

## Navigating compliance with the TCO Regulation

### A starter kit for Hosting Service Providers

This fact sheet is part of the FRISCO project's comprehensive offering of tools and resources supporting Hosting Service Providers (HSPs) to develop effective responses to terrorist content online and fulfil their obligations under the EU's **TCO Regulation**.<sup>1</sup>



The majority of small and micro HSPs are **not sufficiently aware** of the regulation and how it affects them. They further **lack the tools and processes** to comply with it and require legal and technical support.



The **FRISCO Self-Assessment Questionnaire** and the **FRISCO Process Map** come to the rescue. These tools offer a **starter kit** for small and medium HSPs to understand legal and operational obligations, determine their compliance status and next steps and learn how to manage the compliance process.

## FRISCO Self-Assessment Questionnaire

The FRISCO Self-Assessment Questionnaire is a first step in evaluating compliance with the TCO Regulation and identifying gaps and next steps for HSPs. It helps them assess whether they fall under the scope of the TCO Regulation and what actions they should undertake to address operational gaps.



### Goal

Intended to assist HSPs in evaluating their compliance with the TCO Regulation.



### What is it?

An **online questionnaire** that serves as an initial step for HSPs to assess alignment of their content moderation processes with TCO requirements.



### How does it work?

Guides HSPs through 34 questions in thematic sections related to all aspects of the TCO Regulation and its requirements. Provides HSPs with a **compliance score** to help them situate themselves in the path to full TCO compliance.



Link: <https://friscoproject.eu/frisco-questionnaire/>  
For a better experience, visit the dedicated version of the tool:  
[apps.friscoproject.eu](https://apps.friscoproject.eu)



<sup>1</sup> Regulation (EU) 2021/784 of the European Parliament and of the Council of 29 April 2021 on addressing the dissemination of terrorist content online: <https://eur-lex.europa.eu/eli/reg/2021/784/oj>.

## FRISCO Process Map

The FRISCO Process Map is an interactive compliance workflow that breaks down the TCO Regulation and its requirements and leads HSPs through the different processes triggered by a removal order or exposure to terrorist content.



### Goal

The goal of the process map is to assist HSPs in **understanding and navigating compliance with the TCO Regulation**. It aims to provide a step-by-step overview of the entire compliance process and clarify key terms and required steps.



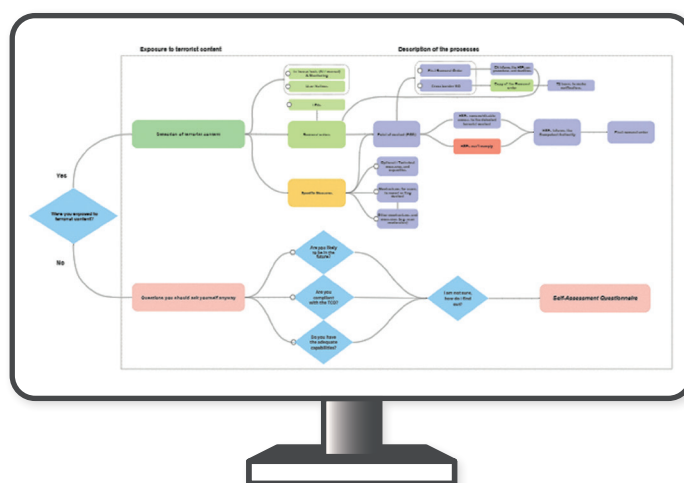
### What is it?

An **interactive process map** that structures and describes the compliance steps with the TCO Regulation and related duties for HSPs in a holistic way focusing on their **operational needs and measures that need to be undertaken** for each scenario (i.e. from the exposure to terrorist content, through dealing with removal orders, to transparency reports).



### How does it work?

It provides a precise breakdown of the TCO Regulation following a **chronological approach to compliance**. The process is displayed gradually, thanks to interactive and/or animated transitions, and the whole map can be downloaded in the end. Free access.



Link: <https://friscoproject.eu/frisco-toolbox/>  
For a better experience, visit the dedicated version of the tool here:  
[apps.friscoproject.eu/flowchart](https://apps.friscoproject.eu/flowchart)



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This project has received funding from the European Union's Internal Security Fund (ISF) programme under Grant Agreement No 101080100. Views and opinions expressed are those of the author(s) only and do not necessarily reflect those of the European Union or the European Commission. Neither the European Union nor the granting authority can be held responsible for them.