

**UNAOC 5<sup>th</sup> #SpreadNoHate Symposium**  
Cairo, Egypt – 13 December 2017

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**ACKNOWLEDGEMENTS**

The observations and opinions expressed in the report do not reflect the views of the United Nations Alliance of Civilizations (UNAOC), but rather the recommendations and conclusions drawn by participants in its fifth #SpreadNoHate Symposium organized in Cairo, Egypt, on 13 December 2017.

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# **I. STATEMENT OF THE HIGH REPRESENTATIVE FOR THE UNITED NATIONS ALLIANCE OF CIVILIZATIONS**

The modern migrant and refugee crisis became prominently centered in campaigns and public discussions as well as a critical topic in the 2016 and 2017 elections in many countries. Though many have shown solidarity with refugees and migrants, a surge in xenophobic hate speech persists.

The number of refugees and migrants fleeing conflict and poverty in nations including Syria, Iraq, and Libya is one of the highest reported since World War II. The images of refugees and migrants looking for safe havens have sometimes been used to distort perception of these vulnerable people in the media, and have brought about some violent reactions. This phenomenon calls into question our core values and principles of democracy, human rights, rule of law and pluralism.

With these struggles, it must be recognized that the world today is more complex, more interdependent and more interconnected than ever before. There is now a better understanding of the role of migration for sustainable development and a growing recognition that immigration has a rightful place as a top priority.

The Global Compact for Safe, Orderly and Regular Migration, which started in April 2017 under the auspices of the United Nations, is the first inter-governmental negotiation of its kind concerning migration and the need for global cooperation in addressing associated challenges while recognizing and reinforcing the positive contributions of migrants.

Media is a powerful tool in addressing the rise of hate speech against migrants and refugees. It has the undeniable power to sway the public's perception on many issues, and the United Nations Alliance of Civilizations (UNAOC) is dedicated to changing the discourse on migrants and refugees to bring about more positive narratives and impactful solutions.

In late 2015, UNAOC launched the #SpreadNoHate initiative, one of the many ways UNAOC hopes to promote dialogue and awareness. The #SpreadNoHate initiative is a platform engaging global media, Internet influencers, and civil society in a dialogue on hate speech, the sharing of best practices to promote counter-narratives in traditional and new media, and the creation of a framework for innovative action. We aim to counter xenophobic narratives in the media and on online platforms and promote social inclusion and diversity.

Recognizing the power of the media to enforce positive narratives and shape public perception is just one part of the solution. We also recognize the power that is innate in all of us – in our voices, our actions. As individuals, we have agency over the language we use and the impact it can have on someone else’s humanity. That is why our #SpreadNoHate initiative is just as much about media involvement as it is about the audiences it speaks to globally.

We hope that this report provides the reader with a comprehensive overview of our fifth #SpreadNoHate Symposium in Cairo, Egypt, and that it informs of much of the progress and challenges that lay ahead. We must all actively work to prevent and counter hate speech in all its forms. We invite you to continue the discussion and share your thoughts by using our hashtag #SpreadNoHate.

Addressing our modern challenges requires solidarity, determination, and collective efforts. Let’s work together to turn fear into hope.

**H.E. Mr. Nassir Abdulaziz Al-Nasser**  
**High Representative for the United Nations Alliance of Civilizations**

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## **II. INTRODUCTION**

In 2015, the world witnessed its highest levels of forced displacement, with a considerable increase in the number of refugees, asylum-seekers, and internally displaced people across various regions of the world – from Africa to the Middle East and South Asia. While the so-called migrant crisis and its impact on Europe have dominated public debate, much less sustained attention has been dedicated to the processes of migration and displacement in Middle East and North Africa (MENA) countries, despite the fact that they have carried the lion’s share of the phenomenon.

Just like in many European countries, the large number of newcomers in the MENA region has put a strain on governments as they struggle to cope with migrants crossing their borders and moving through their countries. MENA countries have had to confront new sets of social and legal issues, which have at times have led to incidents of violence against migrants and refugee communities.

In this context, the influence of the media in shaping public opinion and in setting the agenda of public debates is crucial. The media have the ability and the power to challenge pre-conceived perceptions and to become a channel for new ideas and perspectives. With balanced, accurate news coverage, journalists and editors can contribute to reducing tensions between cultural and identity groups. However, journalists who report on migration too often exacerbate tensions and contribute to polarization by basing their narratives on sweeping, misleading generalizations and stereotypes about migrant communities.

On 13 December 2017 in Cairo, Egypt, in a conference room on the Southern tip of El Gezirah Island on the Nile, more than 120 journalists from around the world gathered to discuss the misleading narratives and stereotypes about migrants and refugees often found in the media. The Symposium was the fifth of the #SpreadNoHate series, an initiative developed in late 2015 by the United Nations Alliance of Civilizations (UNAO) to engage global media in a dialogue on hate speech and the sharing of best practices to promote positive narratives.

The Symposium was covered live on Twitter and trended as No. 1 in both the city of Cairo and nationally across Egypt with the hashtag #SpreadNoHate, showing the desire of the global community to have concrete discussions on issues related to hate speech. Previously, UNAO had organized #SpreadNoHate

Symposia at the United Nations Headquarters in New York, as well as in Azerbaijan, and Belgium, with the support of the European Union.

UNAOC's fifth #SpreadNoHate Symposium in Cairo, Egypt, provided a platform for discussion about hate speech against migrants and refugees in MENA media. It helped shed light on the various dimensions and experiences of migration and forced displacement within the MENA region, their media coverage, and lessons learned by journalists from the region. In addition, the Symposium built and expanded upon the observations and recommendations made at previous UNAOC #SpreadNoHate Symposia.

For more information about UNAOC's #SpreadNoHate initiative, visit [www.unaoc.org](http://www.unaoc.org) (content available in English, French, and Spanish) or contact UNAOC by emailing [HateSpeech@unaoc.org](mailto:HateSpeech@unaoc.org).

#### Quotes:

*"The migrants and refugees crisis has featured prominently in campaigns and public discussions around the globe. There has been solidarity towards refugees in certain countries, but also an alarming surge of xenophobic hate speech."*

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

*"In the current climate of fear and suspicion that grips communities throughout the world, we must work together to break down the fears of the people in receiving societies and changing the perception of migrants and refugees."*

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

*"Human migration is the most salient global issue right now, and is here to stay."*

**Naila Hamdy, Ph.D., Associate Professor and Graduate Director, Journalism and Mass Communication Department, School of Global Affairs and Public Policy, The American University in Cairo**

*"We have to recognize that migration is not a European problem. It's also a Middle Eastern and North African problem because a great number of migrants are located in the region. We need to start integrating them into our communities by telling their real stories, positive or negative."*

**Naila Hamdy, Ph.D., Associate Professor and Graduate Director, Journalism and Mass Communication Department, School of Global Affairs and Public Policy, The American University in Cairo**

*"As responsible journalists, we need to combat the political instrumentalization of hate speech in the media against migrants and refugees."*

**Rouguyata Sall, Journalist, Bondy Blog**

*"Our job as journalists includes calling attention to the reality of migration and the terrible living conditions of certain refugee communities, in order to counterbalance the hate speech that can be found in some news media and on social media."*

**Rouguyata Sall, Journalist, Bondy Blog**

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### **III. (Content)**

#### **1. The Power of Words**

Language is more than just a system of spoken and written communication between people. It also carries our beliefs, cultures, views, and perceptions of the world and allows us to express our feelings.

In the field of journalism, the power of words is critical as it can determine how specific issues are presented, in either a negative or positive light. The words used by the media have the power to influence the public's perceptions. Words can paint a picture and story in the minds of the reader, shape their sentiments and influence their reactions to specific topics.

For these reasons, journalists need to be careful and responsible in their word selection when reporting on issues that can negatively impact or dehumanize specific groups and communities. Words with negative connotations can increase issues of prejudice, discrimination, and violence towards certain groups. In the instance of reporting on migrants and refugees, the media must be especially cautious of associating these groups with negative stereotypes and words that may further incite backlash from the public.

Migrants and refugees who travel from their countries to other nations in search of safety or better opportunities, tend to be described as arriving in “waves” or an “influx of migrants” in the media. Though seemingly harmless, such terminology may make viewers perceive the migration phenomenon and migrants themselves negatively, as a group that will burden the local population and resources. It paints an inundating picture that gives the public a sense of alarm without providing a complete narrative of the issue.

The same can be said for the word “illegal,” often used in the media to describe immigrants who have not been able to take legal measures to enter a country. The term “illegal” dehumanizes migrants and desensitizes the public's view and sympathy for these groups. Because they are deemed to be “illegal” public support for their basic human rights and needs can also diminish. No matter how a migrant enters a country, governments must stand against the incitement of violence and protect their fundamental human rights.

It is crucial to understand the negative connotations words may carry and how usage of key terms can influence wider audiences. Responsible reporting and journalism should take this into account and use more neutral language to present these issues.

In 2014, the United Nations Alliance of Civilizations (UNAOC) developed a Media-Friendly Glossary on Migration [<https://www.unaoc.org/resource/media-friendly-glossary-for-migration/>] with Panos Europe Institute (IPE) and the support of Open Society Foundations. The Media-Friendly Glossary on Migration helps journalists use the appropriate terminology when speaking and writing about migration.

During the #SpreadNoHate Symposium in Cairo, the International Labour Organization (ILO) and UNAOC presented an updated version of the Media-Friendly Glossary on Migration, entitled “Media-Friendly Glossary on Migration: Middle East Edition,” [<https://www.unaoc.org/resource/media-friendly-glossary-for-migration-middle-east-edition/>] which targets journalists across the Middle East and Gulf region.

The new glossary details technical terminology related to forced labor, trafficking in persons, displacement, refugees and labor migration, including emerging terms that are not yet defined in international laws (“stranded” migrants, “economic” migrants, “mixed” migration, etc.). As a reference tool, the new glossary does not merely provide definitions but also context to help journalists write in a way that is not discriminatory or defamatory.

The Media-Friendly Glossary on Migration: Middle East Edition was produced in English and Arabic, allowing journalists to cover the issues accurately in both languages. It also includes guides on photojournalism, gender-sensitive reporting and working with victims of trauma.

Another useful tool that was presented during the #SpreadNoHate Symposium in Cairo is the Glossary of Hate Speech in Egyptian Media [<https://ethicaljournalismnetwork.org/wp-content/uploads/2017/10/%D8%AF%D9%84%D9%8A%D9%84-%D9%84%D8%AA%D8%AC%D9%86%D8%A8-%D8%AE%D8%B7%D8%A7%D8%A8-%D8%A7%D9%84%D9%83%D8%B1%D8%A7%D9%87%D9%8A%D8%A9-1-1.pdf>], developed by the Ethical Journalism Network (EJN), the American University in Cairo, and Egypt Media Development Programme (EMDP). The glossary provides background on how Egyptian law and the country's constitution define hate speech, as well as relevant universal human rights principles, and good practice to help journalists identify hate speech and report on it ethically.

#### Quotes:

*“Words matter, and sometimes words really hurt, so we have to be careful about what we write.”*

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

*“The question is not about whether or not a story should be published. The question is about the wording about how a journalist presents the story. If you use the right language, instead of leading to hate speech, you might be able to create a productive discussion instead.”*

**Lamia Radi, Head of the Arabic Language Service, Associated Press**

## **2. Episodic vs. Thematic Reporting on Migration**

Migration is routinely reported in the form of specific cases. There are spikes in coverage driven by dramatic events, and then periods of minimal events. The surges in coverage have conditioned the public – and policymakers – to think of immigration as a sudden event, associated with a sense of emergency.

Journalists commonly use crises-oriented reporting on migration or “episodic reporting” because it is more compelling and engaging to the public. In reality, however, the practice simplifies complex issues to the level of anecdotes and prevents the audience from cumulating evidence toward any comprehensive understanding of migration.

By adopting a more thematic approach to the topic of migration, journalists can provide context on migration issues and events to the public by including policy debates and trends. Journalists should be in search of a more profound truth to share with their audience, not merely as news consumers, but also as citizens.

#### Quotes:

*“We need more continuous media coverage of the issues that migrants and refugees face from the moment they decide to live their home countries.”*

**Naila Hamdy, Ph.D., Associate Professor and Graduate Director, Journalism and Mass Communication Department, School of Global Affairs and Public Policy, The American University in Cairo**

*“We don’t spend enough time on migration stories [...] We tend to shine the spotlight briefly on the good and on the bad and then just move on. We forget that migrants resettle and that the real story sometimes comes later.”*

**Raphael Minder, Spain and Portugal Correspondent, *The New York Times***

*“It’s our responsibility as media, as writers, as people who spend time in a society to choose which stories we highlight of the refugee crisis.”*

**Chaker Khazaal, Palestinian-Canadian Author and Journalist**

### 3. Humanizing Migrants and Refugees

Regardless of the labels “migrant” or “refugee,” what unites “us” with “them” is the very essence of being human. The media needs to portray the experiences of migration and displacement and their enduring consequences in a way that encourages empathy and makes migrants more relatable to the public. Journalists have to look beyond the broadly articulated claims about immigration and focus on the migrant’s narrative.

Journalists need to humanize the struggles of migrants and their stories — why they are leaving, what they are seeking, and what they are trying to achieve. Presenting migrants as ordinary human beings, with families, professions, hopes, and dreams—neither angels nor victims, can alter how viewers perceive them.

The objective of humanizing migration is to build a bridge of mutual understanding and to provide a window of relatable experience. Personal, human stories can connect with the public and raise empathetic awareness. Changing the lens through which people view migrants and migration is an essential step towards improving the narrative.

#### Quotes:

*“When do you stop being a refugee? It is not a disease. It’s a state of being. Anyone can become a refugee. The state of being a refugee has nothing to do with a geographic location, race, or religion.”*

**Chaker Khazaal, Palestinian-Canadian Writer**

*“For people to leave their land, to leave what defines them, is a huge decision. Journalists need to keep that in mind and need to tell the stories of immigrants.”*

**Joe Lowry, Senior Regional Media and Communications Officer, Regional Office in Vienna, International Organization for Migration (IOM)**

*“We need to get out of our echo chambers and try to understand why and where the hate against migrants and refugees is coming from, so we can better neutralize it and combat it.”*

**Joe Lowry, Senior Regional Media and Communications Officer, Regional Office in Vienna, International Organization for Migration (IOM)**

*“Through media, the message that can be shared is that refugees should not be treated like aliens. We need more stories of refugees falling in love, and all types of human stories. If we keep alienating refugees, we’ll keep getting all sorts of offensive and hate speech.”*

**Chaker Khazaal, Palestinian-Canadian Author and Journalist**

*“The problem of the hate narrative, of the fear narrative is not only affecting the way we perceive refugees. It’s affecting the way refugees perceive themselves. When people are scared of you, you’re going to lose or re-question your self-value. The importance of changing the narrative is not only to fill our newspapers with exciting stories – it’s actually to save generations.”*

**Chaker Khazaal, Palestinian-Canadian Author and Journalist**

*“Normalizing the concept of being a refugee is a first step toward changing the narrative.”*

**Chaker Khazaal, Palestinian-Canadian Author and Journalist**

*“Increasing interactions between migrants and national groups can be powerful in decreasing anti-immigrant sentiment. This is made very difficult when refugees are housed in camps and labor migrants housed in labor camps. This is something else to work towards.”*

**Eliza Marks, Technical Officer, Regional Fair Migration Project in the Middle East (FAIRWAY), International Labour Organization (ILO)**

*“Humanizing the migration crisis is the best weapon against hate speech.”*

**Rouguyata Sall, Journalist, Bondy Blog**

#### **4. Diversity of Views**

The discussion about the need to increase diversity in the newsroom is not new. However, concrete actions or results have rarely followed. News media organizations need to be as diverse as the communities they serve. A diverse staff with varying views, beliefs, and experiences translates into the broadest possible range of stories that best meet the audience needs and interests.

Diversity is more than diverse race and gender. It incorporates a variety of elements, including age, socioeconomic background, political ideology, religion, and many other facets. In an era of political polarization, publishing stories that reflect a range of viewpoints and experiences can help increase readers’ trust.

While seeking more diversity is the “right” thing to do, Symposium participants noted that it also makes sense from a business standpoint. Efforts to become more diverse are necessary to reach new audiences and remain relevant to younger, changing audiences. The content produced by a diverse news organization will have fewer coverage biases and achieve greater audience through different experiences and perspectives to news coverage.

#### Quotes:

*“We need a stronger diversity and social mix in the newsrooms to favor a plurality of points of view, perspectives, angles, and sensitivities.”*

**Rouguyata Sall, Journalist, Bondy Blog**

*“It is very important that journalists are in direct contact with civil society. Civil society and organizations can become allies to the media, especially to help humanize migrants.”*

**Hicham Houdaifa, Journalist; Co-Founder and Contributor, En Toutes Lettres**

#### **5. Data vs. Emotions**

As pointed out by Mr. Amr Taha (IOM) during the #SpreadNoHate Symposium in Cairo, 43 percent of companies in the 2017 Fortune 500 were founded or co-founded by an immigrant or the child of an immigrant. Immigrants have also been awarded thirty-nine percent of the Nobel Prizes won by Americans in Chemistry, Medicine, and Physics since 2000. Research has provided data that shows that immigrants contribute to economic growth in both their countries of origin and their countries of destination, which needs to be communicated to the public.

However, while reason and logic are influential in the debate on migration, emotions and sentiments are just as instrumental in shaping people’s views. Historically, political leaders have been able to influence the masses by appealing to their emotions. As Professor Griffith-Dickson (King’s College London) mentioned during the Symposium, “the ones who appear to be winning seem to be the ones best at manipulating emotions.”

Uniting groups under a collective identity and negatively depicting the “other” ’s aim as to destroy that identity creates a sense of justified grievances and can manipulate emotion effectively. An individual’s sense of identity and necessity to preserve it at all costs renders success in this tactic.



For media professionals, it is essential to relentlessly repeat the truth and provide counter-narratives to reinforce it in the minds of the public. Drawing on people's emotions creates a compelling story and content that stimulates compassion is powerful. Media has the power to create these messages of empathy and transformative experiences. False narratives cannot be deconstructed if the media does not reach broader audiences. Circulating counter-narratives about migration is critical to combatting outlets that present false information.

Quotes:

*“Let's always remember the impact of media in connecting people and creating direct experiences, which is what really transforms people's attitudes and willingness to engage with the other.”*

**Gwen Griffith-Dickson, Director, The Lokahi Foundation; Visiting Professor, Department of Theology and Religious Studies, King's College London**

## **6. The Crucial Role of Media and Information Literacy (MIL)**

In the age of information overload, the media and other information sources inundate us with news at a pace that makes separating relevant and irrelevant – or “fake” – news challenging.

While the public relies on responsible journalism to provide accurate information, they also have responsibilities of their own in this media-saturated world. They can't be passive media consumers and need to educate themselves and new generations. That is where Media and Information Literacy (MIL) becomes a critical tool.

Media and Information Literacy builds an understanding of the role of media in society and essential skills of inquiry and self-expression necessary to citizens. It provides a framework to access, analyze, evaluate and create content, from print to video to the web. Media literate adults and youth can better understand the messages they receive from television, radio, newspapers, magazines, books, billboards, music, the Internet, video games, and all other forms of media.

Media and Information Literacy is not about protecting people from unwanted content. It is about helping people become competent, critical and literate in all media forms, so they can control the interpretation of the information they receive rather than letting the interpretation control them.

Journalists themselves have a role to play in teaching Media and Information Literacy. They need to contribute to this effort and educate people about what they can trust online, and about the ethics of journalism, accuracy, independence, impartiality, accountability, and humanity. Whenever possible, journalists should engage with youth in schools to help them understand how news is constructed, and provide them with the tools to better consume media, and differentiate between good reporting and unethical news.

UNAOC has developed a wide range of Media and Information Literacy (MIL) initiatives that provides youth and educators with useful tools. They can be consulted at: <https://www.unaoc.org/what-we-do/projects/media-and-information-literacy/>

Quotes:

*“We must teach critical sense and respect to our children so that they are protected against hate speech.”*

**Hicham Houdaifa, Journalist; Co-Founder and Contributor, En Toutes Lettres**

“New technologies, with education training, cooperation, and a global determination can bring hate speech to a halt.”

**Firas Al-Atraqchi, Chair, Department of Journalism and Mass Communication, The American University in Cairo**

### **7. Hate Speech's Hidden Messages and Their Impact on Youth**

Hate speech is a dangerous tool that is shaping a negative narrative of migrants and refugees in the media and exists in various mediums. Hate speech rhetoric is not only limited to what is published in the media and viewed on online social platforms. It transcends media and can be used in print and televised content through imagery to which young people are primarily susceptible.

Hate speech in mediums like televised cartoons and video games have the distinct power of connecting with younger audiences through their inviting imagery. Colorful depictions and caricatures with glossy writing, pictures, and presentation are effective in capturing the attention of young viewers. The power lies in the ability of these forms to seem removed from reality and to therefore efficiently deliver underlying messages often filled with offensive content.

An example that was used during the Symposium is the popular animated children's series, Tom and Jerry. In the series, "Mammy two-shoes," an African American woman whose face is never displayed, often chases the two main characters. She is believed to be a maid working in the home where Tom and Jerry live. Given the historical significance of the time in which Tom and Jerry was produced, in the 1940's, the stereotypical representation of the character should not be overlooked.

Another example was the comic album series "Tintin" by Belgian cartoonist Hergé. In Tintin, Arab characters are often portrayed as villains who are illiterate, walk around barefoot, and chase the hero. By being exposed to that type of message, the audience – especially the youth – can implicitly register those stereotypes as true and form lasting bias against specific groups.

As journalists, content creators, and consumers, it is our responsibility to look beyond the pictures and question images that contain negative stereotypes and perceptions. We need to present content that positively embraces diversity and celebrates cultural differences. The negative portrayal of people based on race, background, culture and other identifiers has no place in building a more sustainable, interconnected world. The messages we allow youth to consume must reflect one of tolerance, acceptance and shared humanity for all people.

#### Quotes:

*"The effect of hate speech on today's children will impact and shape migrants' future."*

**Lamia Radi, Head of the Arabic Language Service, Associated Press**

### **8. The Normalization of Hate Speech on Social Media**

While we tend to focus on terrorist groups and their strategic use of social media to further their goals and spread their messages, hate speech has become a normalized phenomenon on social media, and not just by radical individuals. The trend of hate speech is much more insidious and severe than the media phenomenon of jihadists.

Every day on the Internet, people – disproportionately women, people of color and minorities – are harassed, intimidated and threatened. It becomes difficult for the individual – or the authorities – to make case-by-case judgments on what constitutes a real threat. People determined to spread hate have always found ways to alienate others, but digital tools have given them great powers. Cyber-bullying and "trolling" are side effects of anonymity and unfettered free expression, both critical pillars of the web.

Attempts to crack down on online harassment are often described as infringing on free speech. While censorship is damaging to democracy, the damage sometimes takes place in the opposite direction. Individuals and groups that are targeted by hate speech can become marginalized and silenced, which reduces the number of voices contributing to discourse.

Free speech is about cultivating and protecting the greatest amount of speech from the most diverse groups of people. It is about having everyone participate in the conversation, as opposed to having a minority of people shouting.

### **9. User Protection on Social Media**

Despite the proliferation of hate speech on social media, measures are being taken to counteract hateful propaganda. Social media giants such as Facebook are investing in measures to fight against hate speech, offensive language and fake news circulating on the site. Users can now report content that is believed to violate community guidelines. Such breaches upon review are taken down from the website and blocked. It is a way to ensure users are actively engaged in maintaining the community as well.

Furthermore, beyond social media giants policing these platforms, actual law enforcement is also involved. Although social media remains an online platform for expression, it must be remembered that what is said and done on such platforms is, in fact, punishable by law in many countries. Users are not immune to the consequences of their online actions. Offenses such as cyber-bullying, harassment, and threatening individuals are among the many actions that can be prosecuted to the fullest extent of the law.

To help ensure that both users and law enforcement are working together to counteract hate speech and online offenses, we need to raise awareness of the agency that users have; there are tools to help combat offensive content and users should feel empowered to use them. Tackling hate speech on social media is a shared responsibility among various stakeholders.

### **10. The Positive Impact of Social Media**

Although social media platforms can be used to spread hate speech, that should not overshadow the many powerful ways these platforms can unite people and ideas globally. Social media is a tool, one that can be used by individuals negatively to spread hate or positively to make a difference.

It is in the power of every individual to actively promote positive messages and halt the spread of harmful content. Social media influencers with large audiences can be an especially crucial part of this process as they can spread positivity to thousands, even millions of followers and help those messages go viral.

Online movements like #BlackLivesMatter, #MeToo, and #MarchOurLives in the United States are prime examples of how social media can be used to unite people for change. From issues of racial injustice, sexual harassment, to gun control, social media and the use of hashtags provide a space for people to be informed, raise awareness, and to come together under a common goal to express the power in their voices and opinions.

From simple hashtags, #BlackLivesMatter, #MeToo, and #MarchOurLives became generational movements that sought to carry on the ongoing work of civil rights activists and supporters. They have all brought about real change by opening up once taboo conversations and allowing the public to actively lead discourse that translates into legislative change and cultural reforms.

Quotes:

*“Social Media can be a magnificent platform to promote positive messages. It’s not so much about the platform but about the user and what they’re sharing.”*

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

*“Social media don’t create hate. They’re simply a reflection of what’s happening in society.”*

**Rokhaya Diallo, Journalist, Writer, and Filmmaker**

*“The problem is not the people interested in spreading hate, violence, and hostility. Those people are a loud minority. The problem is the masses of people who remain silent.”*

**Rita Izsak-Ndiaye, Elected Member, United Nations Committee on the Elimination of Racial Discrimination; Former Special Rapporteur on Minority Issues**

*(Additional quotes)*

*“The media has the power to defend the innocent, ensure accountability of the guilty, raise awareness, and bring burning issues to the attention of decision makers at the local, regional, and global stage.”*

**Radhia Achouri, Director, United Nations Information Center-Cairo**

*“Whether we admit it or not, the media has shaped more than what we care to admit our own narrative, ideas and convictions and views on most issues, not only on issues of migrants and refugees.”*

**Radhia Achouri, Director, United Nations Information Center-Cairo**

*“There is a need for a common approach from a legal perspective starting with the harmonization of the definition of hate speech.”*

**Elena D’Angelo, Project Analyst, United Nations International Crime and Justice Research Institute (UNICRI)**

*“Economic loss, unemployment, and lack of education mixed with irresponsible media make a potent concoction that bleeds hate speech.”*

**Firas Al-Atraqchi, Chair, Department of Journalism and Mass Communication, The American University in Cairo**

*“As journalists and as citizens, we need to hold decision makers accountable, especially in the context of hate speech against migrants and refugees.”*

**Rouguyata Sall, Journalist, Bondy Blog**

*“Let’s never forget the human rights pillar of the migration discourse. The right to dignity is for everybody.”*

**Rita Izsak-Ndiaye, Elected Member, United Nations Committee on the Elimination of Racial Discrimination; Former Special Rapporteur on Minority Issues**

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#### **IV. SYMPOSIUM AGENDA**

See: <https://www.unaoc.org/event/5th-unaoc-spreadnohate-symposium-in-cairo-egypt/>

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#### **V. RESOURCES PROVIDED BY SYMPOSIUM PARTICIPANTS**

## 1. Books

- Tale of Tala (2017) by Chaker Khazaal: A descriptive narrative about the plight of refugees, presented in a romantic thriller novel.

<http://taleoftala.com/>

- Confessions of a War Child trilogy (2013-2015) by Chaker Khazaal: Focused on the current rise of terrorist acts, the plight of refugees, and the ongoing unrest in the Middle East, the trilogy blends real-time conflict with fiction.

<http://confessionsofawarchild.com/>

## 2. Documentaries and Films

- Network of Hate (2014) by Rokhaya Diallo: Journalist Rokhaya Diallo explores the dangers of social media through her personal story and experience.

<http://www.rokhayadiallo.com/films-en.html>

- The True Impact by Babar Ali and Sarah Randolph (2017 Winner of UNAOC's PLURAL+ Youth Video Festival Award for the Prevention of Xenophobia): The True Impact invites the audience to reflect on the fundamental impact that violence has on individuals and on humanity as a whole.

<https://pluralplus.unaoc.org/18-25-age-category/the-true-impact/>

## 3. Guidelines and Other Tools

- 5-Point Test For Hate Speech, by the Ethical Journalism Network (EJN)

<https://ethicaljournalismnetwork.org/resources/infographics/5-point-test-for-hate-speech-english>

- Charter of Rome: The Charter of Rome is a code of conduct regarding asylum seekers, refugees, victims of trafficking and migrants developed by The National Council of the Journalists' Association and the Italian National Press Federation.

<https://www.cartadiroma.org/wp-content/uploads/2014/10/CODE-AND-GLOSSARY-ENGLISH.pdf>

- Ethical Guidelines on Migration Reporting: Five Point Guide for Migration Reporting, by the Ethical Journalism Network: <https://ethicaljournalismnetwork.org/resources/infographics/ethical-guidelines-on-migration-reporting>

- Glossary of Hate Speech in Egyptian Media, by the Ethical Journalism Network, the American University in Cairo, and Egypt Media Development Programme (EMDP): The glossary helps media identify hate speech and deal ethically with dangerous words and images.

<https://ethicaljournalismnetwork.org/wp-content/uploads/2017/10/%D8%AF%D9%84%D9%8A%D9%84-%D9%84%D8%AA%D8%AC%D9%86%D8%A8-%D8%AE%D8%B7%D8%A7%D8%A8-%D8%A7%D9%84%D9%83%D8%B1%D8%A7%D9%87%D9%8A%D8%A9-1-1.pdf>

- Hate-Speech: A Five-Point Test for Journalist, by the Ethical Journalism Network <https://ethicaljournalismnetwork.org/resources/publications/hate-speech>

- Media-Friendly Glossary on Migration (2014), by the United Nations Alliance of Civilizations (UNAOC) and Panos Europe Institute: The glossary helps journalists learn how to use the appropriate terminology when speaking and writing about migration.

<https://www.unaoc.org/resource/media-friendly-glossary-for-migration/>

- Media-Friendly Glossary on Migration: Middle East Edition (2017), by the International Labour Organization (ILO) and the United Nations Alliance of Civilizations (UNAOC): The glossary is a tool for journalists across the Middle East and Gulf region to ensure rights-based and gender-sensitive reporting on migration. Available in English and Arabic.

<https://www.unaoc.org/resource/media-friendly-glossary-for-migration-middle-east-edition/>

- TOGETHER App, by the International Organization for Migration (IOM): TOGETHER is a United Nations campaign that promotes respect, safety and dignity for refugees and migrants. With the TOGETHER App, people can get involved in the campaign by sharing personal stories and actions.

<https://www.iom.int/together-app>

#### 4. Initiatives

- eMORE: The eMORE project contribute to developing, testing and transferring a knowledge model on online hate speech and offline hate crime, to allow comparative analysis at national/EU level, and to support a harmonized battle against hate-motivated offences.

<https://www.emoreproject.eu/>

- “I am a migrant” campaign of the International Organization for Migration (IOM): A platform to promote diversity and inclusion of migrants in society.

<http://iamamigrant.org/>

- The Prism Project: The Preventing, Redressing and Inhibiting hate Speech in new Media (PRISM) Project aims at developing effective strategies and practices for promoting a better use of language, in order to foster a culture of respect.

<http://www.prismproject.eu/the-prism-project/>

- TOGETHER campaign, by the United Nations: TOGETHER is a United Nations campaign that promotes respect safety and dignity for refugees and migrants. Launched in September 2016, its aim is to counter the rise in xenophobia and discrimination.

<https://together.un.org/>

#### 5. Opportunities

- Global Migration Film Festival of the International Organization for Migration (IOM): IOM invites professional and emerging filmmakers to submit films about the migrant experience.

<https://www.iom.int/global-migration-film-festival>

- Labour Migration Journalism Fellowship Programme, International Labour Organization (ILO) in partnership with the Ethical Journalism Network (EJN): A six-month fellowship programme for journalists and media practitioners to support quality reporting on labour migration in the Middle East.

[http://www.ilo.org/beirut/WCMS\\_619967/lang--en/index.htm](http://www.ilo.org/beirut/WCMS_619967/lang--en/index.htm)

- PLURAL+ Youth Video Festival on Migration, Diversity, Social Inclusion, and the Prevention of Xenophobia, United Nations Alliance of Civilizations and the International Organization for Migration (IOM): PLURAL + is a youth-produced video festival that encourages young people around the world to explore migration, diversity, social inclusion, and the prevention of xenophobia, and to share their creative vision with the world.

<https://pluralplus.unaoc.org/>

#### 6. Studies and Reports

- Hate Crime and Hate Speech in Europe: Comprehensive Analysis of International Law Principles, EU-wide Study and National Assessments, by the European Union and the United Nations Interregional Crime and Justice Research Institute (UNICRI):

[http://www.unicri.it/special\\_topics/hate\\_crimes/Hate\\_Crime\\_and\\_Hate\\_Speech\\_in\\_Europe\\_Comprehensive\\_Analysis\\_of\\_International\\_Law\\_Principles\\_EU-wide\\_Study\\_and\\_National\\_Assessments.pdf](http://www.unicri.it/special_topics/hate_crimes/Hate_Crime_and_Hate_Speech_in_Europe_Comprehensive_Analysis_of_International_Law_Principles_EU-wide_Study_and_National_Assessments.pdf)

- How the World Views Migration, by the International Organization for Migration (2015)

[https://publications.iom.int/system/files/how\\_the\\_world\\_gallup.pdf](https://publications.iom.int/system/files/how_the_world_gallup.pdf)

- World Migration Report 2018, by the International Organization for Migration (IOM):

<http://publications.iom.int/books/world-migration-report-2018>

- More than numbers - How migration data can deliver real-life benefits for migrants and governments, by the International Organization for Migration (IOM):

<http://publications.iom.int/books/more-numbers-how-migration-data-can-deliver-real-life-benefits-migrants-and-governments>

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## **VI. SYMPOSIUM PARTICIPANTS AND CONTRIBUTORS**

*In alphabetical order*

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*(About UNAOC)*

The United Nations Alliance of Civilizations (UNAOC) is a special initiative of the United Nations Secretary-General established in 2005 and co-sponsored by the Governments of Spain and Turkey. UNAOC works to build bridges between societies, promote dialogue and understanding, and seeks to forge the collective political will required to accomplish these tasks. UNAOC works as a convener and facilitator to bring all sectors of society together to strengthen intercultural dialogue, diminish hostility, and promote harmony among the nations and cultures of the world. UNAOC's activities are fashioned around the four pillars of Education, Youth, Migration, and Media. To read more about UNAOC's projects and initiatives, visit [www.unaoc.org](http://www.unaoc.org).