



ANNUAL REPORT

31/12/2015

„Safer Internet Centre Croatia: Making internet a good and safe place” (CEF-TC-2014-1 005)

PROJECT DESCRIPTION

The "Safer Internet Centre Croatia: Making the Internet a good and safe place" (CEF TC-2014-1005) is project funded by the European Union under the program Department C - Connecting Europe Facility (CEF). The project is implemented under the auspices of the Innovation and Networks Executive Agency (INEA) under powers delegated by the European Commission.

The coordinator of the project is Josip Juraj Strossmayer University, Faculty of Humanities and Social Sciences and the partners are Center for Missing and Exploited Children, Terrakom d.o.o. Zagreb and City of Osijek.

The project is worth € 236,198.00 of which the EU finances € 118,099.00 (50%), and 50% co-funded by the coordinator of the project and partners.

The overall objective of the action is the establishment of Safer Internet Centre Croatia in order to set up and expand national platforms to run a range of safer internet services.

Specific objectives are:

1. Development of Awareness Centre for informing children, parents, teachers and others working with children about better and safer use of the internet; development and deployment of awareness toolkits and services designed to give children, young people, parents, teachers and others the tools, knowledge and skills to navigate safely and be informed about potential risks. This envisages the following objectives:
 - Develop new, inventive, attractive, interesting and informative awareness campaigns using the most appropriate media for the target groups and taking into account best practice and experience of other countries.
 - Develop a comprehensive set of awareness raising tools appropriate for children, parents, teachers and others working with children on safer internet use and protection of harmful online content, contact and conduct. Actively include children in development of safer internet tools and services.
 - Evaluate the impact of the awareness campaigns on the target groups and provide qualitative and quantitative feedback at European level through the core service platform.





- Plan and organize workshops for primary and high school psychologist in order to develop prevention activities for children and young people concerning online safety.
 - Plan and organize training activities for police officers in order to ensure their continuous education, improvement and updating of their skills regarding safer internet use.
 - Conduct a national research in order to understand the nature and trends of using ICT by children and young people and the main correlates and risks of using ICT.
 - Establish and maintain cooperation with relevant national, regional and local stakeholders.
 - Establish and maintain active cooperation with other Safer Internet Centers through Insafe/INHOPE network in order to exchange examples of good practice, exchange information about best technical solutions, participate in seminars, meetings and implement European approach.
2. Enhancement of online helpline services for reporting and dealing with harmful contact (grooming), conduct (cyberbullying) and content. This envisages the following objectives:
- Provide online and telephone counselling for children and parents so that they could get an advise or useful information on how to deal with harmful contact (grooming), conduct (cyberbullying) and content or other inappropriate experience while using online technologies.
 - Evaluate the helpline services and provide qualitative and quantitative feedback at European level through the core service platform.
3. Improvement of Hotline for receiving and managing reports and data on online illegal child sexual abuse. This envisages the following objectives:
- Improvement of established Hotline in Croatia to receive information from public relating to illegal content on the internet which will act as a national alert platform and be easily accessible to users.
 - Undertake a preliminary assessment of the legality of the reported content, trace its origin and forward the report to the appropriate body for action and the host provider.

The action will run from 01/01/2015 (“the starting date”) until 30/06/2016 (“the completion date”).

The proposed project consists of six **Work packages**:

1. Project planning, management and reporting
2. Project performance monitoring and evaluation
3. Networking, institutional support and establishment of Advisory Board



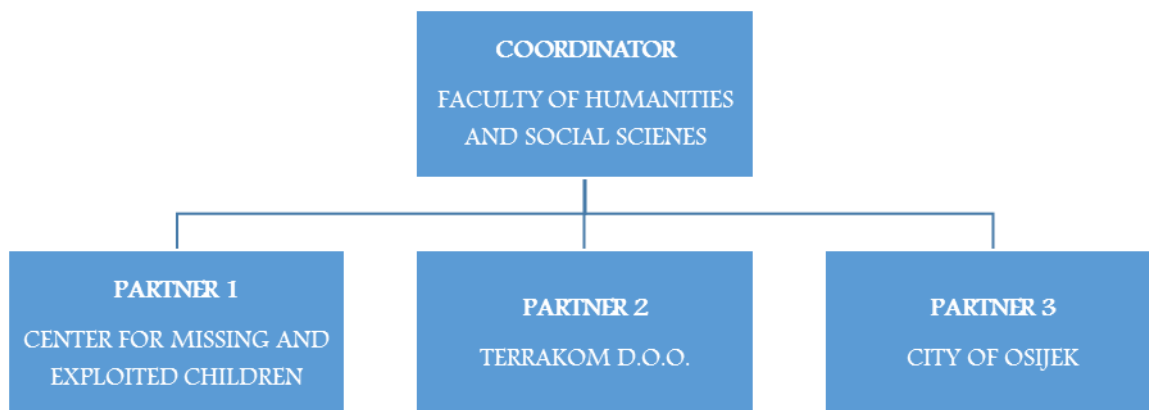


4. Technical support and production of awareness raising and educational content
5. Education and training activities
6. Promotion and dissemination.

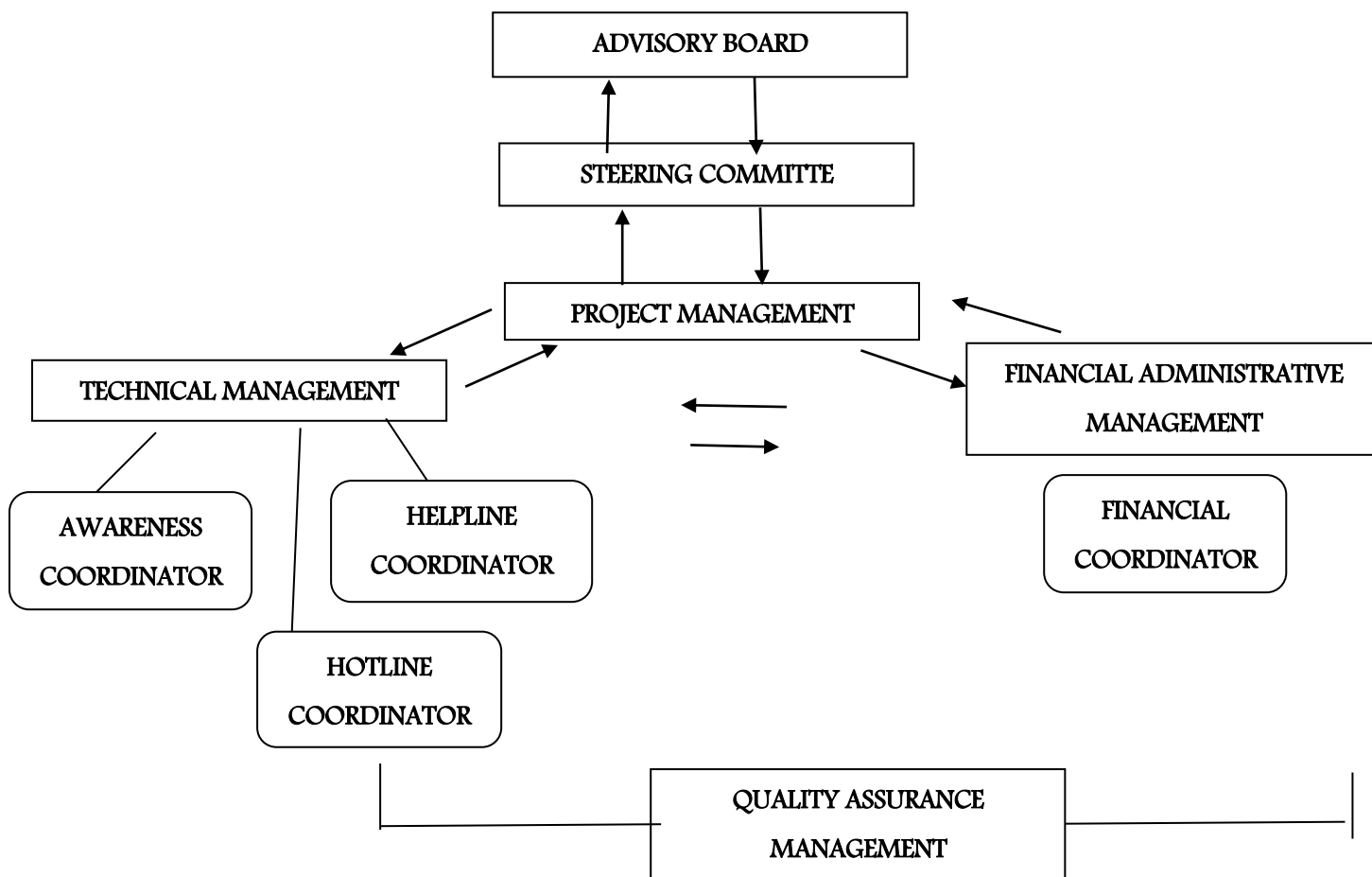
The SIC Croatia contributes to the deployment of the DSI by providing the following services: awareness raising, providing assistance through a helpline and contributing to the takedown of illegal content by operating a hotline.

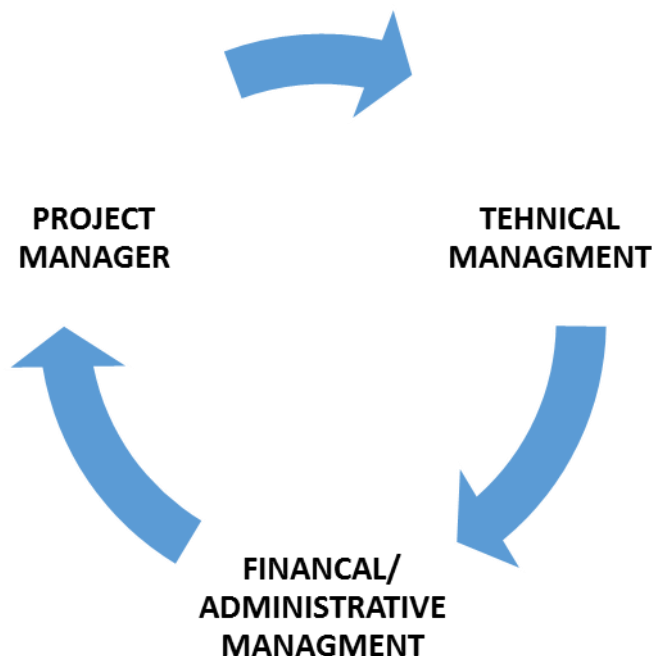
SIC Croatia will aim at strengthening the users of ICT in a safer and better use of these tools. With ongoing developments of both software and hardware, threats targeting the human factor within the digital life and business become more abundant. This is why the work of SICs becomes relevant on the personal and the economical level. Empowering the people (starting with children and adolescents) to use ICT as citizens, customers or service providers will lead to a less vulnerable and thus more efficient digital economy.

CONSORTIUM



MANAGEMENT STRUCTURE





FULL LIST OF STAFF MEMBERS

PROJECT MANAGEMENT

1. Jelena Gilja – Project Manager (Center for Missing and Exploited Children)

Project Manager has to ensure that each consortium partner is able to fulfil their responsibilities and their obligations regarding all financial matters. Although deliverable production will be in the responsibility of the work package leader, Project Manager will be responsible to review and accept all deliverables defined in the project and monitor their production. ***Project manager is responsible for:*** project management, planning of implementation, coordination of all activities, monitoring the progress of the project and project activities, monitoring financial situation, reporting to partners and donors, ensuring team work and active participation of partners and associates, promotion and facilitation of meetings, problem management and escalation procedures and change request management.



TECHNICAL MANAGEMENT

Technical management consists of three technical coordinators: Kristina Krulić is Helpline coordinator, Tomislav Ramljak is Hotline coordinator and Boris Radanović is Awareness coordinator. The three technical coordinators has to ensure that the technical objective of their appointed part of the project are met as scheduled in the work plan, and that their technical work is state of the art concerning CEF's Telecom guidelines for the Safer Internet DSI. Each technical coordinator is responsible for the elaboration and the quality of the deliverables parts, referred to its work. Also, they are responsible for performance of planned activities and reporting to project manager.

2. Tomislav Ramljak – Hootline Coordinator (Center for Missing and Exploited Children)

Hotline coordinator is responsible for set up and maintenance of a facility for online reporting of illegal content or activity on the internet. His obligation is to deal rapidly with complaints that he receives, forward rapidly the report to the appropriate body for action and forward all reports on Child Sexual Abuse Material to the INHOPE database. He gathers and analyses statistics. Also, he has to ensure that reporting mechanisms are interoperable both with the core platform and with reporting via service providers such Social Networking Services. **His responsibility is** to develop manual of operational procedures for Hotline and participate in development of comprehensive manual; to participate in development of awareness tools and services and in organization of training and workshops. For all activities that Hotline coordinator is in charge of, he is obligated to timely delivery of all requested reports.

3. Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children)

Helpline coordinator is responsible to provide online and telephone counselling for children and parents so that they could get an advice or useful information on how to deal with harmful contact, conduct and content and inappropriate experience by using online technologies. Also, is responsible for development of a manual of operational procedures for Helpline and to participate in development of comprehensive manual. Furthermore, he has to participate in development of comprehensive set of awareness raising tools appropriate for children, parents, teachers and others working with children on safer internet use. He is responsible for organization of workshops for primary school and high school psychologists, organization of study visit, and organization of training for police officers. For all activities that Helpline coordinator is in charge of, he is obligated to timely delivery of all requested reports.





4. Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children)

Awareness coordinator is responsible for development of new, inventive, attractive, interesting and informative awareness campaigns, awareness tools and services, development of mobile application for children and development of SIC Croatia web page. Furthermore, he has to participate in development of comprehensive manual. His obligation is also to Establish and maintain active cooperation with other Safer Internet Centers through Insafe/INHOPE network in order to exchange examples of good practice, exchange information about best technical solutions, participate in seminar, meeting and implement European approach. His obligation is to organize Youth panels and participate in organization of training and workshops. For all activities that Awareness coordinator is in charge of, he is obligated to timely delivery of all requested reports.

5. Bacc.ing.comp. Elizabeta Velkavrh – (Terrakom d.o.o.)

Her obligation is to promote internet as a place of opportunities and knowledge but also as a safe and good place especially for children and to promote technical solutions (tools and services) which will raise the awareness about the importance of safe internet use. She will participate in awareness raising activities and development of awareness raising tools and services.

6. Romano Kristić, MA Oec - (City of Osijek)

He is expert in field of economics and he will participate in SIC Croatia project in the field of awareness raising and sensitization through the influence of the City of Osijek among citizens.

FINANCIAL / ADMINISTRATIVE MANAGEMENT

7. Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children)

The financial / administrative coordinator has to act as the project secretariat, and a) is the contact point between the SIC Croatia and the European Commission, b) has to distribute each tranche of the Community financial contribution between the beneficiaries, c) is responsible for submitting all deliverables to the EC on behalf of all partners and d) is responsible for schedule monitoring in order to make sure that activities are performed as planned. Each partner is obliged to submit the necessary documentation to the coordinator. The coordinator has to communicate reasonable deadlines to the partners well in advance of the contractual deadlines. If a given deadline cannot be met, the coordinator must be informed immediately in order for the EC to be informed respectively. All changes affecting project objectives, project schedule or project budget need to be immediately reported to the administrative/financial coordinator, for communicating these to the EC, if this is considered necessary or is mandatory per contract.





QUALITY ASSURANCE MANAGEMENT

The QA team of the project controls the processes and results from a quality point of view. They have to approve all deliverables, before being submitted to the administrative/financial coordinator. The QA team has to coordinate its work with technical coordinators and financial/administrative coordinator. QA team is obligated to report irregularities to project manager and steering committee. Also, its responsibility is to assess if planned activities meet need and capacities of its users. QA team consists of 6 members, professors and assistants at Faculty of Humanities and Social Sciences. The quality team also has further responsibilities: conduct a national research on children, publish professional and scientific articles on safer internet subject and develop Curriculum for students.

8. Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences)
9. Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences)
10. Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences)
11. Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences)
12. Renata Jukić, PhD - (Faculty of Humanities and Social Sciences)
13. Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences)

STEERING COMMITTEE

Steering Committee is composed of one member from each partner organization. Members of Steering Committee will meet at least once every three months. Their role is to assess work of SIC Croatia, maintain regular communication between Consortium partners and assess project management, project planning, project monitoring and project evaluation.

1. Marija Omazić, Vice-Dean, Faculty of Humanities and Social Sciences (FFOS)
2. Ljudevit Ostoić, Center for Missing and Exploited Children
3. Kornelija Mlinarević, City of Osijek





ADVISORY BOARD

Advisory Board includes representatives of Safer Internet Centre, Ministries responsible for new media and education, police, internet industry association, communication service providers, non-governmental organizations dealing with children rights and safety, teachers and parents. It includes 18 members that has an obligation to meet every three months in order to provide a review of activities carried out and planning future activities. The purpose of the Advisory Board is to maintain and improve communication between key national stakeholders and SIC Croatia. Beside the function of communication and experience, Advisory Board has to carry out the role of mutual feedback contribution space, where all Advisory Board members share their own observations within project activities in which they are involved in and project achievements, goals and impacts reached. Advisory Board members have to generate, share and extend knowledge acquired on meeting and furthermore provide the project Consortium with the feedback and facilitate cooperation on different activities SIC Croatia. What is most important is that they have to ensure that project is in line with national and international regulations and strategies.

- 1. Branka Rešetar, Sveučilište J. J. Strossmayera Osijek, Pravni fakultet**
- 2. Zorica Wild, Centar za socijalnu skrb Osijek**
- 3. Helena Skender, Osječko-baranjska županija, Upravni odjel za zdravstvo i socijalnu skrb**
- 4. Jelena Gilja, Centar za nestalu i zlostavljaju djecu**
- 5. Kristina Krulić, Centar za nestalu i zlostavljaju djecu**
- 6. Tihana Vidaček, Centar za nestalu i zlostavljaju djecu**
- 7. Kornelija Kondor, Udruga za podršku žrtvama i svjedocima**
- 8. Marija Milić, Sveučilište J. J. Strossmayera Osijek, Filozofski fakultet**
- 9. Ivan Pakšić, Ministarstvo unutarnjih poslova, Odjel prevencije**
- 10. Darko Čorković, Ministarstvo unutarnjih poslova, Odjel prevencije**
- 11. Ivana Biljan, Agencija za odgoj i obrazovanje**
- 12. Dijana Antunović-Lazić, Europski dom Vukovar**
- 13. Tomislav Ramljak, Centar za nestalu i zlostavljaju djecu**
- 14. Jasmina Tomašić Humer, Sveučilište J. J. Strossmayera Osijek, Filozofski fakultet**
- 15. Tomislav Jakopec, Sveučilište J. J. Strossmayera Osijek, Filozofski fakultet**
- 16. Daniela Šincek, Sveučilište J. J. Strossmayera Osijek, Filozofski fakultet**
- 17. Ivan Horvat, Otis d.o.o.**
- 18. Elizabeta Velkavrh, Terrakom d.o.o.**





ANNUAL REPORT FOR PERIOD 01.01.2015.-31.12.2015.

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|-----------------------------|---|---------------------------|---|
| WORK PACKAGE TITLE: | Project planning, management and reporting | | |
| WORK PACKAGE NUMBER: | 1 | DELIVERY DATE: | 30.06.2015. |
| LEAD BENEFICIARY: | Faculty of Humanities and Social Sciences | OTHER BENEFICIARY: | Center for Missing and Exploited Children |
| LIST OF STAFF: | Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hotline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children) | | |





DESCRIPTION OF TASKS AND RESULTS OF THE ACTION:

Task 1.1. Partnership agreement

Ensure signing of partnership agreement with every partner on the project before beginning of the project activities.

Partnership agreements were signed between the project coordinator and each partner separately. Agreement signed:

- FFOS-TERRAKOM: 18.05.2015.
- FFOS-CNZD: 19.05.2015.
- FFOS-GRAD OSIJEK: 10.06.2015.

Number of partnership meetings:

| RB | DATE | NUMBER OF MEMBERS | PLACE | DURATION |
|-----|-------------|-------------------|-------|------------|
| 1. | 21.05.2015. | 10 | FFOS | 10-12h |
| 2. | 09.06.2015. | 7 | FFOS | 11:30-13 |
| 3. | 18.06.2015. | 6 | CNZD | 10-11h |
| 4. | 03.07.2015. | 5 | CNZD | 9-12h |
| 5. | 14.07.2015. | 5 | FFOS | 9-12h |
| 6. | 16.07.2015. | 7 | CNZD | 9:30-11:30 |
| 7. | 03.08.2015. | 6 | CNZD | 13-14h |
| 8. | 15.09.2015. | 8 | FFOS | 11-13h |
| 9. | 23.09.2015. | 7 | FFOS | 9-11h |
| 10. | 25.09.2015. | 7 | FFOS | 10-12h |

Task 1.2. Draw up a detailed work plan for the future work of the Safer Internet Centre Croatia including the full list of project staff with their task and responsibilities.

Detailed work plan SIC was adopted on 21 May 2015. At the first meeting of the project team held on FFOS.

Task 1.3. Ensure that objectives, deadlines and quality standards are met. Ensure that activities are implemented as planned.

Public friendly annual report (December, 2015.) published on web page of SIC Croatia.

| DELIVERABLES: | DATE OF PERFORMANCE | PERFORMANCE INDICATORS |
|--|---|--|
| D 1.1. Partnership agreement (<u>May, 2015.</u>) D 1.2. Detailed work plan (<u>May, 2015.</u>) D 1.3. Public friendly annual report (<u>December, 2015.</u>) | | 1.1. Total number of participants that signed the partnership agreement (4) 1.2.1. Number of meetings (Year 1: 10) 1.2.2. Total number of participant at meetings (Year 1: 16) |
| WORK PACKAGE TITLE: | Project performance monitoring and evaluation | |
| WORK PACKAGE NUMBER: | 2 | DELIVERY DATE: |





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|--|---|--|---|
| LEAD BENEFICIARY: | Center for Missing and Exploited Children | OTHER BENEFICIARY: | Faculty of Humanities and Social Sciences |
| LIST OF STAFF: | Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hotline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children) Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) | | |
| DESCRIPTION OF WORK: | <p>Task 2.1. Establishment of Steering Committee, which will be responsible for the assessment of the work of Safer Internet Centre Croatia.</p> <p>The Project Steering Committee has been established 09.07.2015. (3 members: Ljudevit Ostoić-CNZD, Marija Omazić-FFOS, Kornelija Mlinarević-City of Osijek).</p> <p>Task 2.2. Conduct assessment of project activities, project results and all components of the Safer Internet Centre Croatia and project impacts on target groups.</p> <p>Steering Committee conducted evaluation of project on the meeting 09/12/ 2015.</p> | | |
| DELIVERABLES: | DEADLINE: | PERFORMANCE INDICATORS | |
| D 2.1.1. Established Steering Committee (July, 2015.) D 2.1.2. Evaluation of Steering Committee (December, 2015. / June 2016.) D 2.2. External Evaluation (June, 2016.) | | 2.1. Total number of members in Steering Committee (Year 1: 3) 2.2.1. Total number of stakeholders involved in activities (Year 1: 10) 2.2.2. Total number of participants in external evaluation (Year 1: 15) | |





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| WORK PACKAGE TITLE: | Networking, institutional support and establishment of Advisory Board | | |
| WORK PACKAGE NUMBER: | 3 | DELIVERY DATE: | |
| LEAD BENEFICIARY: | Center for Missing and Exploited Children | OTHER BENEFICIARY: | Faculty of Humanities and Social Sciences Terrakom d.o.o. City of Osijek |
| LIST OF STAFF: | Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hotline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children) Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) bacc.ing.comp. Elizabeta Velkavrh – (Terrakom d.o.o.) Romano Kristić, MA Oec - (City of Osijek) | | |
| DESCRIPTION OF WORK: | <p>Task 3.1. Establishment of Advisory Board which will include representatives of: Safer Internet Centre, Ministries responsible for new media and education, police, internet industry association, communication service providers, non-governmental organizations dealing with children rights and safety, teachers and parents. Their purpose is to maintain communication between key stakeholders and Safer Internet Centre Croatia.</p> <p>Advisory Board was established on the first meeting 08/06/2015 Second meeting of Advisory Board: 01.02.2016.</p> <p>Task 3.2. Organization of study visit to member of EAN (European Antibullying Network; Greece) in order to exchange examples of good practice and nurture international cooperation.</p> <p>Study visit took place in Greece from 22/06/2015- 26/06/2015 The participants of the study visit:</p> <ol style="list-style-type: none"> 1. Assist. Prof. Daniela Šincek, Head of Department of Psychology Methodology, General and Social Psychology Sub department Department of Psychology Faculty of Humanities and Social Sciences Osijek J. J. Strossmayer University of Osijek 2. Kristina Krulić, Helpline coordinator Center for Missing and Exploited Children, professional associate - psychologist 3. Jelena Gilja, project manager Center for Missing and Exploited Children <p>Task 3.3. Establish and maintain formal and informal partnerships and promote dialogue and exchange of information with key players (government agencies, press and media groups, ISP associations, user organizations, education stakeholders) and actions in their country relating to safer use of internet and other online technologies.</p> <p>Report on established and maintained communication between partners made on 30/12/2015. SIC Croatia established a good communication and cooperation with numerous key players in the field: Netokracija, Bamboolab, Microsoft, VIPnet, Lude ribe, Ministry of Interior, Ministry of Social Policy and Youth, Twitter, Ask.fm, Facebook, INHOPE, Insafe, Radio plus, Osijek Software City, E-skills, T-Mobile, etc.</p> | | |





| DELIVERABLES: | DEADLINE | PERFORMANCE INDICATORS |
|---|----------|--|
| D 3.1.1. Established Advisory Board (June, 2015.) D 3.1.2. Meetings of Advisory Board (June, 2015; December 2015; June 2016.) D 3.2. Report on participation on study visit (June, 2015.) D 3.3.1. Report on established and maintained communication between partners (December 2015; June, 2016.) D 3.3.2. Report on participation on European network meeting (June, 2016.) | | 3.1.1. Total number of members in Advisory Board (Year 1: 18) 3.1.2. Number of Advisory Board meeting (Year 1: 2) 3.2.1. Total number of participant on study visit (Year 1: 3) 3.2.2. Number of training hours that study visit include (Year 1: 25) 3.3.1. Number of emails/phone calls exchanged between partners (Year 1: 200) 3.3.2. Total number of industry partners, national or local government or regulatory bodies, and research institutes actively involved in the activities of the SICCC (Year 1: 10) 3.3.3. Number of European network meeting attended (Insafe/INHOPE) (See task 6.7.) |

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| WORK PACKAGE TITLE: | Technical support and production of awareness raising and educational content | | |
| WORK PACKAGE NUMBER: | 4 | DELIVERY DATE: | |
| LEAD BENEFICIARY: | Center for Missing and Exploited Children | OTHER BENEFICIARY: | Faculty of Humanities and Social Sciences Terrakom d.o.o. |
| LIST OF STAFF: | Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hootline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children) Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) Bacc.ing.comp. Elizabeta Velkavrh – (Terrakom d.o.o.) Mirna Ažić – Research Psychologist (Center for Missing and Exploited Children) Vanja Gorjanac - Research Psychologist (Center for Missing and Exploited Children) | | |
| DESCRIPTION OF WORK: | Technical support: Task 4.1.1. Members of the team set up and maintain a facility for online reporting of illegal content or activity on the internet and deal rapidly with complaints received. Hotline coordinator forwards rapidly the report to the appropriate body for action and forward all reports on Child Sexual Abuse Material to the INHOPE database. He gathers and analyzes statistics and ensure that reporting mechanisms are interoperable both with the core platform and with reporting via service providers such Social Networking Services. Task 4.1.2. Developed a manual of operational procedures for Hotline Task 4.2.1. Team has set up and maintain facility to answer questions (online, phone) from children, parents and others working with children related to their use of online technologies – Helpline and online counselling. Develop a system for passing reports to the relevant authority where a child appears to be in danger. Disseminate the results by providing statistics on the number of calls and online contacts received. | | |





Total amount of contacts: 28, number of telephone contact: 19; number of personal contact: 6; and number of online contact: 3.

Task 4.2.2. Developed a manual of operational procedures for Helpline

Task 4.3. Development of website for Safer Internet Centre Croatia which will consolidate helpline, hotline, online counselling, awareness center, awareness raising tools and comprehensive manual on safe internet use.

We have created www.csi.hr our main web page which has 30154 visits and more then 120 000 page openings.

Task 4.4. Established partnership with ISPs in Croatia in order to reduce average time for notice and take down of illegal child abuse material.

Production of awareness raising content:

Task 4.5. Conducted a national research on children in order to explore: prevalence and nature of using ICT in Croatian children and youth, motives for using internet per se and ICT in general, “haters” behavior, sexting and risk behaviors using ICT, negative consequences, help seeking behavior and differences in research finding in survey via Internet and “paper and pencil” survey.

National research included 83 schools from 24 cities in Croatia in which 6945 children and 283 teachers participated.

Task 4.6. Published professional and scientific articles on safer internet subject in order to introduce children, parent, teachers and professionals with the problem of unsafe internet use and ways of protection by members of Faculty of Humanities and Social Sciences who are members of project team. The list of articles can be seen on the following link: <http://bib.irb.hr/lista-radova?autor=284590>

Production of educational content:

Task 4.7. Comprehensive manual is developed in cooperation with law enforcement authorities and experts in psychology and in accordance with best practice guidelines. It includes procedures for hotline, helpline, risks, prevention and intervention.

Task 4.8. Mobile application is developed in order to educate children on safer internet use, how to protect their personal information and how to protect themselves from sexting.

Task 4.9. A board game for children with the subject of safer internet use and smart online practices is developed. Through this board game, they can learn about safe internet use in a fun and appropriate way and can socialize with other children. The game was developed in collaboration with a youth panel on Kulendayz conference where 40 children were involved in creation and the design of the game. We also developed the mobile application to make the game more current and accessible to children which will be available for download on SIC Croatia web page.

| DELIVERABLES: | DEADLINE | PERFORMANCE INDICATORS |
|---|----------|---|
| D 4.1.1. Established and maintained Hotline (reporting facility) (July, 2015.) | | 4.1.1. Number of reports received through Hotline (Year 1: 80) |
| D 4.1.2. Hotline – development of operational procedure manual (August, 2015) | | 4.1.2. Number of participants involved in development of Hotline manual (Year 1: 4) |
| D 4.2.1. Established and maintained Helpline (July, 2015.) | | 4.2.1. Number of online contacts and phone calls received (Year 1: 19) |
| D 4.2.1. Online counselling launched (July, 2015.) | | 4.2.1. Number of online contacts to online counselling (Year 1: 3) |





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| <p>D 4.2.2. Helpline – development of operational procedure manual (<u>August, 2015</u>)</p> <p>D 4.3. Developed web site for Safer Internet Centre Croatia (<u>July, 2015.</u>)</p> <p>D 4.5. Published report on conducted national research (<u>June, 2016.</u>)</p> <p>D 4.6. Published professional and scientific articles on safer internet subject (<u>December, 2015./ June 2016.</u>)</p> <p>D 4.7. Comprehensive manual developed (<u>December, 2015.</u>)</p> <p>D 4.8. Developed mobile application for safer internet <u>December, 2015.</u>)</p> <p>D 4.9. Developed board game for children (<u>October, 2015.</u>)</p> | <p>4.2.2. Number of participants involved in development of Helpline manual (Year 1: 4)</p> <p>4.3. Number of visits to website (Year 1: 30154)</p> <p>4.5.1. Total number of schools involved in national research (Year 1: 83)</p> <p>4.5.2. Total number of children participated in national research (Year 1: 6945)</p> <p>4.5.3. Number of people reached through awareness – raising tools (Year 1: 500 000)</p> <p>4.6. Number of published professional and scientific articles on safer internet subject (Year 1: 5)</p> <p>4.8. Number of mobile application downloads (Year 1: 8000;)</p> <p>4.9. Number of children involved in development of board game (Year 1: 30)</p> |
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| WORK PACKAGE TITLE: | Education and training activities | | |
| WORK PACKAGE NUMBER: | 5 | DELIVERY DATE: | |
| LEAD BENEFICIARY: | Faculty of Humanities and Social Sciences | OTHER BENEFICIARY: | Center for Missing and Exploited Children |
| LIST OF STAFF: | Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hootline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial/administrative Coordinator (Center for Missing and Exploited Children) | | |
| DESCRIPTION OF WORK: | <p>Task 5.1. Organize workshops for primary school and high school psychologist in order to inform them about online technologies, potential risks of harmful content, contact and conduct on the internet, give them tools and services that they can use to educate children on how to protect themselves online.</p> <p>We organized 2 workshops in schools where participants were psychologists and expert associates in schools. Total number of participants were 66. Total number of schools involved in workshops: 33. In addition, we organized workshops for 24 parents in order to inform them about online technologies, potential risks of harmful content, contact and conduct on the internet.</p> <p>Task 5.2 Organize webinars for web detectives (children trained on how to recognize and report harmful content, contact and conduct) in order to actively involve children in educational activities. Children will be able to learn from their peers on how to recognize and report harmful content, contact and conduct and how to protect themselves.</p> <p>We organized 12 webinars for web detectives in primary schools in Gunja, Soljani, Rajevo Selo, Vinkovci, Sibirj, Našice, Vukovar, Slavonski Brod, etc in first 12 months of the implementation of the</p> | | |





project. At least 100 children participated in webinars.
 During the SID of 2016, 46 schools participated in webinar in order to learn about how to recognize and report harmful content and how to protect themselves where more than 1000 children participated.

Task 5.3. Organize training for police officers about activities of Safer Internet Centre Croatia, physical, psychological and emotional consequences that harmful content, contact and conduct on internet may have on children, services and tools they can use in order to protect children and the importance of their active role in awareness raising activities.

We organized training for police officers about safer internet behavior and physical, psychological and emotional consequences that harmful content, contact and conduct on internet may have on children. 46 police officers participated in training.

Task 5.4. Establish and maintain a Youth Panel where children and young people can express their view and exchange knowledge and experience concerning their use of online technologies and through that contribute to design of awareness raising tools

We established and maintained a Youth Panel in which 136 children participated. Children were from primary school starting from 5th grade to 4th grade of high school.

Task 5.5. Development of Curriculum for students (it will be available to every student that will work with children in the future; students will have an opportunity to enroll Curriculum after 2015/2016) where they will learn about electronic violence, methods of preventing the electronic violence and they will actively participate in workshops with primary and high school students on these subjects. Member of Faculty of Humanities and Social Sciences develop and implemented new Curriculum for students "Prevenција nasilja preko interneta" (Prevention of cyberbullying) as an elective course with 6 ECTS points.

| DELIVERABLES: | DEADLINE | PERFORMANCE INDICATORS |
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| D 5.1.1. Report on organized workshops for school psychologists (prevention activities) (June, 2016.) | | 5.1.1.Total number of participants on workshops (Year 1: 66) |
| D 5.1.2. Pictures and web articles about organized workshops for school psychologists (prevention activities) (June, 2016.) | | 5.1.2.Number of schools involved in workshops (Year 1: 33) |
| D 5.2. Webinars for web detectives (June, 2016.) | | 5.1.3.Number of published articles and pictures on organized workshops (Year 1: 15) |
| D 5.3. Reports on organized training for police officers (January, 2016.) | | 5.2.Number of held webinars (Year 1: 12) |
| D 5.4.1. Report on organized Youth panels (October, 2015./ April, 2016.) | | 5.3.1.Number of participants involved in training (Year 1: 46) |
| D 5.4.2. Pictures and web articles on organized Youth panels (April, 2016.) | | 5.3.2.Number of training hours (Year 1: 15) |
| D 5.5. Developed Curriculum for students of psychology (June, 2016.) | | 5.4.1.Number of children and young people involved in Youth panels (Year 1: 136) |
| | | 5.4.2.Number of published articles and pictures on organized Youth panels (Year 1: 5) |
| | | 5.5.Number of participant involved in development of Curriculum (Year 1: 6) |

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| WORK PACKAGE TITLE: | Promotion and dissemination | | |
| WORK PACKAGE NUMBER: | 6 | DELIVERY DATE: | |
| LEAD BENEFICIARY: | Center for Missing and Exploited Children | OTHER BENEFICIARY: | Faculty of Humanities and Social Sciences Terrakom d.o.o. City of Osijek |





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|-----------------------------|---|
| LIST OF STAFF: | <p>Jelena Gilja – Project Manager (Center for Missing and Exploited Children) Tomislav Ramljak – Hootline Coordinator (Center for Missing and Exploited Children) Kristina Krulić – Helpline Coordinator (Center for Missing and Exploited Children) Boris Radanović – Awareness Coordinator (Center for Missing and Exploited Children) Tihana Vidaček – Financial / administrative Coordinator (Center for Missing and Exploited Children) Assistant Prof. Daniela Šincek - (Faculty of Humanities and Social Sciences) Assistant Prof. Silvija Ručević- (Faculty of Humanities and Social Sciences) Ivana Duvnjak, PhD - (Faculty of Humanities and Social Sciences) Jasmina Tomašić Humer, PhD - (Faculty of Humanities and Social Sciences) Renata Jukić, PhD - (Faculty of Humanities and Social Sciences) Marija Milić, Research Assist. - (Faculty of Humanities and Social Sciences) Bacc.ing.comp. Elizabeta Velkavrh – (Terrakom d.o.o.) Romano Kristić, MA Oec - (City of Osijek)</p> |
| DESCRIPTION OF WORK: | <p>Task 6.1. Determined appropriate strategies and effective messages for each target group and pay particular attention to awareness raising actions towards young children and children at risk. Task 6.2. Organized various awareness and dissemination activities (flyers, posters, commercial, newsletters etc). Our awareness and dissemination activities are as follows</p> <ul style="list-style-type: none"> • Organized a news launch conference for the project in which we presented the entire goal and purpose of the project to the public as well as presented all of the project goals and specifications. • We have created www.csi.hr our main web page which has 30154 visits and more then 120 000 page openings • We provide regular news updates on important information such as Whatsapp warning, Cryptolocker warnings which we try to educate the general public about dangers online • We have presented our project and project goals on 5 national TV and 5 national and regional radio shows such as Dobro jutro Hrvatska (morning show in Croatia), Vita jela zelen bor (community driven TV show which has the highest views ratings on HRT the national tv network), HRT radio Osijek, HRT radio1. Both are national radio broadcast in which we have been for radio interviews about the project and the SID activities. • Design and production of flyers, posters for the project We have designed and produced flyers and posters, which were delivered directly to schools as a part of our SID activities, as well as they were posted in our consortium partners in their buildings. We have also distributed these promotional materials during all of our lectures and awareness raising activities such as info points, web detectives trainings, lectures to psychologist, police officers, parents and children. • Design and production of newsletters, which we have sent to our partners, which have subscribed to our newsletters we sent out containing information based on our most recent activities during the project. • We have organized multiple activites for SID celebration, which are described in more detail in 6.8. • We have active cooperation with different web pages dedicated to subject regarding youth and children www.srednja.hr, www.teen365.com, Joomboos Youtube channel • We have organized the filming of short promotional anti bullying YouTube video with the most visited YouTube community in Croatia the Joomboos YT channel, where youth spoke out about harsh comments on YouTube • In cooperation with the police prevention unit In Osijek we have been a part of prevention activities in different cities in Croatia giving lectures and organizing youth panels on safer |





internet use and safety online

- Developed a web quiz for our activity during Safer internet day which can be found on www.dansigurnijeginterneta.org, where children logged in and answered 20 questions in 20 minutes regarding different topics around safer internet use and rules on social media use. The quiz was solved 8724 times by children from Croatia and Bosnia and Hercegovina
- We have opened an ask.fm profile in which we are trying to reach the youngest age group 13 to 15 in their network answering questions about safer internet
- We have actively participated in many online events regarding safer internet practices such as FOSI conference, Twitter chat Stop Think Connect about safety online, 97th international conference
- We became national E label coordinators where we promote the E label and help schools achieve the highest safety rating
- Our team was constantly active in European conferences, so they were active parts of SIF panel in Luxembourg where we were a part of panel discussing cooperation of civil NGOs, government and valuable sector partners. Warsaw steering Insafe committee meeting in which our representative was a part of as well as EUCPN presentation of cooperation between our organization and Ministry of internal affairs.
- We have done an E safety online presentation for eTwinning groups regarding internet safety and safer internet practices
- Developed an open cooperation with Bosnia and Hercegovina in which we included more than 3000 children from Bosnia in different activities during our SID as well as web quiz contest
- We are updating regularly our Facebook and Twitter profiles on which we are documenting a constant rise in Likes and Followers as well as positive reactions from our audience. The Facebook page has from 05.02.2016. until 11.02.2016. (1 week) 102,036 people reached and our Twitter page 6968 impressions for the 28-day period.
- Design and verification of 5 checklist developed with in cooperation with UK SIC
- 46 schools in Croatia have received the promotional package for SID activities which include 50 posters, 500 flyers, and 100 checklists which we developed for 5 major social media networks (Facebook, Twitter, Ask.fm, Instagram and Snapchat)
- Development of open cooperation with Netokracija.com tech portal, which opened a special theme on the site labeled Internet safety and regularly publishes articles regarding different subjects surrounding Safer internet use and internet safety. Netokracija.com is the biggest technology portal in the region.
- 04.02.2016. we have organized a national press conference in Zagreb with our partners who are involved in SID organization activities, Microsoft Croatia and VIP Croatia (2nd largest telecom provider). All the major news outlets have covered and we have 46 online news articles regarding the conference in which we have presented our plans for the upcoming SID celebration our project activities and as well partnership with fore mentioned organizations.

Task 6.3. Raise awareness on established Hotline and Helpline and how to contact them and promote them to relevant stakeholders in key sectors (law enforcement authorities, child welfare organisations...). See **Task 6.2.**

Task 6.4. Promote available and newly developed awareness raising tools and services.

Our promotional work (lectures, news articles, web articles, youth panels, webinars) are constantly promoting our newly developed channels for reaching children and youth such as our Ask.fm profile where children can anonymously ask questions about safer internet





practices, our Facebook profile in which we post constant updates and warnings for general public, our Whatsapp profile where children can ask us questions rather fast.

Task 6.5. Identify and participate in relevant events at local, regional and national level.

We have participated in Kulendayz biggest Microsoft expert conference in Croatia where we presented the projects and organized lectures for children, creation of board game and had info check point.

On national level, we have organized and actively participated in SID celebration activities where we organized an online lecture for 46 schools in Croatia through Skype where we discussed How to use social networks safely with more than 6000 children attending.

Our active involvement with prevention unit of police unit Osijek, has resulted in lectures in Sibirj, Gunja, Jelisavac, Vukovar, ELSA day on Law college Osijek which are regional cities where we held lectures regarding safer internet use and building safer social media profiles.

Task 6.6. Participate in networking at European level and in different international seminars and events on safer internet subject.

We have participated in Luxembourg SIF meeting, Warsaw INSAFE steering committee meeting in which both we held lectures during the meetings. One was on “Cooperation of civil society NGOs and the government as well as industry” and the other was “New and upcoming trends in teens online”.

We participated in online events such as FOSI in Rome meeting, 9th international conference in Budapest, Twitter chat Stop Think Connect, EUCPN presentation of project and project activities to the best project based around police prevention of cybercrimes.

Task 6.7. Participate in European network meetings and working groups established by the network.

The **awareness coordinator** participated in online Awareness meeting organized by the BIK network. The meetings were:

- Useful resources in regards safety features/settings on popular social networks and/or apps when working with parents and children
- Meeting to discuss resources on privacy and safety on SNS.
- Meeting on Public-Private Partnerships explained that the focus was public-private partnerships, something that all SICs deal with
- Online Hate Speech. An online meeting took place on 27th November which focused on Online Hate Speech

Helpline coordinator participated in following meetings:

- helpline meeting on 22nd July 2015 at 1000 CET
- helpline meeting on 9th September 2015 at 1000 CET
- Helpline meeting 7th October
- helpline meeting on 25th November 2015 at 1000 CET
- Insafe – helpline meeting – Warsaw – 8th and 9th December 2015

Hotline coordinator is board member of INSAFE and he participated in all meetings of INSAFE, as well as in online meetings and following meetings as hotline coordinator:

- DEN Haag, Netherlands, 1-4.6.2015.
- IC CAM training INTERPOL, Lyon 20.10.2015.





- Lisabon, INHOPE meeting 2-6.11.2015.

Task 6.8. Organize events for Safer Internet Day celebration.

The activities planned and executed for Safer Internet day celebration 09.02.2016. are as follows:

- #dajsvojdoprinos (eng. #playyourpart) is our official hash tag both on Twitter and on Facebook
- "Donate you cover photo!" We have designed 8 Facebook cover photos with different sentences that emphasize safer internet use) which people can take and change their own. (we will be making a flash Facebook campaign as well)
- Thunderclap campaign on the link -><https://www.thunderclap.it/projects/36576-dan-sigurnijeg-interneta>
- National press conference on 04.02. in Zagreb with Microsoft Croatia and Vipnet Croatia (2nd largest telecom provider in Croatia) in which we presented results from our National research on 7000 children in Croatia based on their internet habits, online bullying, internet use and other general factors (it's the largest national research on this subject in Croatia ever)
- 60 minute online presentation held on the SID 09.02.2016 in 46 schools across Croatia (through Skype for business application)
- workshops and diverse activities in schools across Croatia
- education of Police officers in Croatia about social networks and safer internet use
- distribution of 5 checklists on the most used social networks in Croatia (Twitter, Facebook, Ask.fm, Snapchat, Instagram)
- Distribution of different promotional materials flyers, posters etc.
- making of an awareness video titled #lijepariječ (eng. #niceword) in which we engaged the music from a very popular band in Croatia where different children presented the consequences of hate speech online and on social media
- developed mobile application made for parents, teachers, children for learning about safer internet use as well as possibility to report illegal behavior
- Developed web quiz, in which children, which answered the quiz correctly, had a chance to win a mobile phone. There were 8700 participants
- inclusion of portals in awareness raising dedicated to subjects around high school kids www.srednja.hr
- Panel discussion about Safety by design in the software community by the IT firms in our regions on 09.02 Osijek Software city

Task 6.9. Organize information contact points in different parts of Croatia where citizens will be able to get useful information regarding safer internet use.

We organized four check points, two in Osijek (Avenue Mall Osijek, Kulendayz), one in Vukovar and one in Gunja. About 7 000 flyers were disseminate.

Task 6.10. Organization of international conference on safer internet subject, which will include different members of Insafe/INHOPE network and relevant stakeholders in Croatia. International conference is planned for May 2016.

Task 6.11. Promote visibility and press coverage of the project activities through different media. Project activities visibility and press coverage were and are promote through many different media such as radio and television shows: Radio Osijek, Gradski radio, Hrvatski radio program, local and national TV news and shows. Newspapers: Glas Slavonije and online portals: Netokracija, Tportal, SiB,





MojOsijek etc. We also made visibility of project activities through our web page www.csi.hr.

| DELIVERABLES: | DEADLINE: | PERFORMANCE INDICATORS |
|---|-----------|---|
| D 6.1.1 Printed flyers (July, 2015.) D 6.1.2. Printed posters (July, 2015.) D 6.1.3. Electronic newsletter (August, 2015/ June 2016.) D 6.1.4. Developed commercial (November 2015.) D 6.2 Report on organized international conference (May, 2016.) D 6.3. Media presentations (June, 2016.) D 6.4 Report on participated international seminars/events (June, 2016.) D 6.5 Report on SID celebration (March, 2015.) D 6.6 Pictures and web articles of SID celebration (March, 2015.) D 6.7 Report on organized information contact point (January, 2016.) | | 6.1.1. Number of printed flyers (Year 1: 30000) 6.1.2. Number of printed posters (Year 1: 5000) 6.1.3. Number of electronic newsletter (Year 1: 12) 6.1.4. Number of commercial broadcast (Year 1: 0) 6.3. Number of media presentations (Year 10) 6.4. Number of international seminars/events participated (Year 1: 3) 6.5. Total number of participants on SID celebration (Year 1: 30) 6.6. Number of published articles and pictures on organized SID celebration (Year 1: 5) 6.7. Number of organized information contact points (Year 1: 4) |

LIST OF MILESTONES

| Milestone No. | Milestone name and description | Work Package(s) No. | Lead beneficiary No. |
|---------------|--|---------------------|----------------------|
| 1 | Partnership Agreement (signed with every beneficiary before beginning of the project activities) | WP1 | FFOS |
| 2 | Detailed work plan (drawn up a detailed work plan for the future activities of the SIC Croatia including the full list of project staff with their tasks and responsibilities) | WP1 | FFOS |
| 3 | Established Steering Committee (responsible for the assessment of the work of SIC Croatia) | WP2 | CNZD |
| 4 | External evaluation (assessment of project activities, results and all components of SIC Croatia and project impact on target groups) | WP2 | CNZD |
| 5 | Established Advisory Board (in order to maintain communication between key stakeholders and SIC Croatia) | WP3 | CNZD |
| 6 | Improvement of established Hotline (national alert platform for receiving reports relating illegal content on the Internet) | WP4 | CNZD |
| 7 | Online and telephone counselling for children and parents (which will provide them useful information or advise on how to deal with harmful contact, conduct and content while using online technologies) | WP4 | CNZD |
| 8 | Development of awareness raising tools (website, mobile application, board game appropriate for children, parents, teachers on safer Internet use and protection while using online technologies) | WP4 | CNZD |
| 9 | Conduction of national research on children (in order to explore prevalence and nature of using ICT in Croatian children and youth, motives for internet use, risk behaviours, and negative consequences of ICT use) | WP4 | CNZD |
| 10 | Organized workshops for primary school and high school psychologist (development of prevention activities for children and young people concerning online safety) | WP5 | FFOS |





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| 11 | Organized training for police officers (ensure their permanent education, improvement and updating of their skills regarding safer internet use) | WP5 | FFOS |
| 12 | Developed Curriculum for students (which will provide students that will work with children knowledge on electronic violence, methods of preventing the electronic violence and be used in future workshops) | WP5 | FFOS |
| 13 | Organization of various awareness and dissemination activities (flyers, posters, commercial, newsletter, web articles, information contact points) | WP6 | CNZD |
| 14 | Established communication and cooperation with relevant stakeholders on local, regional, national and international level (participation in different international seminars and events on safer internet subject, participation in European network meetings and working groups, organization of international conference on safer Internet subject) | WP6 | CNZD |
| 15 | Organization of events for Safer Internet Day celebration | WP6 | CNZD |

