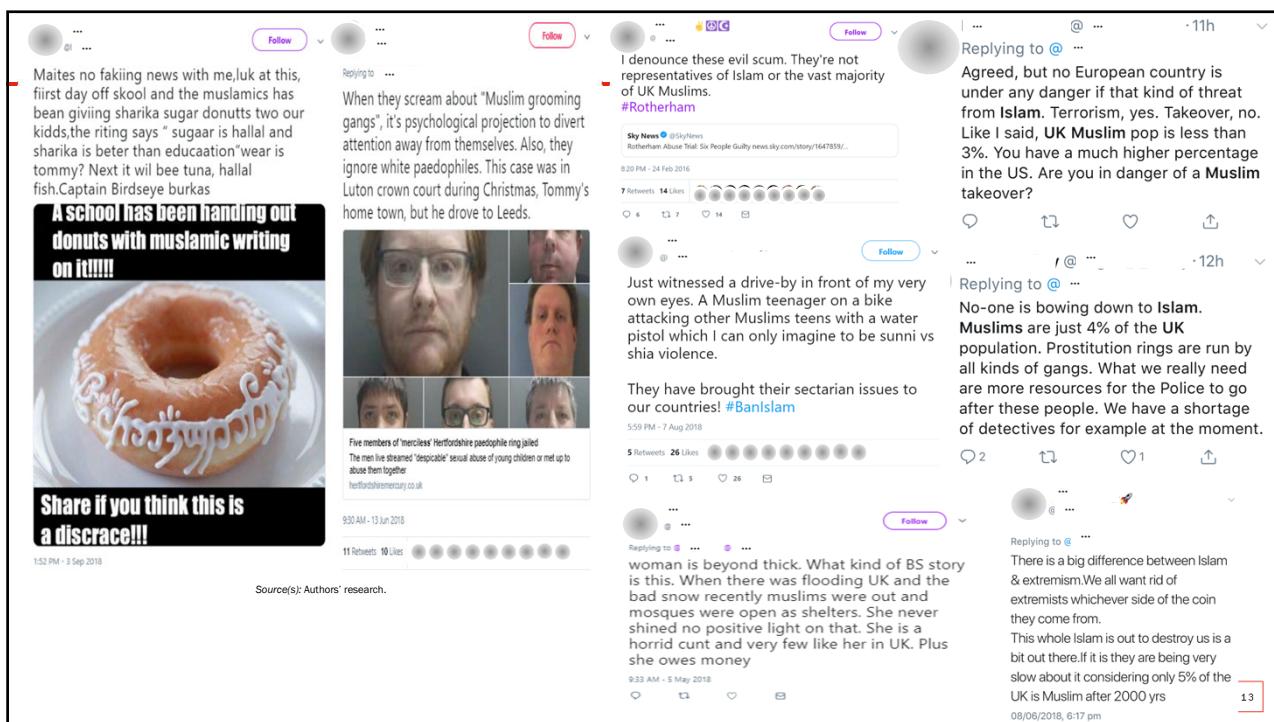
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HATE


Counter-Narratives

- Instances of counter-narrative activity on various platforms dispelling negative myths and stereotypes about Islam and Muslims
- Mix of ordinary social media users and organisations
- Somewhat prevalent is the creation of parody accounts that use humour to negate and mock negative misconceptions of Islam by actively engaging with Islamophobic users in 'real-time'

12



Effectiveness of the existing tools and techniques to fight against Islamophobia online



TELL MAMA (Measuring Anti-Muslim Attacks)



True Vision



Stop Hate UK Hate Crime Reporting APP (West Yorkshire)



'Report' Functions on Facebook, Instagram and Twitter

15

Strengths

- Geographic location technology / tools
- Stop Hate UK Hate Crime Reporting App – uploads, faith specification, resources, direct links, direct responses, GPS and anonymity
- Temporary or permanent bans

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Weaknesses

- Time-consuming
- ‘Free speech’ and censorship issues
- Challenges of identifying hate speech on platforms
- Creativity and ingenuity of perpetrators
- Difficulties for law enforcement

Hatemeter - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

*The Italian Pilot: Islamophobia online and existing tools and
techniques to fight against Islamophobia online*

Andrea Di Nicola, Daniela Andreatta and Elisa Martini

Daniela Andreatta
University of Trento



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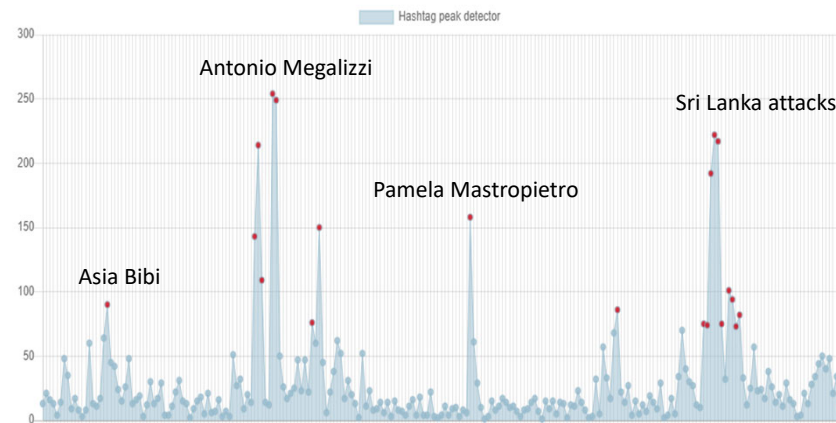
Section 1

Evidence of Islamophobia in Italy through
the Hatemeter Platform

2

More than 40,000 tweets, 30,000 replies, and 250,000 retweets (in Italian) September 2018 and September 2019.

Peaks identified using #STOPIslam



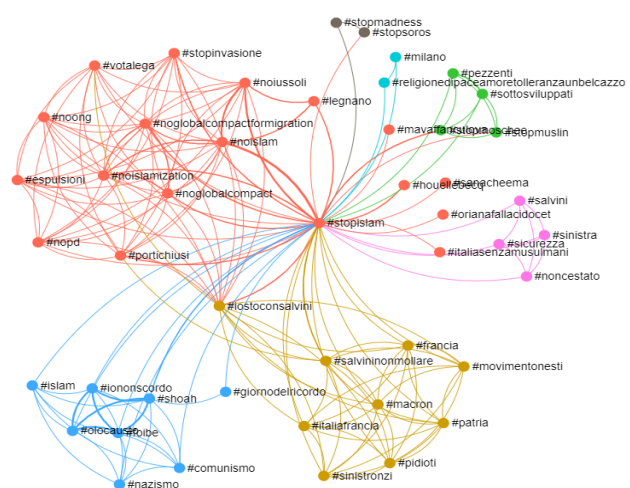
Source: University of Trento elaboration – Screenshot from the Hatemeter Platform

3

3

“Hashtag trends” Functionality

Co-occurrence analysis.
#STOPIslam
tweets related to Pamela Mastropietro
investigation case



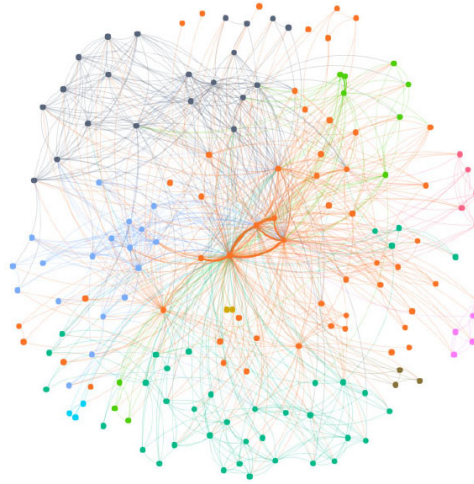
Source: University of Trento elaboration – Screenshot from the Hatemeter Platform

4

4

“Hashtag trends” Functionality

Co-occurrence analysis.
#STOPIslam
tweets related to Sri Lanka attacks
on Easter Sunday



Source: University of Trento elaboration – Screenshot from the Hatemeter Platform

5

5

Section 2

Suggestions and insights on the use of the Platform and of the Hatemeter methodology for academics and researchers

6

Suggestions and insights

Deeper exploration of phenomenon

- **Descriptive statistics** concerning the amount and frequency of the hashtags identified as keywords indicating hate speech. Comparative investigation and observation of within the peaks the trends of particular Islamophobic narratives – in the form of hashtags – and whether such accounts have increased or decreased over time (i.e. from a year ago, or six months ago, or two months ago to the most recent peak).
- Acquire a **sense of the public, online “strength of feeling”** within certain Islamophobic hashtags.
- Have an **idea of the context** in which hate speech can develop and to understand meaningfully narratives and patterns around Islamophobia online.
- **Preliminary content and network analyses**, by exploring the words and expressions most frequently associated with specific hashtags.

Exploration of other phenomena, other countries, other languages

The ICT tool itself can be improved (e.g. enlarge the dataset of tweets and hashtags, lengthier exploration, different types of social media, more functionalities).

With the financial support of the Rights, Equality and Citizenship Programme (2014-2020)
European Commission - Directorate-General Justice and Consumers



Hatemeter - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

*The Italian Pilot: Islamophobia online and existing tools and
techniques to fight against Islamophobia online*

Andrea Di Nicola, Daniela Andreatta and Elisa Martini

Daniela Andreatta
University of Trento



Hatometer - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

*Analyses and added value of Hatometer platform for academic
research in France*

Mario Laurent and Jérôme Ferret
Université Toulouse 1 Capitole



UNIVERSITÀ
DI TRENTO



Section 1

Evidence from the Hatometer tool

One way to use the Hatemeter Platform

From large scale monitoring to qualitative analysis

- Use the « **Alerts** » function on a Hashtag you want to study to **detect a peak** of islamophobia, and **record the time-span** concerned by this peak.

- Use the « **Hashtag trends** » function, choosing the same Hashtag and the previous **time-span of interest**.

→ read the most re-tweeted tweets in the list to understand which event produced the peak and how it was discussed on Twitter.

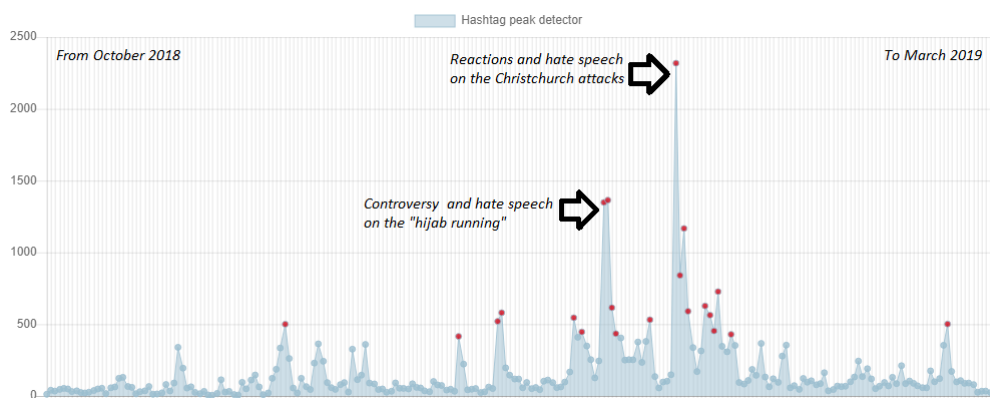
Use the « **Hate Speakers** » function on the **same Hashtag** and **same time-span** in order to know who are the biggest influencers.

Understand how the users linked to this tweets are related to each other (Same group ? Same interest?) by looking at the hate speaker's cooccurrence graph and by clicking the name of the Hate Speaker to track back their actual Twitter account.

3

Hashtag large scale monitoring

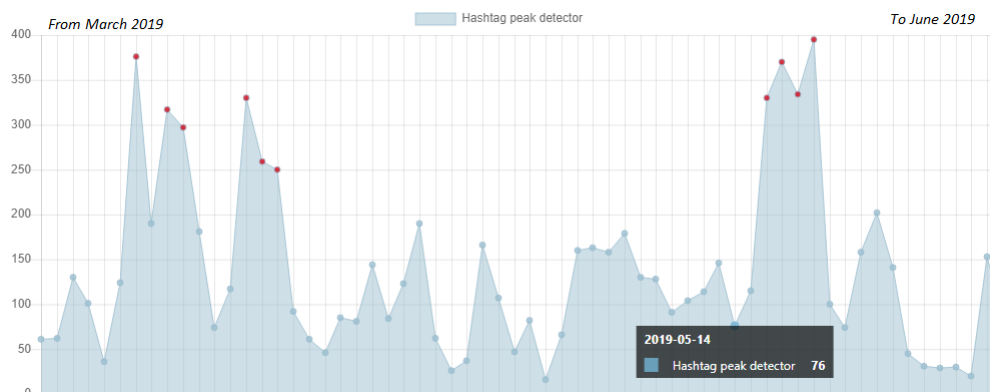
“Alerts”, Hashtag peak detector “#Islamophobia” in France



4

Hashtag large scale monitoring

"Alerts", Hashtag peak detector "#GrandRemplacement" in France



5

Hate speech samples

Fear of Muslim invasion / Great replacement



RT @Hugobonjour: Le #GrandRemplacement n'est qu'un fantasme d'extrême-droite, pièce à conviction n°8.743.

removal Capucien @Capucien - 2 sept.
Notre public est arrivé à l'école primaire de @VilledBagneux
En direct à 9h30 sur @radioclassique
@jmbianquer @francoierster



● Avec le métissage, le #GrandRemplacement et l'islamisation, la France perd son raffinement, son héritage culturel, son patrimoine génétique, sa paix sociale, ses acquis sociaux, son droit des femmes durement acquis, son droit des enfants 🙄🙄

VIOLENCES PHYSIQUES ET SEXUELLES PAR LE CONJOINT OU L'EX

219 000 femmes majeures déclarent avoir été victimes de violences physiques et/ou sexuelles par leur conjoint ou ex-conjoint sur une année. Moins d'une victime sur cinq déclare avoir déposé plainte.

Trois femmes sur quatre déclarent subir des faits répétés tandis que huit femmes sur 10 déclarent avoir été également soumises à des atteintes psychologiques et/ou des agressions verbales.

88 % des victimes de violences commises par le partenaire ont été enregistrées par les services de police et de gendarmerie sont des femmes.

96 % des personnes condamnées pour des faits de violences entre partenaires sont des hommes.

VIOLS

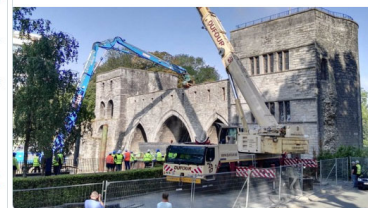
94 000 femmes majeures déclarent avoir été victimes de viols et/ou de tentatives de viol sur une année, soit environ 257 femmes violées chaque jour. Neuf victimes sur 10 connaissent l'agresseur mais seule une victime sur 10 déclare avoir déposé plainte.



Quelle tristesse... en même temps, c'est en Belgique, pays très atteint par le #grandremplacement. Les "nouveaux" Belges se foutent des vieilles pierres.

Pierre-Antoine Willems @victimes24 - 2
La destruction du pont commence :

Le pont des Troux (XIIIe siècle) enjambant l'Escaut à Tournai. C'est l'un des plus prestigieux vestiges de l'architecture militaire médiévale Belge. Il va être partiellement détruit afin d'y faire passer des plus grosses péniches.



6

Hate speech samples

Sophisticated Hate speech

Here the author implied that if a crime is comited and their is no information about the criminal, he is probably Algerian or North African, because if not he would have been pointed out as a dangerous far right activist

Following a near complotism logic

The news shared is from one of the most active far right website: « FdeSouche »

When a news article report an act of violence, with information suggesting the criminal could be Muslim or North African, it is very often shared on the « Fachosphère » network using ironic hashtags such as :

#encoreunsuédois

or

#unechancepourlafrance

[Suivre](#)

Pas plus de précisions sur l'auteur, on en déduira donc qu'il ne s'agissait probablement pas d'une #facho d'« #extrême #droite » ...



Rennes (35) : agressés par une patiente, quatre soignants du CHU portent plainte
fdesouche.com/1221069-rennes ... via
[@f_desouche](#)



Rennes (35) : agressés par une patiente, quatre soignants d...

Quatre soignants des urgences au CHU de Rennes ont porté plainte à la suite d'une agression par une patiente lundi matin. L'équipe des urgences a dû %

7

Section 2

Methodological issues and suggestions

Using the Hatemeter tool

Limits and benefits

It is difficult to **capture every** hate speech through the search for **keywords or hashtags**

- Twitter **users** do not want to be **legally concerned**
- They will often resort to a **subtle and sophisticated** speech
- Their message can be claimed **political**. It can claim **common sense**, state a **"fact"**, it can take the **form** of a **warning** against danger, or it can pretend to be a simple **informative** remark, which in fact is **hiding an ideology**

However, there is also a phenomenon well captured with our methodology :

- Tweets with an « **innocent** » content followed by some hashtags
- This tweets make **not much sense** unless we can understand what the hashtags **referred to**
- Those relate to a specific **network** and gives them a political or ideological **affiliation**

Our methodology allows us to regularly **discover new hashtags** and **expand** our keyword and hashtag **samples** :
 "CespaIslam", #reveilezvous, #resistantspourlafrance, #renaissancefrançaise, #remigration, etc

9

Different way to use the tool

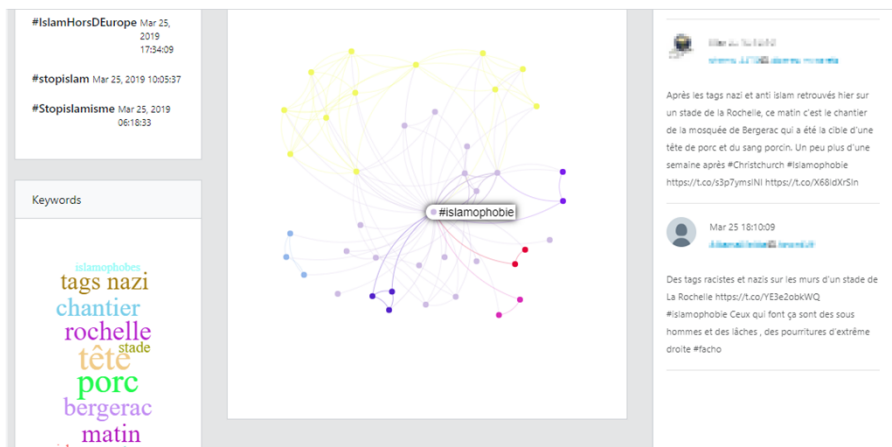
Some Hashtags are mostly used by the anti-racist activists

#Islamophobie: Used to expose anti-Muslim speech or acts

→ Usefull to **follow the news** on the subject

→ **Same Hashtags** can be **use ironically** with the opposite meaning

→ Victimisation



10

Counter-narratives

Not efficient ?

After the first phase of **counter-narratives collection** in France, we ran some **tests** with the Hatemeter tool to see if the counter-narratives were **correctly assigned** to hate speech Tweets

In fact the **algorithm** was **working well** to assign a **pertinent** counter-speech to a hate speech but the **counter-speech** database **itself** was including some **inefficient** or sometimes **controversial** discourses:

- **ungrammatical**/bad written
- **no context**/no content (messages like "not at all" or "you can't say that")
- **too hostile** or too emotional (sometimes insulting back in response to an insult message or comparison between religions to say than one is not better than the other)
- **too religious** or controversial (for example: "Islam is universal" which **can make haters** against muslim even **more angry**, or "vieil is an obligation for muslim women" which seems a **controversial assumption** and not really a solid point to make hate speech **decrease**)

→ Operators have to be train/follow a formation to write counter-narratives

Sometimes, being a victims of hate speech make it harder to respond efficiently to this hate speech



Hatemeter - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

*Presentation of the Findings and Analyses via the Hatemeter
Platform – UK Context*

Parisa Diba, Georgios A. Antonopoulos and Shani Burke
Teesside University

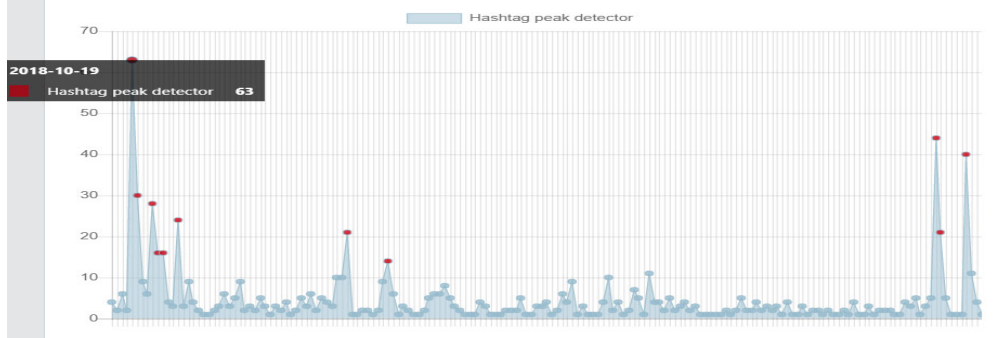


Findings and Analyses via the Hatemeter Platform – UK Context

[Home](#) / Alerts

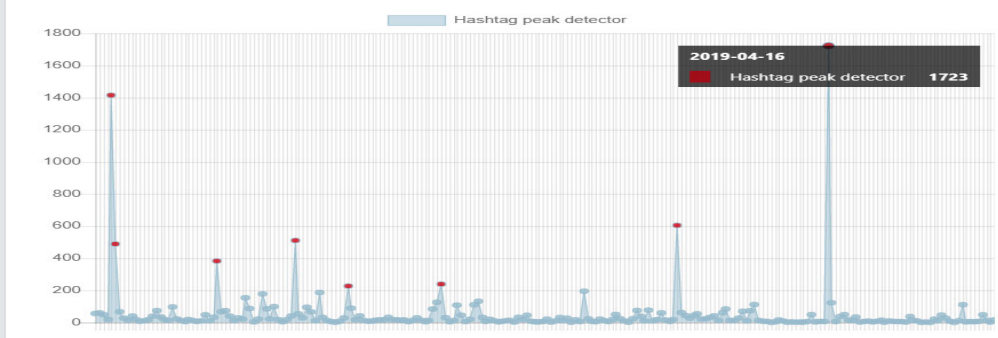
Select a Hashtag:

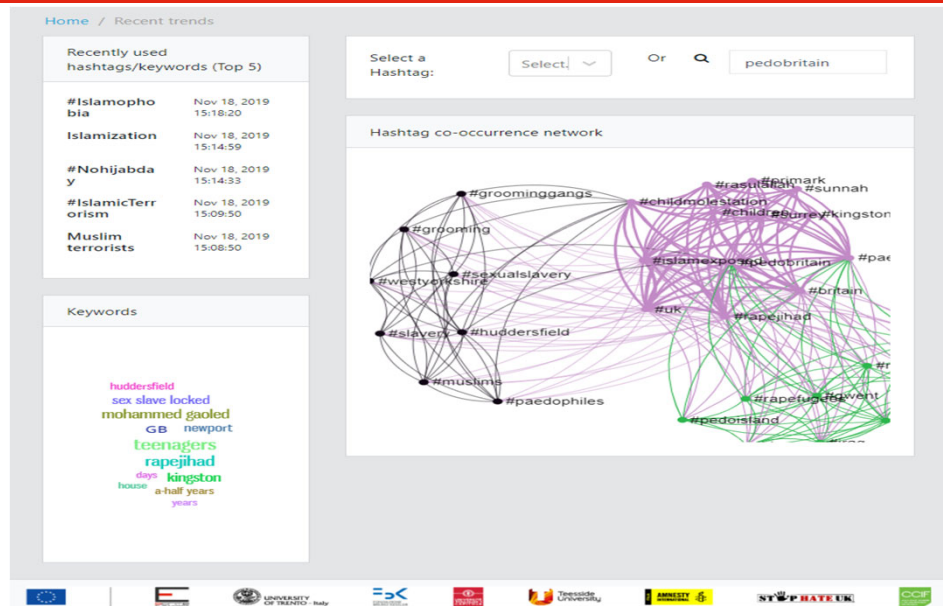
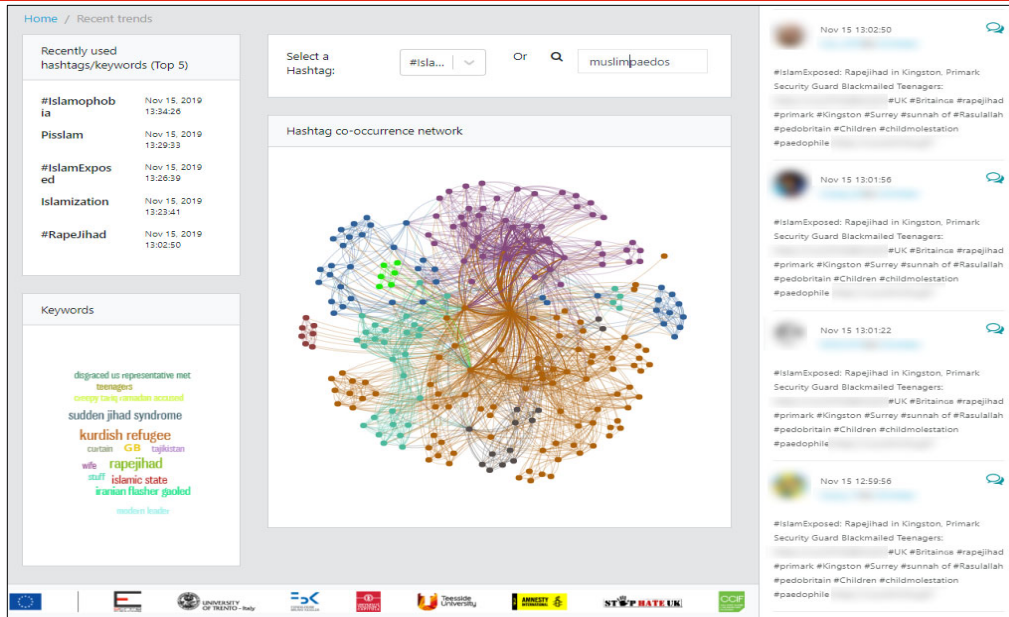
Muslim Paedos

[Home](#) / Alerts

Select a Hashtag:

#RapeJihad





Home / Counter-narratives

#IslamExposed: Rapejihad in Huddersfield: Sex Slave Locked in House for Days: <https://t.co/NO5qeuPHto>
#UK #Britaina
#rapejihad
- Hate message

“Grooming gangs like those in Rochdale and Huddersfield have been rightfully convicted. Does that look like police collusion to you?”
- HateMeter Bot

“You aren't seriously suggesting that only Muslims are rapists?”
- HateMeter Bot

“This is simply wrong. How can you say such hateful things about millions of people?”
- HateMeter Bot

“How old are you? The first Mosque in the UK was build in 1689!”
- HateMeter Bot

“ ”
- Your own message

Logos: EU, UK, Teesside University, Amnesty, STOP HATE UK, CCF

(Source: Teesside University elaboration - Project Hatemeter)

7

Home / Hashtag Trends

Select a Hashtag: Select a time snapshot:

Hashtag co-occurrence network

Overall Statistics

10	101	72
TWEETS	RETWEETS	REPLIES

Day-by-day Statistics

Most retweeted messages

Under new proposed guidelines to implement prison sentences for those who criticise religion etc., I guess we can no longer say Muslim rapists re the nation's rape squads/ Pakistani paedos. So we should simply call them Gov sponsored rapists because their councils did nothing!!
October 19, 2018 6:00 PM 68

Q: What's the difference between a white paedo and a Muslim paedo ?? A: Lefties love Muslim paedos.
October 23, 2018 10:19 AM 6

I'll stop calling them MUSLIM PAEDOS When you stop calling them CATHOLIC PAEDO PRIESTS Either it's relevant/racial or it ain't mate - PAEDO should suffice, be they McDonald's employees or Rastafarian.
October 24, 2018 1:04 PM 5

Logos: EU, UK, Teesside University, Amnesty, STOP HATE UK, CCF

(Source: Teesside University elaboration - Project Hatemeter)

8

[Home](#) / [Hashtag Trends](#)

Select a Hashtag:

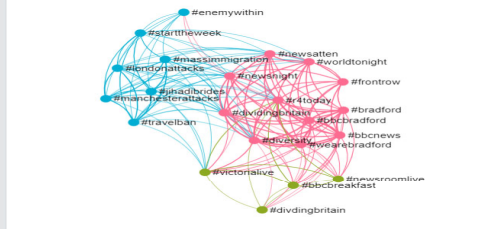
Muslim Paedos

Select a time

snapshot:

2019_03_16-0_0-Muslim Pa...

Hashtag co-occurrence network



Overall Statistics

18

TWEETS

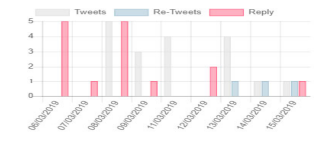
3

RETWEETS

15

REPLIES

Day-by-day Statistics



Most retweeted messages

#bbcbradford Why dont BBC report child grooming & how #bbcnews coverup muslim paedos, because the bbc put diversity before the safety & welfare of white British children? #WeAreBradford #Bradford #diversity #dividingBritain #victoriaalive #newsroomlive #bbcbreakfast #rtoday
March 12, 2019 11:00 PM 1

SO what your saying is its there fault Do YOU THINK MUSLIM MEN know Not to ply 11-15 year old children with drink and drugs and abuse them or that its only paedos that are sexually attracted to children. according to stats 20% OF GROOMING GANG MEMBERS ARE
March 14, 2019 7:12 PM 1

#bbcbradford Why dont BBC report child grooming & how #bbcnews coverup muslim paedos, because the bbc put diversity before the safety & welfare of white British children? #WeAreBradford #Bradford #diversity #dividingBritain #newsnight #rtoday #worldtonight #newsatten #frontrow
March 14, 2019 11:49 PM 1

(Source: Teesside University elaboration - Project Hatemeter)

9

[Home](#) / [Hashtag Trends](#)

Select a Hashtag:

#RapeJihad

Select a time

snapshot:

2019_04_17-0_0-#...

Hashtag co-occurrence network



Overall Statistics

13

TWEETS

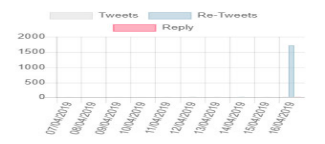
1758

RETWEETS

6

REPLIES

Day-by-day Statistics



Most retweeted messages

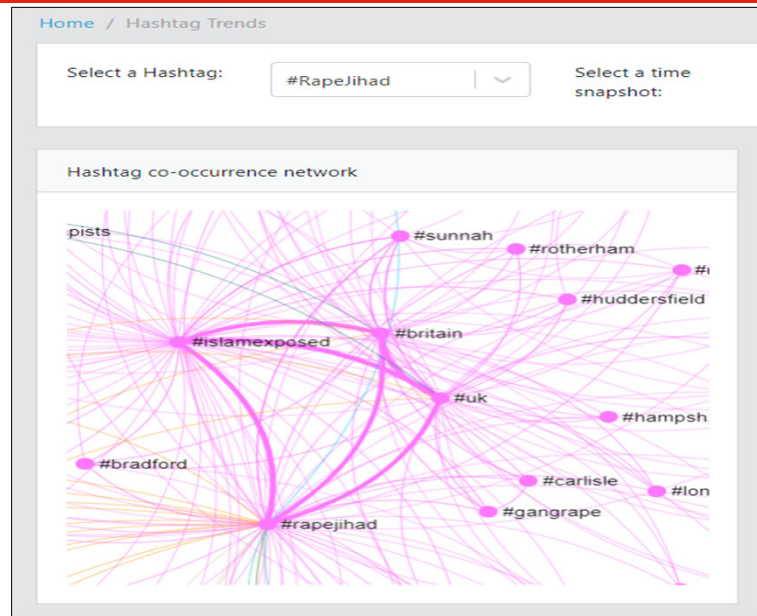
Auto driver Md. Aabid told his name Veeru to girl & how #bbcnews coverup muslim paedos, because the bbc put diversity before the safety & welfare of white British children? #WeAreBradford #Bradford #diversity #dividingBritain #victoriaalive #newsroomlive #bbcbreakfast #rtoday
April 16, 2019 3:39 AM 1630

How shameful and pathetic is this, A Auto driver named Aabid/Aleem meet a college girl and introduced himself with Hindu name as Veeru, abducted and then gangraped her with his friends name Shahrukh, Zumed and Akmal, raped two times in Agra. Can we say it a #RapeJihad
April 16, 2019 6:29 AM 50

#IslamExposed: RapeJihad in Blackburn: Teenage Retard Gaoled Six Years for Raping Six-Year-Old: #UK
#Britain?? #Blackburn #RapeJihad #paedophile #pedos #Pedogate #pedobritain
April 10, 2019 11:14 PM 3

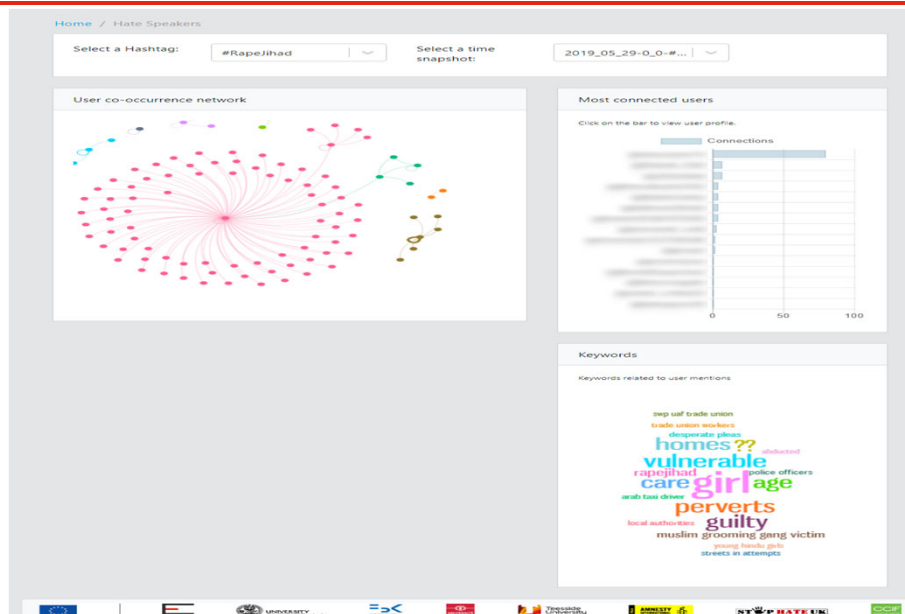
(Source: Teesside University elaboration - Project Hatemeter)

10



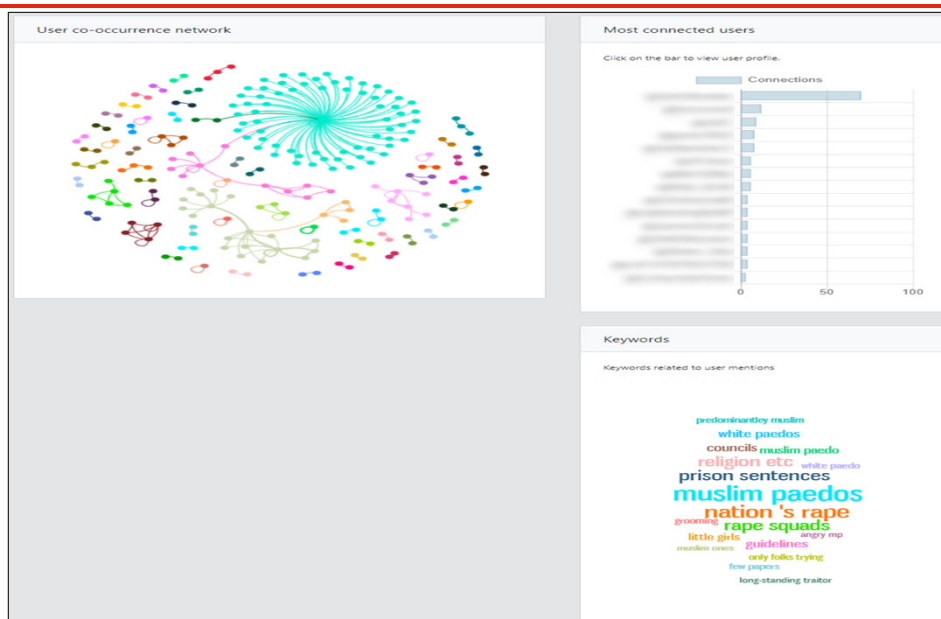
(Source: Teesside University elaboration - Project Hatemeter)

11



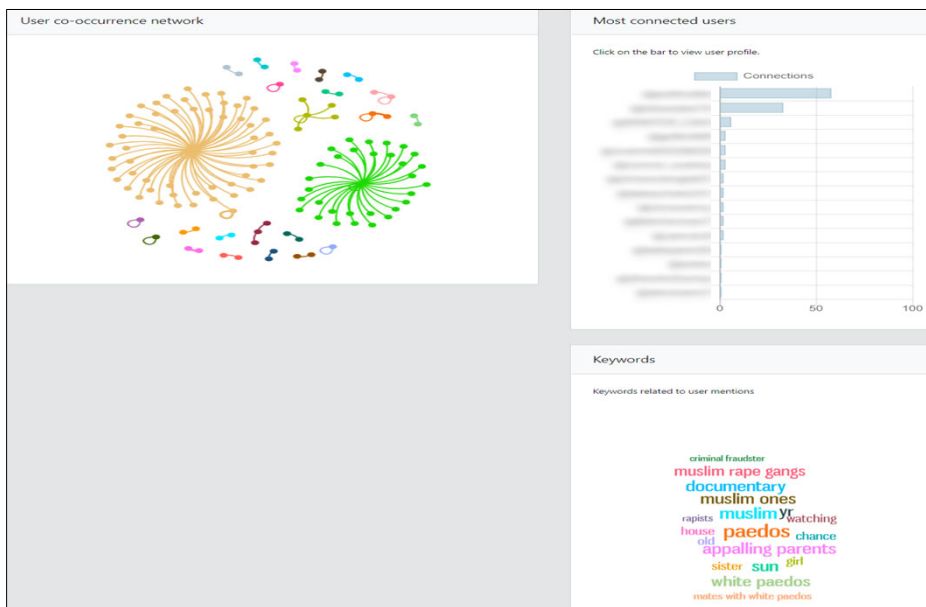
(Source: Teesside University elaboration - Project Hatemeter)

12



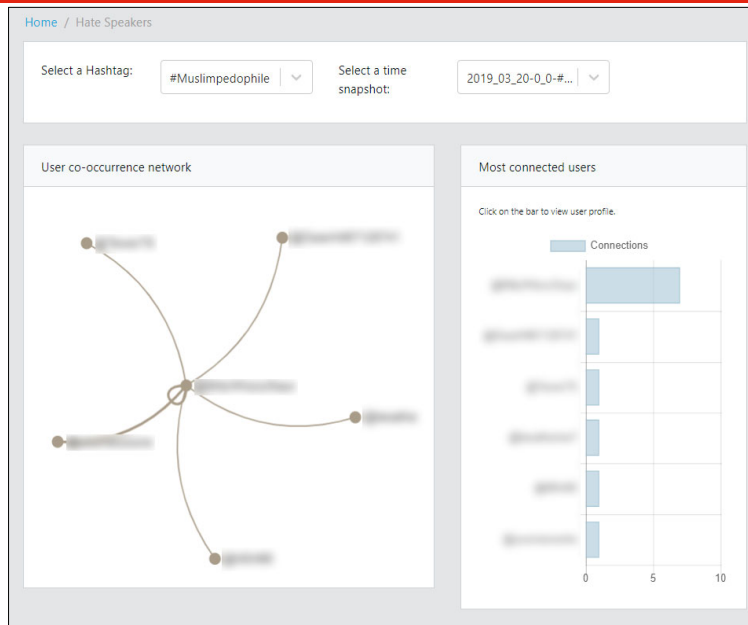
(Source: Teesside University elaboration - Project Hatemeter)

13



(Source: Teesside University elaboration - Project Hatemeter)

14



(Source: Teesside University elaboration – Project Hatemeter)



Hatometer - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

Hate speech and Counter-narratives: Hatometer and TFHS

Giulia Pirozzi
Amnesty International Italy



Hatometer Platform and Amnesty International Task Force Hate Speech

The Collaboration

Amnesty International Italy tested the Hatometer Platform during the two Piloting Sessions thanks to the project called
“Task Force Hate Speech”:

1 Pilot (from January to March 2019)

- Projects' acknowledgement
- Data collection

2 Pilot (from June to September 2019)

- Training and testing
- Platform evaluation

Task Force Hate Speech

The project

Task Force Hate Speech

The Project

The Task Force Hate Speech is a project formed by motivated, skilled and trained activists.

Main objectives

- reduce the level of hate in the conversation
- spread impartial and objective information

Actions

- monitoring, contrasting and preventing the spread of online hate speech.
- acting in conversations where the level of discrimination and hatred is unacceptable.

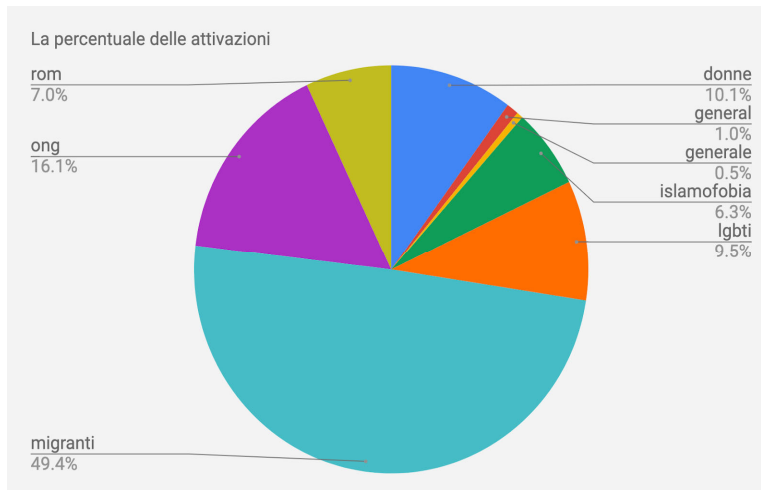


Task Force Hate Speech

The Project

The main targets of online hate speech in Italy are the categories of migrants and refugees, solidarity, the LGBTI category and Islam.

Islamophobic speeches represent 6% of task force's activations,



5

Task Force Hate Speech and Hatemeter

The collaboration

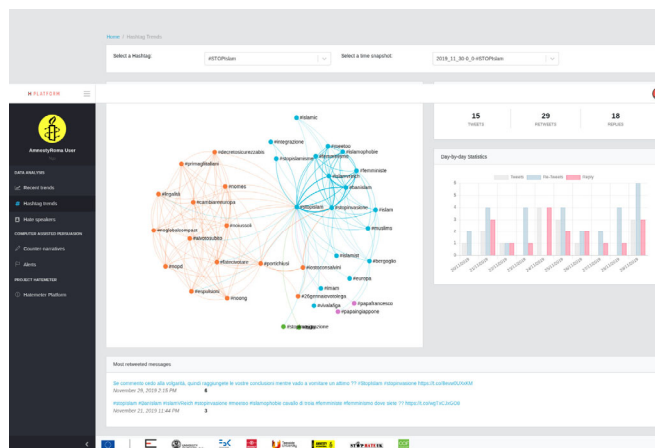
Task Force Hate Speech and Hatemeter

The Collaboration

Amnesty International Task Force Hate Speech started working jointly with the Project Hatemeter focusing on the contrast of the online Islamophobia.

The collaboration started in the training sessions and continue during the piloting of the Hatemeter Platform, as well as in the development of the awareness raising campaign.

The Task Force gave support to the creation of the Hatemeter Platform by providing examples of hate speech and Islamophobic discourse followed by counter narrative examples.



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Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

Hate speech and Counter-narratives: Hatometer and TFHS

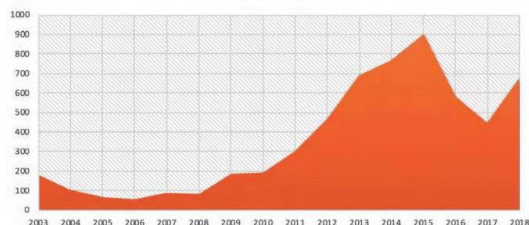
Isis Koral

Collective Against Islamophobia in France (CCIF)

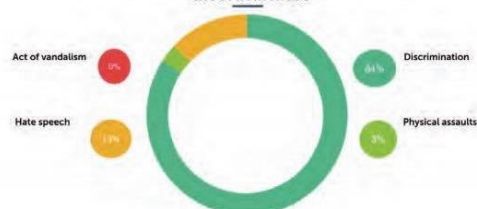


The emergency of fighting online islamophobia

Islamophobic acts
2003-2018



Division of islamophobic acts based on who
discriminates



How will the Hatemeter platform be useful to NGOs?

The Collaboration

The CCIF conducted two deployment days of the platform in Paris (January 30th and July 6th 2019) to evaluate the platform and give feedback on how to best utilize it and improve its functionalities.

We are currently working on the data collected thanks to the Hatemeter platform, and comparing the commonalities between the conclusions of the data on hate crimes in France with online hate speech.

The data collected by the Hatemeter platform will allow NGOs to analyse real life events side-by-side with online reactions. This will provide feedback on how one may affect the other, with concrete numbers to back up our theories.

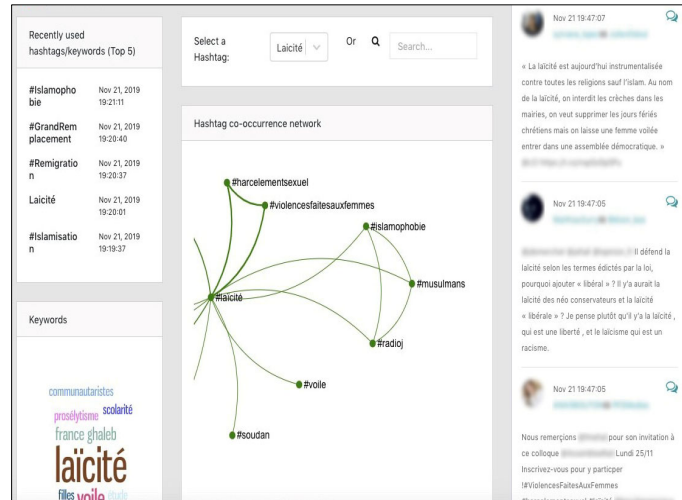
Key functionalities of the platform

How will the CCIF integrate Hatemeter into its everyday work?

Real time data acquisition

The Hatemeter platform provides concrete evidence and proof of the concepts used by Islamophobia, by showing the use of these concepts in islamophobic tweets. Ex: laïcité

If an activist needs to analyse how a concept is being used, he or she will have real time access to such information by simply searching its corresponding hashtag in the toolbar.



5

Fighting against online hate speech

One of the most time-consuming tasks for activists and NGOs is actually counteracting hate speech and responding to hateful comments.

The Hatemeter platform provides us with key elements to respond faster, better, and more efficiently.



6



Hatemeter - Hate speech tool for monitoring, analysing and tackling
Anti-Muslim hatred online

TRAINING SEMINARS

Toulouse, 17-18 December 2019

Hatemeter Pilots – UK.

Bill Howe
STOP HATE UK
STOP HATE. START HERE

HATE



HATE



UK Pilots in Context:

Points to note:

- **Stop Hate UK** is an established 'Hate Crime' organisation, providing 24/7 '**third party**' (independent) **reporting facilities** in 'commissioned areas' across the UK.
- We routinely receive reports of online Islamophobia from **members of the public**, both as '**victims**' and '**bystanders**', which are also used to identify potential 'targets' for both reporting and counter messaging by staff and volunteers involved in our 'No HateSpeech' team.
- In testing the Hatemeter Platform, we are operating within a **project established in 2016**, with pre-existing practices and methodologies. Inevitably, we have not relied solely upon usage of the Platform as our primary mechanism for identifying and responding to instances of online Islamophobia.

UK Pilots

Positive Experience of deployment:

- As an **exceptional training tool**
- Enabling volunteers & staff members to **quickly and accurately identify sources of Islamophobic** hate speech on Twitter.
- The ability to **view various user networks**, including **central users** and **'seed' accounts**.
- **Confirmation and representation of the international /transnational aspects and interrelationships** of online Islamophobia.
- Counter message generation as a **effective catalyst** (for further refinement of a 'bespoke' response).