



D5.2: Frisco Webinar

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Executive Summary

This document presents the activities relating to the production and live streaming of Deliverable 5.2 “FRISCO Webinar”, a webinar organised by our consortium under the lead of Civipol on the 29th of January 2024 and entitled “*Preventing and Countering Violent Extremism online: a discussion with the Radicalisation Awareness Network*”. It also details its objectives and alignment with our other activities, from WP5 and other Work Packages (WPs). This deliverable was produced as part of the Task 5.3 - “*Reaching out to wider audiences through a webinar with the Radicalisation Awareness Network (RAN)*”.

- In the first section, we recall the objectives of the FRISCO project and detail the bespoke approach of Work Package 5 “*Dissemination and Exploitation*”, and its relations to other Work Packages and Deliverables. Then, we present the objectives of the present document, the purpose and scope of Deliverable 5.2. Finally, the methodology used to produce the deliverable is explained and the structure of the present document detailed.
- In the second section, the webinar organisation process is described in detail, as well as the various activities undertaken to produce it. These activities are presented in a chronological and thematic manner: setting up the concept for the webinar and its objectives, building the agenda (speakers and topics), producing impactful visuals, distributing the roles and setting up the technical aspects, spreading the word about the event and implementing the communication campaign.
- In the third section, the relevant elements relating to the live streaming of the webinar are presented. After some general considerations on how the webinar went, some key statistics and feedback elements are detailed, as well as modalities for the replay.
- In the fourth section, the expected outcomes of the webinar are presented, especially regarding the increased visibility for FRISCO, the improved dissemination of our results and tools and the wider network of experts and partners we have created.

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List of Terms & Abbreviations

Abbreviation	Definition
AI	Artificial Intelligence
CET	Central European Time
DG	Directorate-General (e.g. DG Home)
EU	European Union
INACH	International Network Against CyberHate
ISF	Internal Security Fund
FMI	French Ministry of the Interior
FRISCO	Fighting Terrorist Content Online
HSPs	Hosting Service Providers
KPIs	Key Performance Indicators
LEAs	Law Enforcement Agencies
NCSR	National Center for Scientific Research
P/CVE	Preventing and Countering Violent Extremism
Q&A	Questions & Answers
RAN	Radicalisation Awareness Network
RAN C&N	RAN Communication & Narratives Working Group
SoMe	Social Media
TaTE	Tech Against Terrorism Europe
TCO	Terrorist Content Online
T&S	Trust & Safety
VPN	Violence Prevention Network
VRWE	Violent Right Wing Extremism
WP	Work Packages

1. Introduction

In this first section, we will recall the objectives of the FRISCO project and detail the bespoke approach of Work Package 5 “*Dissemination and Exploitation*”, and its relations to other Work Packages and Deliverables. Then, we will present the objectives of the present document, the purpose and scope of Deliverable 5.2. Finally, the methodology used to produce the deliverable will be explained and the structure of the present document detailed.

1.1 The FRISCO Project - Presentation

Terrorist and other illegal content online is an increasing issue both from a security and public policy perspective. In today's complex, interconnected world, countering the spread of terrorist content online requires a multifaceted approach. One which recognizes the interdependence of global and digital phenomena and requires a combination of legislative, non-legislative and voluntary measures based on collaboration between authorities and Hosting Service Providers (HSPs).

The Regulation (EU) 2021/784, addressing the dissemination of terrorist content online (TCO Regulation), entered into force in this context on the 7th of June 2021 and is applicable as of the 7th of June 2022 and sets out several specific measures that hosting service providers exposed to TCO Regulation must implement to address the misuse of their services.

In this context, the objective of the Fighting Terrorist Content Online (FRISCO) project is to support HSPs to comply with the TCO Regulation, through:

1. Informing HSPs and increasing their awareness of the Regulation and their related obligations.
2. Developing and validating tools, frameworks, and mechanisms to support HSPs in the implementation of the Regulation.
3. Sharing experiences, best practices and tools to support its implementation.

The project has received funding from the European Commission – Internal Security Fund (ISF) under Grant agreement No 101080100 and will be realised between November 2022 and November 2024. The project consortium is composed of 8 beneficiaries from 6 different European countries, involving NCSR-Demokritos (Greece), the French Ministry of Interior (France), Tremau (France), Civipol (France), Violence Prevention Network (Germany), IVSZ (Hungary), D-Learn (Italy) and INACH (Netherlands).

1.2 Work Package 5 : approach and relations to other activities

Making information available and easily accessible, and ensuring that results are adequately disseminated, is a prerequisite to the success of any EU-funded project. Regarding the FRISCO project, the dissemination and communication activities unfold within Work Package 5 (WP5), “*Dissemination and Exploitation*”, led by Civipol and the French Ministry of the Interior (FMI), with the support of NCSR-Demokritos Communication Team. The general objective of WP5 is to give the

FRISCO project visibility at European level by creating visual and editorial materials, and ensuring a steady flow of information regarding the project's activities and results. WP5 is a transversal WP, linked to all other WPs, and especially to WP4 *"Sharing of experiences, developing best practices and awareness raising"*. More specifically, WP5 has four guiding objectives:

- To facilitate the dissemination of results achieved in WP4 (dedicated to best practices materials) – and in all the other WPs of the project: WP2 (tools) and WP3 (training modules).
- To prepare and implement a communication plan designed to inform relevant stakeholders, notably micro and small Hosting Service Providers (HSPs) about both the project's outcomes and their obligations regarding the TCO Regulation
- To spread awareness about the FRISCO project, what it is, what it aims at why it is an important project and network that all micro and small HSPs can use to their benefit
- To foster multi-stakeholder communication; establish a solid partnership and a platform for micro and small HSPs to comply with the TCO Regulation; summarise how the work done benefits a vast community of users.

In a nutshell, the WP5 is key to ensure activities from all WPs reach their targets and make sure the project outcomes are disseminated among relevant stakeholders. The activities of Work Package 5 benefits from all partners and activities undertaken by the consortium, they are organised around four tasks and three deliverables, all interconnected:

- Task 5.1 - *"Development and implementation of a communication plan"*, materialised through Deliverable 5.1 *"Graphical identity, website and logo"* submitted in February 2023.
- Task 5.2 - *"Participation in high level and specialised meetings, or other international meetings"*, which is not linked to any deliverable but materialises through ongoing efforts of identification and participation by all partners.
- Task 5.3 - *"Reaching out to wider audiences through a webinar with the Radicalisation Awareness Network (RAN)"*, materialised through Deliverable 5.2 *"FRISCO Webinar"* which is the object of the present document.
- Task 5.4 - *"Stakeholder engagement through a final conference"* which will lead to the production of our latest deliverable, Deliverable 5.3 *"FRISCO Conference"*.

1.3 Deliverable 5.2 - Purpose and Scope

The purpose of this document is to report on the process of producing and live streaming of the webinar in collaboration with the Radicalisation Awareness Network, leading to the completion of Task 5.3 - *"Reaching out to wide audiences through a webinar with the Radicalisation Awareness Network"* and Deliverable 5.2 *"FRISCO Webinar"*.

Both the task and the deliverable share the same objective: spread the word about FRISCO to Radicalisation Awareness Network's usual audiences, in order to disseminate among key actors in the European Union and widen our own scope of dissemination. Besides the usual presentations of our activities and products, as well as general considerations on the TCO Regulation and related

obligations of the HSPs, such an objective implied taking a small step back from our main usual targets and subtopics, or more precisely enlarge our scope to deal with more general P/CVE issues and to appeal to a wider audience. Given this objective, we thus wanted to put our activities in perspective with the broader field of P/CVE (Preventing and Countering Violent Extremism) research and approaches. Subsequently, our webinar was entitled: *“Preventing and Countering Violent Extremism online: a discussion with the Radicalisation Awareness Network”*. We will detail later in this report what was the original concept note of the event.

It is worth mentioning already the specificities of the Radicalisation Awareness Network, which has had two branches since 2021: RAN Practitioners and RAN Policy Support.

- The [RAN Practitioners](#) was founded in 2011 and is funded by the EU Commission’s Internal Security Fund (ISF). It is a network that connects frontline practitioners (e.g. civil society representatives, police officers, prison officers, etc.) from across Europe to exchange knowledge, first-hand experiences and approaches to prevent and counter violent extremism, rehabilitate and reintegrate violent extremists. The RAN Practitioners produces a series of publications and organises a number of thematic Working Groups, including the Communication and Narratives Working Group (RAN C&N) which focuses on both online and offline communication that offers alternatives or that counters extremist propaganda. There have been over 6,000 practitioners working with the network.
- The [RAN Policy Support](#) was launched in 2021 by the European Commission as a new strand of the Radicalisation Awareness Network. This network supports the European Commission to facilitate exchanges among policy-makers across the EU and brings together a wide community of researchers. It gathers members from both the public and the private sector, think tanks, academia and civil society organisations to provide these policy-makers with the best available information and analysis on P/CVE and related topics. The activities led include: papers and overviews, training programmes, study visits, workshops, thematic research events, strategic communication.

The target audience for our webinar was thus in line with the usual audiences of the RAN (Policy Support and Practitioners). Of course, these audiences overlap in large parts with the five target groups presented in our communication plan (Deliverable 5.1), making the organisation of such an event highly relevant for us and the public¹. In total, we were able to list 7 target audiences for the webinar, proceeding from a merging of our target groups and the RAN audiences :

- Public/national authorities, policy-makers and law enforcement agencies
- Members of the research community (academics, think-tank representatives...)
- Private companies (e.g. micro and small HSPs) and Trust & Safety experts
- European authorities (European Commission, Europol, etc.)
- European projects

¹ As a reminder, here are the FRISCO five target groups presented in our communication plan : (1) micro and small Hosting Service Providers, (2) EU National authorities (National Ministries of the Interior, LEAs, etc.), (3) European authorities (European Commission, Europol) and national authorities in charge of removing TCO, (4) European trusted flaggers organisations, (5) general public and EU citizens.

- European trusted flaggers organisations
- General public and EU citizens

This deliverable is therefore part of our communication and dissemination activities, whose objectives have been described above. Within this framework, the webinar had three main objectives of its own:

- Provide a progress summary of the FRISCO Project to the public, or more precisely an overview of the FRISCO project's activities, solutions and tools tailored to support Hosting Service Providers in addressing terrorist content online (i.e. tackle terrorist content online and comply with the current legal framework).
- Discuss the latest academic findings in the field of online radicalisation and extremism with experts from RAN Policy Support, on the basis of our mapping report (Deliverable D2.1). We wanted to answer the following question: *"What do we know about violent extremism online?"*
- Discuss with experts from RAN Practitioners and Trust & Safety professional practical approaches and tools for curbing online extremist content and radicalisation processes, and presenting our tools developed in the framework of WP2. Following the first question, we wanted to answer a second one: *"How can we help curb the phenomenon?"*

Another key objective was to introduce the TCO Cluster to the public and to RAN's audiences. The FRISCO consortium is promoting a multi-stakeholders and a holistic approach to tackling terrorist content online and fostering compliance with the current legal framework. These objectives require cooperation between authorities, private companies and third parties (e.g. trusted flaggers). In line with this cooperative approach aimed at creating synergies between actors and initiatives, mobilising the wider ecosystem and creating partnerships between European projects is an objective of FRISCO, supported by the European Commission. This is why we have created in 2023 the TCO Cluster, a collaboration network between FRISCO and two other European projects, funded under the same ISF call: ALLIES and Tech Against Terrorism Europe. While we undertake different, yet complementary, activities, we share the same general objective: raising awareness, informing and supporting micro and small HSPs regarding the TCO Regulation and their related obligations. We cooperate in different areas, but especially on communication and dissemination issues, for instance by offering tribunes to the members of the TCO Cluster during our respective and common events, which has been done in this webinar.

1.4 Methodology used and Structure of the report

The methodology used to organise our webinar will be described throughout this report, especially thanks to the following section (2. *Organisation of the webinar*). This report will be structured around three distinct sections :

- In *Section 2. Organisation of the webinar*, we will describe all the process of organising the webinar, in a chronological and thematic manner. We will review the concept and the

objectives of the webinar, the building of the agenda, the speakers and their topics of intervention, the production of communication visuals, the distribution of roles among the consortium and the management of technical aspects, the preparation and unfolding of the communication campaign, the coordination efforts and the final details.

- In *Section 3. Live streaming of the webinar*, we will review the unfolding of the webinar and the relevant elements, including statistics and feedback from participants. We will also present the modalities of rebroadcasting.
- In *Section 4. Expected outcomes*, we will present the expected outcomes of the webinar, in terms of visibility (on Social Media but not exclusively), dissemination of the results and tools, and partnerships.

To assess the success of the webinar, we will be basing ourselves on indicative Key Performance Indicators (KPIs) :

- Number of registrations: =100
- Number of participants: =50
- Number of target audiences reached: 5 out of 7
- Evolution of following on SoMe: +100% for every indicators (Linkedin)
- Satisfaction of participants and speakers: qualitative indicators

2. Organisation of the webinar

In this second section, we will detail extensively the organisation process of the webinar, presenting the various activities undertaken to produce it. These activities will be presented in a chronological and thematic manner : concept and objectives, agenda and speakers, visuals, roles and technical aspects, communication campaign.

2.1 Setting up the concept and specific objectives

The concept and the objectives of the webinar were settled in accordance with the aforementioned aim of Task 5.3 and Deliverable 5.2, which is to spread the word about FRISCO to RAN's usual audiences, in order to disseminate among key actors in the European Union and widen our own scope of dissemination. As said prior, such an objective meant enlarging our usual focus (i.e. the compliance of micro and small HSPs with the TCO Regulation) and offering to participants an agenda built around more general P/CVE online issues. This implied to go from "terrorist content online" to "violent extremism online". Beyond the interventions of internal speakers (meaning members of the FRISCO consortium), dedicated to FRISCO's activities and progresses, the subjects chosen had to deal with themes of interest to RAN's regular audiences, and be related to the specialities of RAN's experts. In consequence, the concept note, prepared by Civipol and to be sent to desired external speakers, had to propose topics tailored to this initial assessment.

One key objective of the webinar was to mobilise both branches of the RAN, in other words bringing together experts from the RAN Policy Support and practitioners from the RAN Practitioners branches. In order to meet this objective, which we consider to be a success in itself, we decided to develop a concept note and a provisional agenda based around two major themes, each devoted to the specialities of the two branches of RAN. By doing so, we wanted to convince speakers to take part in our webinar. The first theme chosen was *“Academic findings: what do we know about violent extremism online?”* and the second one *“Tools and operationalisation: how do we help curbing the phenomenon?”*, each one corresponding to the RAN activities (academic findings for the RAN Policy Support, tools and operationalisation for the RAN Practitioners). These two themes also coincided with our own activities, especially the ones conducted within the framework of WP2, and the progress summary we wanted to offer to the public: the first theme dedicated to academic findings allowing us to present the results of our mapping report, the second theme dedicated to tools and operationalisation allowing us to introduce FRISCO’s toolbox, and also the TCO Cluster.

Given the scope we wanted to give to the event, an extensive overview of P/CVE-related research findings and P/CVE online approaches, we scheduled a three-hours time frame to offer to the speakers the largest tribune possible, while keeping the overall duration moderate so as not to lose the audience. We selected the following time slot: 10:00-13:00 CET, on Monday the 29th of January 2024. We initially planned to have 12 topics and speakers in total, so theoretically 15 minutes for each: 4 for the introduction, 4 for the first part devoted to academic findings, 4 for the second part devoted to tools and operationalisation. The 12 topics initially proposed were intentionally broad in order to refine them with the speakers, as we will detail in a next subsection. We reproduced in the Appendices (Appendix 1) an abstract of the original concept note used to present our project to external speakers and convince them to take part in our webinar.

As you can see in Appendix 1, the motto of the event was thus to put into perspective the academic knowledge of the threat, with the practical approaches to tackle it: *“First we need to gain a better understanding of the online threat and related radicalisation processes: insights from specialised researchers is key to assess the main trends and emerging threats, and therefore adopt a bespoke approach. Second, relevant actors such as online platforms need to be equipped with the appropriate information, resources and capacities (human, technical, financial and legal) to tackle the exploitation of their services by terrorist groups and individuals, or be ready to do so, and comply with the EU Regulations”*. This is nothing less than the two-pronged approach promoted by our consortium.

The main objective of the webinar were thus the ones already mentioned above :

- Provide an overview of the FRISCO project’s activities, solutions and tools
- Discuss the latest academic findings in the field of violent extremism online with experts from RAN Policy Support
- Discuss with experts from RAN Practitioners practical approaches and tools for curbing online extremist content and radicalisation processes
- Offer a tribune to the TCO Cluster and sibling projects to promote synergies

2.2 Building the agenda: speakers and topics

Once the concept note finalised, the next step was to build the final agenda, identify and convince external speakers to take part in our webinar. External speakers were to be identified among the TCO Cluster (one from ALLIES and one from TaTE) and the two branches of the RAN, for a total of 6 or 7 interventions. In addition, we had set aside a slot in the introductory part of the webinar for the European Commission to give a foreword. Contacts with the speakers, as well as the coordination and organisation process, were managed entirely by Civipol, except for the European Commission. Regarding the concept note and the agenda building, these tasks were also carried out and managed by Civipol, with support of NCSR-Demokritos Communication Team and the other partners involved (i.e. Violence Prevention Network and Tremau) for the selection of proposed topics and proofreading.

Regarding the European Commission (DG Home), contacts were managed by our coordinator, NCSR-Demokritos. The presence of DG Home's officials was a key element for the success of the webinar, in line with the multi-stakeholder and holistic approach we seek to promote. We initially planned to have our Project Officer, Ms. Koralia Kontou, presenting the call under which FRISCO is funded and some general information about the current legal framework - and the importance of the project in that regard. We were glad to receive the proposition to also benefit from the intervention of Ms. Friederike Wegener, Policy Officer at DG Home on the Prevention of Radicalisation. After receiving the confirmation, we were thus able to build and confirm the introductory part of our webinar. The introductory part was built in order to present our project, the framework in which it is deploying itself and the specific objectives of the webinar, extensively described above.

- **Welcome and Technical Details - Rositsa Dzekhova** (Deputy Director at Violence Prevention Network) & **Pierre Sivignon** (Project Officer at Civipol)

The first intervention was designed to introduce the FRISCO Moderation Team (Ms. Rositsa Dzekhova from Violence Prevention Network and Mr. Pierre Sivignon from Civipol), as well as the rules, objectives and programme of the webinar.

- **Foreword by the European Commission - Koralia Kontou** (Project Officer at the European Commission - DG HOME) & **Friederike Wegener** (Policy Officer at the European Commission - DG HOME, Prevention of Radicalisation)

As introduced above, the foreword given by the European Commission was designed to present the call under which our project is funded and its relevance regarding the current legal framework (especially the TCO Regulation). Following feedback from the European Commission, it was decided that elements regarding the current situation in the Middle East would be also evoked, as it triggered high amounts of terrorist content online and increased

risks of radicalisation. Emphasis was to be put on the importance of swiftly removing terrorist content online, while safeguarding fundamental freedoms - an objective to which FRISCO and the TCO Cluster are of course contributing.

- **Introduction to FRISCO : objectives, activities, progress summary - Vangelis Karkaletsis** (Director of the Institute of Informatics & Telecommunications, NCSR-Demokritos - Coordinator of FRISCO)

The third building block of the introduction was to be devoted to the presentation of FRISCO, our objectives, activities and outcomes, thus offering a progress summary to the public before going more into details regarding the mapping report and the toolbox in subsequent parts. This introduction to our project was to be taken care of by our coordinator, Dr. Vangelis Karkaletsis, Director of the Institute of Informatics & Telecommunications at NCSR-Demokritos.

As explained above, the first and the second parts of the webinar were to rely almost exclusively on speakers from the RAN Policy Support (academic findings) and the RAN Practitioners (tools and operationalisation). To build the agenda and contact speakers, we could rely on the consortium's contacts within the network, especially from Civipol (coordinator of the RAN Policy Support) and Violence Prevention Network (various members working with RAN Practitioners).

For the first part of the webinar, dedicated to academic findings, we wanted to have three speakers from the RAN Policy Support: a first one presenting the network and its activities; a second one giving an overview on current trends regarding violent extremism online; a third one focusing on a to-be-defined case study. Following discussions with the RAN Policy Support, we chose to focus this part on violent extremism online exclusively, and not on fully-fledged terrorism, as to be in line with the network's areas of expertise and recent papers. Regarding the case study, the RAN Policy Support Team proposed to present a recent paper, produced by Ms. Laurence Bindner and validated by the European Commission, devoted to the consequences of the 2023 Hamas-led attacks on the extremist digital landscape in Europe. A topical and exciting subject, but one for which we were going to have to take a few security measures, which we will detail later. As a reminder, this first part was tailored to present our results stemming from the mapping report and discuss the latest academic findings in the field of violent extremism online with experts from RAN Policy Support.

- **Introducing FRISCO mapping report: presentation of the results and findings- Pierre Sivignon** (Project Officer at Civipol)

The first intervention of this part had to be devoted to the presentation of our mapping report's results. The FRISCO mapping report is the result of an investigation conducted by our consortium, under the lead of Tremau, over a six-month period ending in May 2023 in the framework of WP2. The main objective was to map and understand the needs of small European online platforms (or Hosting Service Providers). We investigated four main

questions: (1) Why do violent extremists and terrorists use the Internet and online platforms? (2) What are the trends regarding terrorist content online? (3) Are smaller platforms more likely to be exploited? (4) Are smaller platforms ready to cope with the TCO Regulation? We thus wanted to present our findings for these four questions, as well as the key elements regarding the assessment of HSPs preparedness: a limited knowledge of the TCO, the perception of being at low risk to be exposed, the lack of tools and processes to comply, the main needs expressed.

- **Presentation of RAN Policy Support- Guillaume Courchinoux** (Project Officer at Civipol and RAN Policy Support)

Then, before diving into academic findings *per se*, we wanted to give to the audience a presentation of the RAN Policy Support: who (the consortium), what (the general framework), why (the mission), how (the thematic areas and types of activities). Note that some concrete examples have been deleted for the rebroadcasting (from the slides and the video).

- **Presentation of background and trends regarding violent extremism online - Arije Antinori, PhD** (Professor of Criminology at La Sapienza University, Researcher at the European Research Community on Radicalisation - RAN Policy Support)

After presenting the RAN Policy Support, we wanted the third building block to be a presentation of background and trends regarding violent extremism online (i.e. a general overview of the current dynamics in the field of violent extremism online). On this basis, Dr. Antinori built an extensive presentation of “overlapping EU crisis scenario”, meaning presenting the different “spheres” of violent extremism online and their exploitation of particular topics: Covid-19, US elections of 2021, Russo-Ukrainian war, Israel-Hamas war, anti-government extremism, 2024 elections, etc.

- **Case Study. The impacts of 2023 Hamas-led attacks on the European digital ecosystem: analysis of extremist discourses and narratives - Laurence Bindner** (Associate Founder at the JOS Project, Researcher at the European Research Community on Radicalisation - RAN Policy Support)

To conclude the first part of our webinar, the RAN Policy Support proposed as mentioned above to have Ms. Laurence Bindner presenting her paper on the consequences of the 2023 Hamas-led attacks on violent extremism online, which was highly expected from participants. Given the sensitive nature of the topic, we emphasised our will to have a “neutral” presentation, focusing on extremist rhetoric stemming from both sides.

For the second part of the webinar, dedicated to tools and operationalisation, we initially wanted to have several speakers from the Practitioners, to mirror the first part. Because of the subject of our webinar, we wanted to mobilise a particular Working Group of the network, the “Communication and Narratives Working Group” (RAN C&N). The RAN C&N focuses on the delivery of both online and offline communication that offers alternatives or that counters extremist propaganda and/or challenges extremist ideas, also gathering insights on the content of these narratives, its target audiences, the messengers and the different ways of dissemination. We obviously wanted to focus on “online” insights. We got into contact with the RAN Practitioners thanks to Violence Prevention Network. The RAN Practitioners can only appoint a limited number of its members to intervene in external events. Taking in consideration this structural limitation, we decided to offer an extensive time slot of 30 minutes for one speaker (Mr. Fabian Wichmann, Co-Chair of the RAN C&N and RAN Ambassador leader), instead of several smaller ones to various speakers. Built around tools and operationalisation, we wanted to start this second part by presenting our toolbox and conclude it by introducing the TCO Cluster, offering them a tribune to present their solutions, complementary with the ones we are developing. Regarding the TCO Cluster, the speakers’ identification task was put in the hands of our partners from ALLIES and TaTE. As we hold monthly meetings to coordinate our joint activities, we had the opportunity to present the concept of the webinar. Our partners quickly submitted speakers and topics. We had initially considered having a Trust & Safety specialist or an online platform on board, but in the end decided to abandon this option for reasons of time, but also to ensure that the webinar, while rich in diverse contributions, did not become a patchwork. As a reminder, this second part was tailored to discuss practical approaches and tools for curbing online extremist content and radicalisation processes.

- **Introducing FRISCO toolbox: presentation of the tools developed by the consortium - Pal Boza** (COO and Co-Founder at Tremau)

As we started the first part of the webinar with a presentation of the mapping report’s findings, we wanted to start the second one by introducing and demonstrating the three tools developed by our project - the nature of the tools being a direct consequence of the report’s findings. This was also coherent given the two-pronged approach of the webinar, with first the knowledge of the threat and, second, the practical approaches to counter it. The three tools being developed by tech partners of the consortium are the following: a self-assessment questionnaire and a process map developed by NCSR-Demokritos, and a content moderation tool based on Tremau’s in-house solution. Because of the expected publication of the first two tools on our website before the webinar, a short demo was planned as well, subject to compliance with the schedule.

- **Countering terrorist and extremist propaganda online: methods and case studies - Fabian Wichmann** (Case Manager at EXIT Germany - Co-Chair of the RAN Communication and Narratives Working Group, RAN Practitioners)

The intervention of Mr. Fabian Wichmann, expected to be the longest, was tailored to be comprehensive, mirroring the RAN Policy Support's ones. This included: a presentation of RAN Practitioners and the RAN C&N, an extensive presentation of case studies relating to countering extremist propaganda online and some insights on future challenges and recommendations. After presenting some key elements on the process of (de)radicalisation, several case studies were expected to be presented, such as: US biolabs in Ukraine, VRWE deep fakes, the war in Gaza, "subliminal hate" (i.e. images forged by generative AI), the campaign "Donate the Hate", etc.

- **Identification of violent extremism online: the ALLIES response to help Hosting Service Providers / Tech Against Terrorism Europe: Equipping Online Platforms with Counter-Terrorism Operational Tools - Martina Bogdanova** (Legal Researcher at the Law and Internet Foundation , ALLIES Project) & **Paula Gomila Marqués** (Policy Analyst at Tech Against Terrorism, Coordinator of the Tech Against Terrorism Europe Project)

After introducing the TCO Cluster and its relevance to help counter extremist content online, we wanted to leave the floor for a couple of minutes to our ALLIES and TaTE's partners. First, Martina Bogdanova was expected to give an overview of the AI-based framework for supporting micro and small HSPs on the report and removal of online terrorist content developed by ALLIE, and then Ms. Paula Gomila Marqués to present the resources developed by TaTE (i.e. educational material, capacity building programme, Terrorist Content Analytics Platform (TCAP)).

We reproduced in the Appendices (Appendix 2) the final agenda of the webinar, entitled "*Preventing and Countering Violent Extremism online: a discussion with the Radicalisation Awareness Network*". This agenda, and the above description, corresponds exactly to the flow of the webinar, which we will come back to in the next section. You can also consult the final agenda [by following this link](#).

During the length of the webinar, we scheduled two Q&A sessions (10 minutes each). This had two objectives: giving the opportunity to the audience to engage with the speakers by asking questions in the chat, making our event more dynamic. As you can also see on the table above, we also wanted to wrap-up the webinar with some closing remarks.

Once the agenda had been set and all the speakers identified, the next step was to create a common communication channel, in order to centralise information and facilitate coordination and efforts relating to preparations. This was done via a common email loop, including all the speakers. This loop enabled us to give the same information to all the speakers and to coordinate our efforts. One of the main issues was the collection of slides, as we wanted to create a common presentation to avoid the clashes between each speech and to allow the speakers to avoid the technical issues of screen sharing. With 120 slides in total, we decided to divide the presentation in two parts, corresponding to the webinar structure, to avoid any display problems due to the size of the files.

Particular attention was also paid to security issues and to informing participants on this subject, particularly with regard to the presentation on the Hamas attack, a sensitive subject *par excellence*. We decided not to communicate the exact subject of Ms. Bindner's speech on Social Media in order to limit the risks, which was a success. Prior to the webinar, we ensured that we had the explicit agreement of the various parties involved for the recording and rebroadcasting of the webinar (envisaged on a semi-restricted basis).

2.3 Producing impactful visuals

To illustrate our forthcoming communication campaign on Social Media and on our website, NCSR-Demokritos' graphic designer prepared some tailor-made visuals. These were designed to be impactful and to reflect the theme of the webinar. All of this was done in line with the visual identity developed for the project and set out in our communication plan. Four different visuals/supports were created in total, and are reproduced below:

- A banner for the website
- A banner for the presentation (without the words "Register here")
- A banner for LinkedIn
- A banner for X (ex-Twitter)

Table 1. Visuals produced for the communication campaign



Banner for the website



Banner for the presentation



Banner for LinkedIn



Banner for X

2.4 Distribution of roles and technical aspects

Before presenting our communication campaign, let's take a moment to look at the distribution of roles within our consortium and the management of the technical aspects of the webinar.

First we decided to have an open or public webinar, meaning anyone could register to attend after submitting personal details. This was the main reason for establishing the security measures aforementioned. We had unofficially planned to limit the number of registrations to 200, which was in any case a relatively high number for a three-hours long online event we did not expect to reach. The idea was to have a live broadcast that was freely accessible (with no restrictions other than registration) and a rebroadcast with limited, semi-restricted access, in order to control who could access the recording and related content.

We decided to use Zoom for livestreaming the webinar because of the NCSR-Demokritos Communications Team's previous experience with the platform and the possibilities it offers, particularly in terms of registration and recording. [A registration link](#) was set up by NCSR-Demokritos via Zoom and used in communication posts. After transmitting personal information (i.e. first name, surname, e-mail address), a personalised link was automatically sent to the future participant. This link was individual and had to be used to log in on the day of the event. An automatic reminder has also been programmed so that registrants receive the link, previously sent when they registered, on the day of the event. The automatic reminder was also designed to mitigate the risk of registrants not receiving the link. To guard against potential technical problems, we also decided to organise a rehearsal the week before the webinar, on the 24th of January 2024 with all the parties involved (hosts, internal speakers, external speakers), using the same individualised connection link. This gave us the opportunity to test microphones, screen sharing options and other technical features.

As far as the division of tasks is concerned, the technical management has been entrusted to NCSR-Demokritos. In addition to the creation of the link we mentioned above, this technical management included: recording the webinar, giving the special credentials needed to the speakers, sharing the prepared slides, monitoring the chat, sending relevant information in the chat, sharing the assessment questionnaire prepared beforehand. The moderation task has been entrusted to Ms. Rositsa Dzekohva (VPN) and Mr. Pierre Sivignon (Civipol). We chose to set up a moderator duo for several reasons, the main one being to contribute to the dynamism of the event. As a result, we were also able to rely on RositsaDzekhova's expertise in the moderation of webinars. VPN and Civipol therefore worked bilaterally, dividing up the presentations (introductions, presentations, transitions, etc.) and preparing an exhaustive script. The moderator duo was also responsible for leading the Q&A sessions. Finally, we should point out that we also had two speakers from within the consortium, Mr. Pal Boza and Dr. Vangelis Karkaletsis. Finally, a Whatsapp discussion group was set up ahead of the event so that urgent issues arising during the event could be dealt with smoothly.

2.5 Spreading the word about the event : communication campaign

Finally, let's look at the communication efforts surrounding the event. This was obviously essential to reach our target groups and spread the word about the webinar. The communication campaign was based on four main methods: (1) publications on Social Media, (2) an announcement on our website, (3) direct invitations to our contacts or partners, (4) and direct or indirect support from the various stakeholders.

(1) Publications on Social Media. The main communication medium we used was, unsurprisingly, Social Media. LinkedIn in particular. As a reminder, the FRISCO project has set up two accounts in the framework of the communication plan, the [first on LinkedIn](#) and the [second on X](#) (formerly Twitter). We chose to put aside X for communication around the webinar for several reasons :

- LinkedIn proved to be a much better way of reaching our target audiences, with representatives from the various target groups using the platform for professional matters and interacting with our publications. The same applies to the consortium members, FRISCO's partners and speakers, that all have a professional LinkedIn account and can use it to support our activities. All the engagement statistics gathered since the beginning of the project confirm these facts. In a nutshell, LinkedIn offers a better and more targeted reach.
- The virality induced by X, especially on sensitive topics such as the Israeli-Palestinian conflict, do not fit with the appropriate security measures. Even if it might be unlikely given our rather limited reach, we are not equipped to deal with a potential backlash on the platform.
- For now, X's new policies are not in line with the approach we want to promote. For example, the European Commission has recently launched proceedings for infringement of the Digital Services Act.

To mitigate the risks, we thus only used X for two posts: a first one on the 8th of January to announce the webinar and the general concept, with a link for registration; a second one on the day of the event, the 29th of January, to announce we were currently live. This approach might become the common one for our dissemination strategy: using X as a back-up for the main news, but focusing on LinkedIn and our website.

For the communication campaign on LinkedIn, we have planned a sequencing of 5 publications, spread over 3 weeks in January. All publications were prepared by Civipol and included the registration link and recurring information, but the content was different every time. Links to the different publications have been included below and the statistics shown are as at the 2nd of February.

- First Post - [08/01/2024](#) - *Announcement of the webinar and of its concept*: 36 reactions, 11 reposts, 1350 impressions. This post was similar to the one published on X, and included information on the concept of the webinar, the two main parts and the objectives.
- Second Post - [15/01/2024](#) - *Announcement of the speakers*: 53 reactions, 14 reposts, 1557 impressions. This post has been the most successful and was conceived as the most important, because it announced the speakers.

- Third Post - [18/01/2024](#) - *Announcement of the agenda*: 33 reactions, 3 reposts, 906 impressions. This post was similar to the precedent, with additional information : the exact topic on which speakers were to intervene. Link to the full agenda available on our website was also provided.
- Fourth Post - [22/01/2024](#) - *Reminder*: 23 reactions, 6 reposts, 860 impressions. The reminder was set up for publication one week before the event, to preserve and boost the growing attention around the event.
- Fifth Post - [25/01/2024](#) - *Last call*: 19 reactions, 6 reposts, 519 impressions. Finally, the last call post was designed to sum up all relevant information and attract more registration just before the event.

These 5 posts were completed on the day of the event with two additional posts, prepared and published by NCSR-Demokritos Communication Team :

- Sixth Post - [29/01/2024](#) - *Kickstarting the webinar*: 7 reactions, 113 impressions. Published just before the debut of the webinar, the post was designed to inform and attract potential latecomers.
- Seventh Post - [29/01/2024](#) - *"We are live"* - 21 reactions, 2 comments, 4 reposts, 390 impressions. The post presented several screenshots of the presentations already completed, some of which are reproduced in Table 2.

(2) News items on the website. In addition to the publications on Social Media, Civipol and NCSR-Demokritos prepared a news item for our website ("FRISCO organises webinar with the Radicalisation Awareness Network"), to announce the webinar, its agenda and its objectives. It was published on the [8th of January](#) and updated with the agenda when the latter was finalised. This news item, mentioned in Social Media posts, centralises the information available, including the long version of the agenda, and links to the registration page.

(3) Direct invitations. In addition to the publications on Social Media and our website, we also sent several direct invitations via email. Several mailing lists were used: participants to the 2023 WP4 workshop, competent authorities in the framework of the TCO Regulation, HSPs databases built by consortium's partners, European networks of tech companies previously contacted, etc. More targeted invitations were also sent to help spread the word about our event.

(4) Support from partners. The publications on Social Media were supported by all the partners of the FRISCO consortium, with institutional and personal accounts (especially through liking the original posts and/or reposting them). Similar support came from our TCO Cluster partners, as well as the CounteR project, and the Radicalisation Awareness Network official accounts. Speakers actively took part in these efforts. From the 2nd to the 31st of January, we received a total of 207 reactions, which represents an increase of +10250% compared to the previous period, including: 6,651 impressions, 24 reposts and an engagement rate of 9,34%. These good statistics show that our communication campaign has achieved its objectives. We will come back to the key statistics in the next section.

New publications on our Social Media and on our website are currently being prepared to ensure communication around the webinar replay. They will be published on the week of the 12th of February 2024. The presentations will also be made available, all on a semi-restricted access basis. All participants and registrants will be able to access the materials (slides and video) after completing a form, and those who may not have been able to attend the live event but are interested will be offered the same opportunity. It should be remembered that access will not be totally free, with a system combining registration and monitoring from our side, in order to comply with the security measures already mentioned. The method for the replay of the webinar is described at the end of the next section. However, it will be pivotal to communicate the results and content of the webinar in order to build on the “new” audience we have created, offer useful content and kick-start communication around our upcoming activities.

3. Live streaming of the webinar

In this third section, we will present the relevant elements relating to the live streaming of the webinar. Following some general considerations on how the webinar went, we will detail some key statistics, especially regarding indicative KPIs, and present the feedback elements we received from participants so far. We will conclude by giving indication on the replay’s modalities.

3.1 How the webinar went

Now that the process of organising the webinar has been described *in extenso*, focusing in particular on the different activities undertaken on a thematic basis, let's look at a few key elements of the live streaming of the webinar.

Regarding general considerations, the webinar went very well and there were no major technical problems, because of the commitment of the partners involved in the execution (NCSR-Demokritos, Civipol and Violence Prevention Network) and the different preparations organised in the previous weeks. The private Whatsapp group discussion proved to be very useful for communicating among moderators and technical support during the webinar, and dealing with issues as they arose. Preparing a common presentation also helped to avoid latency between interventions and potential problems linked to screen sharing. This kept the webinar dynamic, as well as the two-headed moderation strategy we implemented.

The schedule was almost perfectly respected and all the speakers were given the time they had been allocated for their respective presentations. In the end, we were 10 minutes late because of delays at the end of the first part and at the beginning of the second. Thus, we had to cut the Q&A sessions short in order to finish on time. Given the ambitious nature of the programme and the total number of speakers, this delay proved to be extremely reasonable. Above all, and as we will show in a moment with the statistics, we managed to keep the interest of the participants over three hours and for both parts, with a loss of 20 listeners in the third hour. Apart from the length of the webinar itself, this can also be explained by its division into two parts, with some listeners more

interested in certain topics than others. With participants in different time zones, this loss was perfectly natural and remained limited.

We were also pleased with the commitment of the participants. We did not offer participants the opportunity to turn on their cameras or microphones, but they could ask questions in the chat room. In total, more than a dozen questions were asked and stimulating discussions took place between our team, speakers and the participants in the chat room. We could have envisaged more questions but, as mentioned above, the slight delay we experienced from an hour and a half into the webinar meant that we had to shorten the Q&A sessions.

Table 2. Screenshots of the FRISCO Webinar’s presentations

The screenshot shows the FRISCO logo and the word 'Programme' at the top. Below is a table with two columns of sessions:

Part 1. Analysis of violent extremism online 10:30 – 11:35	Part 2. Tools and P/CVE approaches 11:45 – 12:45
Introducing FRISCO mapping report: results and findings Pierre Sivignon (Project Officer at Civipol)	Introducing FRISCO toolbox Pal Boza (COO and Co-Founder at Tremau)
Presentation of RAN Policy Support Guillaume Courchinoux (Project Officer at RAN Policy Support)	Countering extremist propaganda online : methods and case studies Fabian Wichmann (EXIT Germany – RAN Practitioners, Communication and Narratives Working Group – RAN Ambassador)
Violent extremism online : background and trends Arije Antinori (La Sapienza Universita – ERCOR – RAN Policy Support)	Identification of violent extremism online : the ALLIES response Martina Bogdanova (Legal Researcher at the Law and Internet Foundation – ALLIES)
Case Study: The impacts of 2023 Hamas-led attacks on the European digital ecosystem: analysis of extremist discourses and narratives Laurence Bindner (JOS Project – ERCOR – RAN Policy Support)	Equipping Online Platforms with Counter-Terrorism Operational Tools Paula Gomila Marqués (Policy Analyst at Tech Against Terrorism – Tech Against Terrorism Europe Project)

Below the programme table is a grid of six video feeds showing participants: Rositsa Dzhekhova, Pierre Sivignon, Arije Antinori, Fabian Wichmann, Koralia Korlou, and Vangelis Karkaletsis.

Introduction to the webinar’s programme (Rositsa Dzhekhova & Pierre Sivignon)

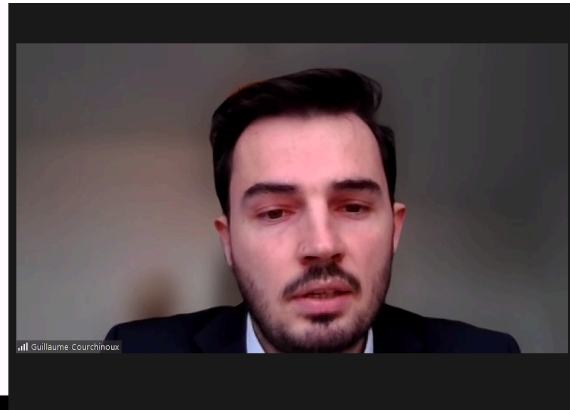
The screenshot shows the FRISCO logo and the text: 'Introduction to FRISCO: objectives, activities, progress summary'. Below this, it says 'Vangelis Karkaletsis, National Centre for Scientific Research "Demokritos"'. At the bottom, it says 'FRISCO Webinar, January 2024'. To the right is a video feed of Vangelis Karkaletsis.

Introduction to FRISCO (Vangelis Karkaletsis)

WHY – THE MISSION

Improve **evidence-based policy formulation** to radicalisation in the EU MS:

- Support the EU policy makers in general prevent work
- Help to increase EU MS capacity in stratcomms
- Support cooperation within the EU.



Presentation of RAN Policy Support (Guillaume Courchinoux)

ANTI-GOV'T LONG-TERM CONSPIRACY THEORIES



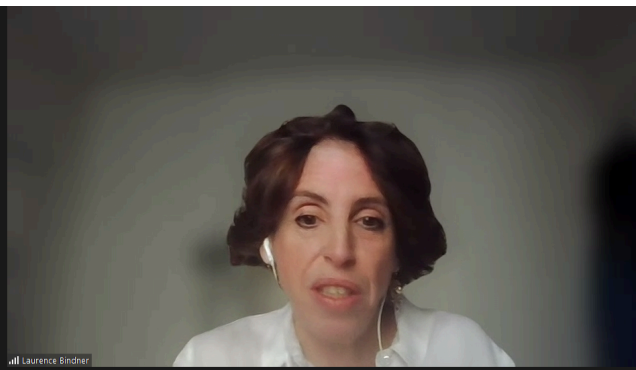
Violent extremism online : background and trends (Arije Antinori)



Case Study : The impacts of 2023 Hamas-led attacks



Laurence Bindner
Associate Founder at
The JOS Project
ERCOR Researcher
RAN Policy Support



Case study (Laurence Bindner)

The slide features the FRISCO logo at the top left with the tagline 'Fighting Terrorist Content Online'. Below it, the text reads 'Introducing FRISCO toolbox' and 'Pal Boza, Tremau'. The TREMAU logo is at the bottom left. The right side of the slide is a video feed of Pal Boza, a man in a dark suit and white shirt, speaking.

Introduction to the FRISCO toolbox (Pal Boza)

The slide is titled 'CASE STUDY II'. The text describes 'The Redirect Method' as an open-source methodology using targeted advertising to connect people searching for harmful content with constructive alternative messages. It also states that the Redirect Method places ads in search results and social media feeds for users searching for pre-identified terms. Below the text is a diagram with yellow arrows and icons representing search, social media, and advertising. The right side of the slide is a video feed of Fabian Wichmann, a man with a beard wearing a headset, speaking.

Countering extremist propaganda online (Fabian Wichmann)

The slide features the ALLIES logo at the top right. Below it, the text reads 'February 2023 – January 2025' and 'AI-based framework for supporting micro and small Hosting Service Providers (HSP) on the report and removal of online terrorist content'. It lists three key areas: 'AWARENESS among micro and small HSPs for the TCO Regulation and its requirements', 'AI TOOLS developed to support HSPs by implementing the TCO Regulation', and 'TRAINING for HSPs concerning TCO Regulation content and the usage of the created AI tool'. A fourth point, 'SAFE ONLINE ENVIRONMENT for experience sharing and reporting among HSPs', is also listed. A 3D cube icon is at the bottom right. The right side of the slide is a video feed of Martina Bogdanova, a woman with glasses, speaking.

Presentation of ALLIES (Martina Bogdanova)

The screenshot shows a presentation slide titled "TCO CLUSTER" on the left and a video feed of Paula Gomila Marqués on the right. The slide content is as follows:

Logo	Description
tech against terrorism europe	Drive greater awareness of the TCO supporting small and micro tech companies in meeting the legal requirements by providing technical support and a mentorship programme.
FRISCO	Toolbox addressed to small and micro Hosting Service Providers (HSPs), tailored to their needs, capacities and role in response to the TCO.
ALLIES	AI based framework for supporting micro and small HSPs on the report and removal of online terrorist content.

At the bottom of the slide, there are logos for DCU, GENT UNIVERSITY, job, LMU, SAHER EUROPE, and the European Union. The video feed shows Paula Gomila Marqués smiling.

Presentation of TaTE (Paula Gomila Marqués)

3.2 Relevant statistics

Now let's look at the statistics and our indicative KPIs, first the quantitative ones. They confirm the success of the webinar, a success that partners involved felt at the end of the three hours and that was confirmed by the feedback we received.

Firstly, the registrations and participants. Over a communications campaign lasting barely three weeks, we managed to attract a significant audience, relatively high by our standards. In total, we had 188 registrations, almost double the target we had set ourselves. In terms of actual participants, the maximum number reached during the webinar was 102, more than double the threshold we had set as a target. Excluding the last 15 minutes of the webinar, dedicated to the second Q&A session and the final thank-you, the lowest figure we reached in terms of participants was 80. During the last hour of the webinar, we fluctuated between 80 and 85 participants. On average, the webinar was attended by approximately 90 participants.

Regarding the seven target audiences we presented at the beginning of the report, our target was also reached. For obvious privacy reasons, we cannot give the exact names or organisations of the participants, but we managed to attract at least one representative from each of the seven target audiences - as a reminder, these are : (1) Public/national authorities, policy-makers and law enforcement agencies; (2) Members of the research community (academics, think-tank representatives, etc.); (3) Private companies (e.g. micro and small HSPs) and Trust & Safety experts; (4) European authorities (European Commission, Europol, etc.); (5) European projects; (6) European trusted flaggers organisations; (7) General public and EU citizens. We also had some unexpected types of participation, such as people operating outside the EU.

Finally, if we look at the indicators coming from LinkedIn, we have also exceeded our targets on all the relevant criteria, proof of the success of our communication efforts. These are very important factors, as our new audience on Social Media will be able to keep abreast of our future activities, and we have initiated a growth dynamic that is still ongoing. The data presented below have been extracted from the FRISCO LinkedIn dashboard, and cover the period from 02/01/2024 to 31/01/2024.

- 207 reactions: +10250%² - with a total of 6651 impressions, which represents an increase of +1768,3%, 24 reposts, and an engagement rate of 9,34%
- 426 visitors: +1320% - 161 unique visitors, which represents an increase of +1050%, and 31 clicks towards our website
- 182 new subscribers: +2933,3% - with a total of 272 subscribers on the 2nd of February, 282 on the 8th of February

Table 3. Results : quantitative Key Performance Indicators

Criterion	Objective	Result	Status
Number of registrations	=100	188	Reached
Number of participants	=50	Up to 102	Reached
Number of target audiences reached	5 out of 7	7	Reached
Evolution of following on SoMe	+100% for every LinkedIn indicators	Reactions : +10250 ³ % Visitors : +1320% New followers : +2933,3%	Reached

3.3 Feedback from participants

The last indicative KPI to assess the success of our webinar was a qualitative one, the “satisfaction of participants and speakers”. To gather the feedback of participants, we have created a small online survey, using Google Form, that we shared with participants in the chat room at the end of the webinar. This questionnaire is still available [here](#) and the answers are collected anonymously. Although the number of responses is still low at the time of writing (8 responses collected), they do seem to indicate genuine satisfaction. The low response rate to the questionnaire can be explained by the slight delay we experienced at the end of the webinar.

² All the percentages presented in this subsection have been automatically calculated by LinkedIn.

³ Data taken from the FRISCO LinkedIn dashboard, for the period 02/01/2024 to 31/01/2024.

In the survey, 4 criteria were to be assessed by participants between 1 and 5 (with 1 representing a low satisfaction and 5 a high satisfaction). We consider 4 and 5 to be high levels of satisfaction. Please note that all the graphs are reproduced in the table below (Table 4) and all questions were answered 8 times.

- *Information delivery*: 87,5% (7) were highly satisfied with the information delivery (4 out of 7 rated their satisfaction at 5).
- *Subject presentation*: 87,5% (7) were highly satisfied with the subject presentation (4 out of 7 rated their satisfaction at 5).
- *Pace of the webinar*: 87,5% (7) were highly satisfied with the pace of the webinar (but contrary to the first two criteria, 4 out of 7 rated their satisfaction at 4).
- *Duration of the webinar* : 87,5% (7) were highly satisfied with the duration of the webinar (5 out of 7 rated their satisfaction at 4).

Then, 3 criteria were assessed via limited-choice questions (Yes/No/Not Sure for the two first questions, Yes frequently/Not very often/Sometimes for the third one).

- *Did you gain knowledge participating in this webinar?* 87,5% said yes and 12,5% said not sure, which indicates that the overwhelming majority of participants found the webinar interesting and learned something.
- *Do you think you can apply to your work what you have learned during this webinar?* 62,5% said they may apply what they have learned during the webinar in their daily professional activities, which is a rather high figure given the focus of the first part on research-oriented perspective.
- *Do you regularly attend webinars?* 50% said they were frequently attending webinars, 25% sometimes and 25% not very often. This is an interesting result as one quarter of the participants were not used to attending webinars, which means they were particularly interested in ours.

Finally, 3 open-choice questions were asked to respondents in order to identify what they had appreciated the most and what are the points for improvement on our side.

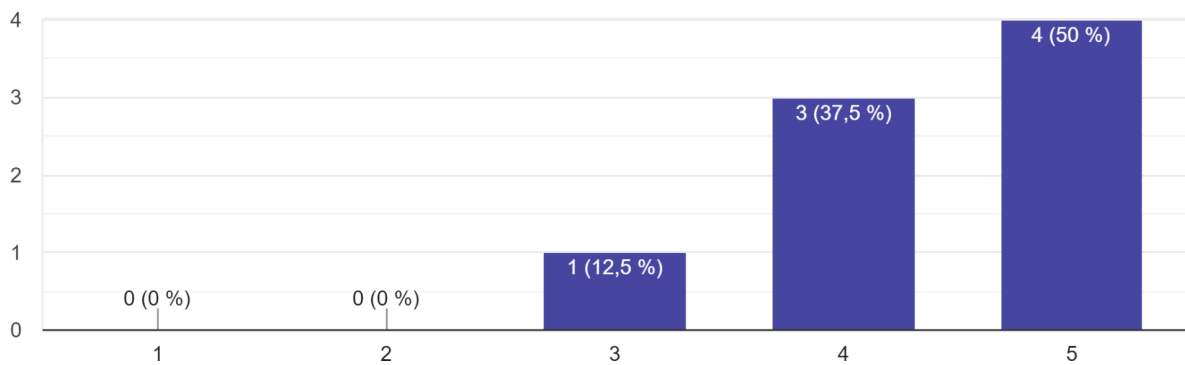
- *What was the best aspect of this webinar?* Of the eight responses received, several aspects of the webinar were highlighted as having been particularly appreciated: the diversity of speakers and expertises, the presentations of Dr. Antinori, Ms. Bindner and Mr. Wichmann.
- *What was your least favourite aspect of this webinar?* The aspects that were least appreciated, and which are therefore areas for improvement, are: a relative lack of interaction with the audience, and the density of the webinar (ratio between the time available and the speed of the webinar).
- *Do you have any suggestions for our next events?* Some of the suggestions we have received include: a more extensive demonstration of our tools, more examples of terrorist/extremist content, comparative perspectives with case studies outside the EU, organising practical sessions in smaller groups, etc.

We also have to mention that we received very good feedback in the chat room during the webinar and more informal ones as well. Three comments posted on LinkedIn also reflect the general satisfaction of the public (e.g. *“Extremely interesting webinar”* or *“Useful and important webinar, more than worthy!”*). Feedback coming from the external speakers was also very positive, with several expressing their will to take part in other FRISCO activities.

Table 4. Results of the assessment questionnaire

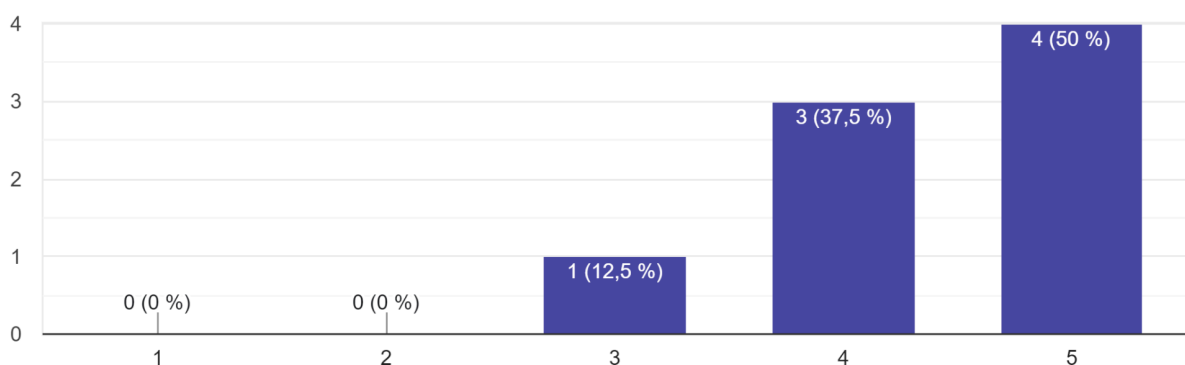
Information delivery

8 réponses



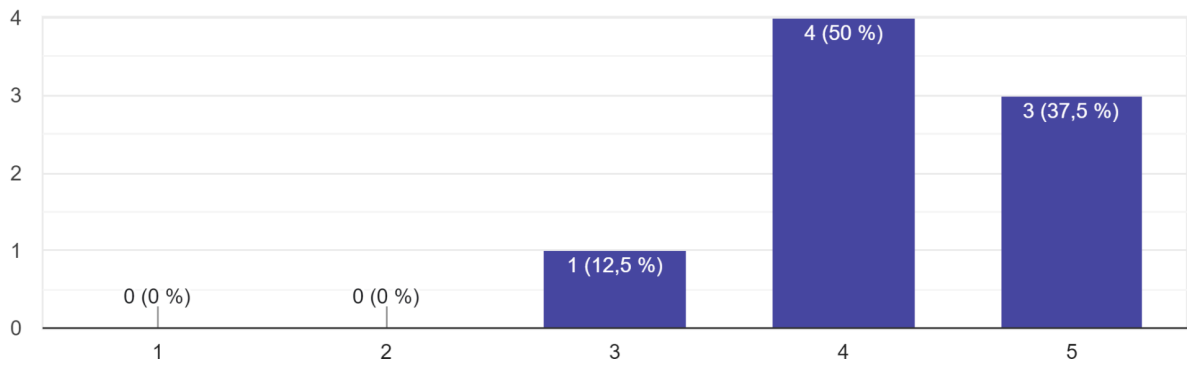
Subject presentation

8 réponses



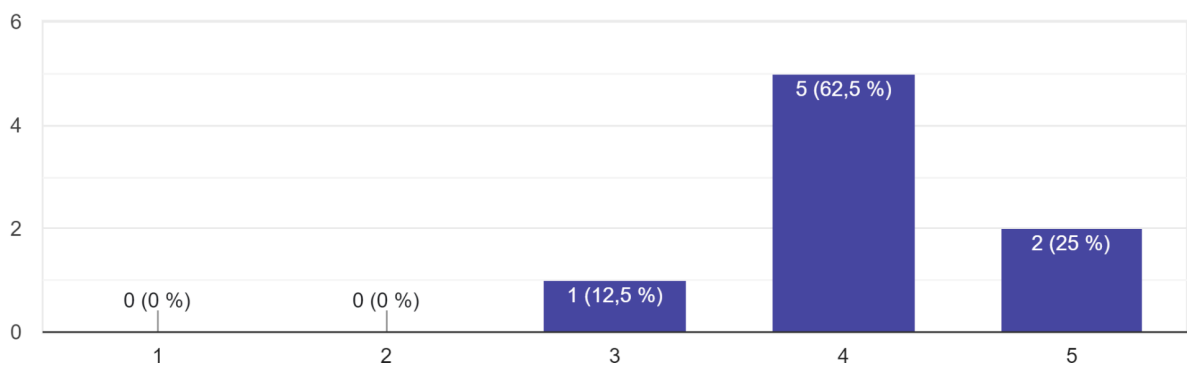
Pace of the webinar

8 réponses



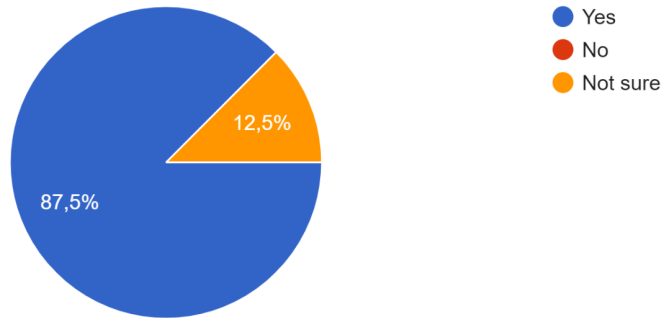
Duration of the webinar

8 réponses



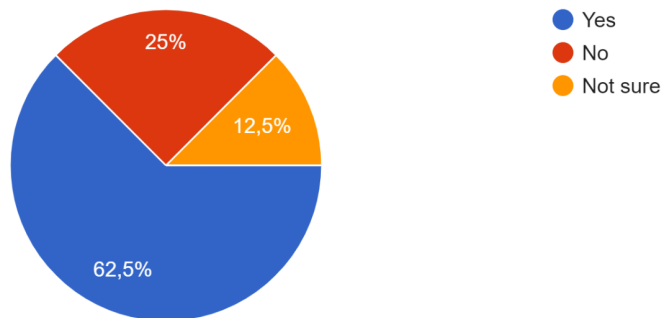
Did you gain new knowledge participating in this webinar?

8 réponses



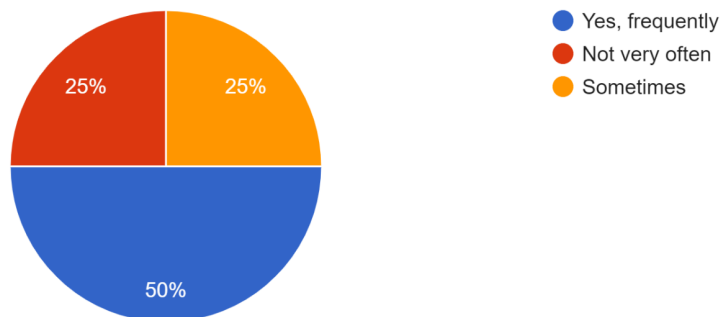
Do you think you can apply to your work what you have learned during this webinar?

8 réponses



Do you regularly attend webinars?

8 réponses



3.4 Replay of the webinar

As mentioned several times in this report and because of the kind of subjects we deal with at FRISCO, we have opted for a semi-restricted replay. Offering such a replay option was crucial, for various reasons already evoked, but above all because we received numerous requests from the public in that sense. We had obtained the formal agreement of all the stakeholders beforehand, concerning the recording and replay. Several options were considered in order to reconcile the need to replay the content with respect for basic security measures.

In the end, we opted for a mixed method, combining a form and a password, allowing us to monitor who we give access to the replay. First, [a Google Form available here](#) has been created by NCSR-Demokritos. This form enables us to receive requests from the public. When we receive a request, partners will check manually who is submitting the request. Upon validation, a password will be sent to the applicant. This password will grant access to the NCSR-Demokritos' Nextcloud servers on which materials will be made available (the recorder video and the slides of speakers). In consequence, the replay will not be hosted on our website, but on cloud servers.

As mentioned earlier, we will be communicating on our Social Media and on our website about the replay, in order to offer people who did not attend the live event the opportunity to benefit from the content and expertise of our speakers, with prior control on our part. Publications including the form are being prepared and will be published on the week of the 12th of February. The form will also be sent to registrants and participants.

4. Outcomes of the webinar

In this fourth and last section, we will present the main expected outcomes of the webinar. These have been classified into three categories : the increased visibility for the FRISCO project, the improved dissemination of our results and tools, and the wider network of experts and partners we have created.

4.1 An increased visibility for the project

The first and one of the main outcomes of the webinar *“Preventing and Countering Violent Extremism online: a discussion with the Radicalisation Awareness Network”* is, of course, an increased visibility for the FRISCO Project. This new visibility works on major two levels: on the one hand, we can reach more types of audience, on the other hand, our following on Social Media (and subsequently the traffic on our website) has dramatically increased. This increase is reflected in the statistics aforementioned, for instance the 6651 impressions, the 426 visitors and the 182 new subscribers. As a reminder, our main target group is, of course, small and micro HSPs that we wish to support in their efforts to tackle terrorist content and comply with the TCO Regulation. Additionally, we identified five target groups in our communication plan: (1) micro and small Hosting Service Providers; (2) EU National authorities (National Ministries of the Interior, LEAs, etc.);

(3) European authorities (European Commission, Europol) and national authorities in charge of removing TCO; (4) European trusted flaggers organisations; (5) general public and EU citizens.

Thanks to the webinar and its seven particular target groups, mentioned several times in the report, we thus attracted the attention of additional audiences, followers of the Radicalisation Awareness Network, namely: policy-makers and members of the research community (academic, think-tank representatives, etc.). Also, our reach has grown, which is a key factor in the success of the project. Another type of audience to which we have increased our reach is European projects working on similar or related subjects, which is perfectly in line with the multi-stakeholder approach we promote and the efforts we put in the creation of synergies (e.g. with the TCO Cluster, CounterR Project, CYCLOPES Project, etc.).

Our project is now more easily identifiable, not only for the RAN audiences, but more generally for many stakeholders involved in one way or another in the P/CVE, the fight against online terrorist content and European security. What's more, we can see that more general subjects (e.g. P/CVE research and approaches) can be gateways to more specialised subjects (e.g. the strict legal application of the TCO), functioning as beacons to attract relevant audiences. Let's take the example of an online platform that is confronted with the exploitation of its services by a terrorist organisation, or that wishes to find out more about the subject. It is very likely that this platform could seek to approach the subject in more general terms, hence the importance of the holistic approach we are promoting: compliance with the TCO Regulation is an essential but singular aspect of preventing extremism and regulating the Internet. It is therefore interesting to combine the tailored support provided to platforms on specific technical or legal aspects with theoretical and practical elements that enable them to grasp the subject in its entirety and develop a more comprehensive view. Overall, this increased reach and all the positive elements it implies will enable us to successfully implement our communication plan.

4.2 A better dissemination of our results and tools

As a corollary to the first result, the webinar enabled us to publicise the solutions we are developing, and in particular our toolbox. Let's recall that the first of the main objectives of the webinar was to provide a progress summary of the FRISCO Project to the public, or more precisely an overview of the FRISCO Project's activities, solutions and tools tailored to support Hosting Service Providers in addressing terrorist content online (i.e. tackle terrorist content online and comply with the current legal framework).

In all, three speakers from within the consortium, totalling more than 30 minutes, gave us the opportunity to present our project to the audience, covering a range of themes and activities. Firstly, a general presentation of our project. Secondly, a review of the results of our survey of stakeholders affected by the TCO. Thirdly, a presentation of the three tools currently being developed, the first versions of which are now available on our website. Due to time constraints, the planned demonstration of the first two tools could not take place as planned - as a reminder, we

wanted to have an extensive presentation and then a 5-minute demo. However, the feedback we received showed that these tools were of interest to the public.

The boost in terms of dissemination is reflected both in the audience reached by the webinar and in the larger audience we can now claim to reach. Increasing our scope will benefit the whole project, as well as the other activities, notably WP3 (training modules) and WP4 (best practices), which we had the opportunity to present in our introduction.

4.3 A wider network of experts and partners

Finally, the third major positive consequence we can highlight is the expansion of our network of experts and partners. In terms of external speakers, and excluding the TCO Cluster with which we actively collaborate, we were able to benefit from the contributions of Mr. Guillaume Cournichoux, Dr. Arije Antinori, Ms. Laurence Bindner and Mr. Fabian Wichmann, all experts in their fields. By calling on RAN, we have now developed more direct, more operational links, not only with the two branches, but also with the speakers and their respective organisations. As mentioned earlier, some of our external speakers have already proposed themselves for future activities. Once again, these advances are in line with the multi-stakeholder and holistic approach we are actively promoting within the consortium, via the TCO Cluster and the wider ecosystem. By reaching out to new audiences, including the research community and policy makers, FRISCO has become an integral part of the P/CVE galaxy.

5. Conclusions

By way of conclusion, we can say that our webinar "*Preventing and Countering Violent Extremism online: a discussion with the Radicalisation Awareness Network*" was a resounding success, both in quantitative and qualitative terms. From our perspective, we therefore consider that the objectives set via Task 5.3 and Deliverable 5.2 have been achieved, and even exceeded (for example, in terms of the number of participants, the various audiences reached, and our new reach on Social Media). Over and above the objectives themselves, the meticulous involvement of the consortium's members and of the WP5 Team allowed us to produce an interesting event, which ran smoothly and clearly found its audience. The diversity of topics covered, as well as the number of speakers and the overall length of the webinar, which presented clear challenges, were ultimately very much appreciated by the audience. That being said, there are still areas for improvement, notably in terms of time management and interactivity. The benefits we can draw from the event are numerous, and most of them have already been mentioned. Thanks to the webinar, our project is more visible and is part of a wider community, particularly with the RAN, which will enable us to successfully implement the communication plan and support the dissemination of the results of all the other Work Packages.

6. Appendices

Appendix 1 - Original concept note of the FRISCO Webinar

Against the backdrop of a world increasingly shaped by digital interactions, the Internet is widely misused by wrongdoers and serves as a breeding ground for extremist discourse and harmful content, resulting in terrorist activity and increased radical influence. This prevalence of online harms poses a serious threat to public safety in the European Union and beyond, jeopardising users and citizens, both on- and offline. Preventing and Countering Violent Extremism (P/CVE) and Terrorism is top priority at the EU level, requiring a comprehensive approach and a combination of legislative, non-legislative and voluntary measures. In consequence, the fight against illegal and harmful content is one of the EU's strategic and operational priorities in terms of Digital Policy. Several key legal texts have been adopted in that regard, notably the Digital Services Act (DSA), a landmark law designed to combat hate speech and disinformation online, and the more targeted Regulation on Terrorist Content Online (TCO). The latter aims to consolidate the legal framework for the Internet and strengthen measures to combat terrorist content online.

This is within this framework that the FRISCO ("Fighting Terrorist Content Online") project is implemented. Our 7-partner team has one key objective: raise awareness and support small and micro Hosting Service Providers (HSPs), or online platforms, to comply with the TCO Regulation. This support is provided through information, tools, frameworks, mechanisms and best practices. As cooperation between authorities, private sector and third parties is key, we promote a multi-stakeholders and holistic approach to tackling terrorist content and fostering compliance with the current legal framework. Among the FRISCO Team, we believe that combating terrorism and violent extremism online requires a two-pronged approach. First, we need to gain a better understanding of the online threat and related radicalisation processes : insights from specialised researchers is key to assess the main trends and emerging threats, and therefore adopt a bespoke approach. Second, relevant actors such as online platforms need to be equipped with the appropriate information, resources and capacities (human, technical, financial and legal) to tackle the exploitation of their services by terrorist groups and individuals, or be ready to do so, and comply with the EU Regulations.

In line with this analysis, the FRISCO Team will be organising a webinar aiming to bring together researchers and practitioners to understand and combat terrorism and violent extremism online. To do so, we want to mobilise the Radicalisation Awareness Network (RAN), both the RAN Policy Support and the RAN Practitioners.

- *The RAN Policy Support supports the European Commission to facilitate exchanges among policy-makers across the EU and brings together a wide community of EU researchers. It gathers members from both the public and private sector, think tanks, academia and civil society organisations to provide policy-makers with the best available information and analysis on P/CVE and related topics.*
- *The RAN Practitioners connects frontline practitioners (civil society representatives, social workers, youth workers, teachers, healthcare professionals, local authority representatives, police officers, prison officers...) from across Europe with one another, to exchange knowledge, first-hand experiences and approaches to preventing and countering violent extremism in all its forms. The RAN Practitioners produces a series of publications and organises a number of thematic Working*

Groups, especially the Communication and Narratives Working Group (RAN C&N) which focuses on both on- and offline communication that offers alternatives or that counters extremist propaganda and/or challenges extremist ideas.

The activities undertaken by both parts of the RAN are in line with the two-pronged approach aforementioned: on the one hand, the analysis on P/CVE and related topics with RAN Policy Support ; on the other hand, first hand experiences and approaches to P/CVE with RAN Practitioners. This is also coherent with activities undertaken by our consortium so far, first our mapping report (knowledge of the threat) and then our toolbox (tackling the threat and compliance with the Regulation). This webinar will have several objectives:

- *Presenting our activities, tools and results*
- *Collaborating with the RAN Policy Support to answer the following question, “What do we know about violent extremism online?”, thus providing a state-of-the-art academic findings panorama.*
- *Collaborating with the RAN Practitioners and Trust & Safety professionals to focus on the operationalisation issue, present available tools and answer the following question “How do we help curbing the phenomenon?”.*

Appendix 2. Final agenda of the FRISCO Webinar

Introduction 10:00 - 10:30	
FRISCO Moderation Team - Rositsa Dzekhova (Deputy Director at Violence Prevention Network) & Pierre Sivignon (Project Officer at Civipol)	Welcome and Technical Details
European Commission - Koralia Kontou (Project Officer at the European Commission - DG HOME) & Friederike Wegener (Policy Officer at the European Commission - DG HOME, Prevention of Radicalisation)	Foreword by the European Commission (DG HOME)
FRISCO - Vangelis Karkaletsis (Director of the Institute of Informatics & Telecommunications, NCSR-Demokritos - Coordinator of FRISCO)	Introduction to FRISCO: objectives, activities, progress summary
FRISCO Moderation Team	Presentation of the programme - Objectives of the webinar

1/ RAN Policy Support : analysis of violent extremism online 10:30 - 11:35	
FRISCO - Pierre Sivignon (Project Officer at Civipol)	Introducing FRISCO mapping report: presentation of the results and findings
RAN Policy Support - Guillaume Courchinoux (Project Officer at RAN Policy Support)	Presentation of RAN Policy Support
RAN Policy Support - Arije Antinori, PhD (La Sapienza University - European Research Community on Radicalisation - RAN Policy Support)	Presentation of background and trends regarding violent extremism online
RAN Policy Support - Laurence Bindner (JOS Project - European Research Community on Radicalisation - RAN Policy Support)	Case Study. The impacts of 2023 Hamas-led attacks on the European digital ecosystem: analysis of extremist discourses and narratives
FRISCO Moderation Team	Q&A
Break 11:35 - 11:45	
2/ RAN Practitioners : tools and P/CVE approaches 11:45 - 12:45	
FRISCO - Pal Boza (COO and Co-Founder at Tremau)	Introducing FRISCO toolbox: presentation of the tools developed by the consortium
RAN Practitioners - Fabian Wichmann (EXIT Germany - RAN Practitioners, Communication and Narratives Working Group - RAN Ambassador)	Presentation of RAN Practitioners “Countering extremist propaganda online: methods and case studies” Recommendations
FRISCO Moderation Team	Presentation of the TCO Cluster – Mobilising the wider ecosystem to support online platforms.

ALLIES - Martina Bogdanova (Legal Researcher at the Law and Internet Foundation - ALLIES)	Identification of violent extremism online - the ALLIES response to help Hosting Service Providers
TaTE - Paula Gomila Marqués (Policy Analyst at Tech Against Terrorism - Coordinator of the Tech Against Terrorism Europe Project)	Tech Against Terrorism Europe - Equipping Online Platforms with Counter-Terrorism Operational Tools
Conclusion 12:45 - 13:00	
FRISCO Moderation Team	Q&A
FRISCO Moderation Team	Closing remarks and way forward

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