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Agenda item 5

Human rights bodies and mechanisms**Recommendations made by the Forum on Minority Issues at its thirteenth session on the theme “Hate speech, social media and minorities”****Report of the Special Rapporteur on minority issues, Fernand de Varennes****Summary*

The recommendations in the present report draw primarily from the discussions and contributions made by participants at the thirteenth session of the Forum on Minority Issues, held on 19 and 20 November 2020 on the theme “Hate speech, social media and minorities” and conducted under four thematic panel discussions on (a) causes, scale and impact of hate speech targeting minorities on social media; (b) international legal and institutional framework; (c) regulation of online hate speech: the role and responsibility of intergovernmental organizations, States, Internet companies and social media platforms; and (d) towards a safer space for minorities: positive initiatives to address online hate speech, and the role of national human rights institutions, human rights organizations, civil society and other stakeholders. They also draw from two regional forums, for Asia and the Pacific and for Europe, organized under the mandate of the Special Rapporteur on minority issues on the same theme in 2020. The recommendations are based on international human rights law and standards. They are aimed at providing guidance to further implement the Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities.

* Agreement was reached to publish the present report after the standard publication date owing to circumstances beyond the submitter’s control.



I. Introduction

1. In its resolutions 6/15 and 19/23, the Human Rights Council decided that the Independent Expert on minority issues should guide the work of the Forum on Minority Issues and prepare its annual meetings, and invited him/her to include in his/her report thematic recommendations of the Forum and recommendations for future thematic subjects, for consideration by the Council. In its resolution 25/5, the Council decided to extend the mandate of the mandate holder as a Special Rapporteur on minority issues. The present report, which was prepared pursuant to resolutions 6/15 and 19/23, contains the recommendations made by the Forum at its thirteenth session, held on 19 and 20 November 2020. At that session, the Forum considered the theme “Hate speech, social media and minorities”. The work of the Forum was guided by the Special Rapporteur on minority issues, Fernand de Varennes. The Chair of the session was Natalie Alkiviadou. Due to the coronavirus disease (COVID-19) pandemic, the thirteenth session of the Forum was held entirely online and the plenary sessions were webcasted. Less than 400 participants attended, including representatives of Member States; United Nations mechanisms, bodies and specialized agencies, funds and programmes; intergovernmental organizations, regional organizations and mechanisms in the field of human rights; national human rights institutions and other relevant national bodies; academics and experts on minority issues; Internet companies and social media platforms; representatives of minorities; and minority and non-governmental organizations.

2. The recommendations in the present report are drawn primarily from the discussions and contributions made by participants at the thirteenth session of the Forum and reflect the contributions made by the participants of the two regional forums, for Europe¹ and for Asia and the Pacific,² on the same topic organized online under the mandate of the Special Rapporteur and coordinated by the Tom Lantos Institute and other organizations and networks. The recommendations are based on international law and standards and good practices in the areas of hate speech and social media. They are aimed at providing guidance to better take into account and reflect regional contexts and conditions, and at also providing greater access and opportunities for minorities and experts at the regional level to contribute to the further implementation of the Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities.

3. Key elements of the legal and normative framework from a human rights perspective include the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, the International Convention on the Elimination of All Forms of Racial Discrimination, the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of the Child, the Convention on the Rights of Persons with Disabilities and the Council of Europe Framework Convention for the Protection of National Minorities. Specifically, on the topic of hate speech and social media, the following instruments are also a reference: the Rabat Plan of Action on the prohibition of advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence, the Guiding Principles on Business and Human Rights, and the United Nations Strategy and Plan of Action on Hate Speech.

4. The recommendations of the thirteenth session of the Forum are organized under the four agenda items that framed the discussion during the session. The recommendations:

(a) Aim to address the overwhelming scale of hate speech targeting minorities on social media;

¹ The full text of the recommendations of the European regional forum, held online on 21 and 22 September 2020, are available at www.ohchr.org/Documents/HRBodies/HRCouncil/MinorityIssues/Session13/Europe_Regional_Forum.pdf.

² The full text of the recommendations of the Asia-Pacific regional forum, held online on 19 and 20 October 2020, are available at www.ohchr.org/Documents/HRBodies/HRCouncil/MinorityIssues/Session13/Recs_Asia-Pacific_Regional_Forum.pdf.

(b) Highlight the primary responsibility of the State in preventing and combating hate speech on social media;

(c) Emphasize the need to address most cases of hate speech, including on social media, which in most countries is directed against minorities, in the context of the full realization of the right to freedom of opinion and expression, association and participation;

(d) Stress the importance of the inclusion of minorities and their representatives in policymaking and decision-making processes affecting them in the context of social media;

(e) Reaffirm that everyone must have access to social media without risking being a victim of discrimination, racism, violence, hostility, intolerance, stigmatization, vilification and scapegoating, among others, while at the same time acknowledging that minorities tend to be the main victims.

5. The recommendations also recognize the important role that the United Nations, national human rights institutions, civil society organizations, representatives of minorities, Internet companies, social media platforms and other stakeholders can have in preventing and combating hate speech against minorities on social media.

6. The present recommendations are intended to be implemented in countries across the world in order to assist States, Internet companies, social media platforms and other stakeholders to better understand their human rights obligations in relation to addressing hate speech on social media, while complying with the duties to ensure the prevention, protection and effective realization of the right to freedom of expression, and assist them in identifying approaches that fully respect universal human rights standards.

II. General recommendations to address hate speech against minorities on social media using a human rights-based approach

7. States should ratify, accede to and adhere to all international and regional human rights instruments that protect and promote the rights of minorities, both offline and online.

8. States should effectively implement their obligations and responsibilities to respect, protect and fulfil the human rights of minorities, both offline and online. States should pay particular attention to persons belonging to minorities that are in particular situations of vulnerability, risk or marginalization, including women; children; young people; lesbian, gay, bisexual, transgender and intersex persons; migrants; persons with disabilities; and human rights defenders who are subject to harassment, threats and intimidation.

9. States should promote equality and act against incitement to discrimination, hostility and violence, while fully respecting the freedom of opinion and expression and the right to privacy. Any regulations involving limitations on such freedoms should be firmly rooted in international human rights law.

10. States should act decisively, quickly and effectively to address and counter hate speech against minorities in online communications, including by swiftly and effectively investigating and prosecuting those responsible, holding them accountable and ensuring that victims have effective access to justice and remedy.

11. States and tech companies should ensure an open, secure and global Internet and inclusive access to the digital world.

12. States and international and regional organizations should establish rules and processes ensuring that anyone can participate in the digital world, promoting transparency on content moderation mechanisms.

13. Minorities themselves and civil society at large should be consulted and be involved in the shaping of laws, policies or programmes related to their rights online.

Negotiations on content regulation processes should be done publicly, framed by truly democratic processes.

14. States should take preventive measures against intolerance and hate speech against minorities, including by creating the conditions for social and economic stability, inclusion and cohesion.

15. States should adopt human rights education initiatives on minority rights, including in school curriculums; promote diversity and pluralism; and combat discrimination, stereotyping, xenophobia, racism and hate speech by disseminating positive, alternative and inclusive narratives that invite dialogue.

16. States, international and regional organizations, tech companies, national human rights institutions and civil society are encouraged to increase cooperation in order to share expertise, knowledge and effective practices in addressing hate speech against minorities, and to promote a culture of diversity, pluralism, dialogue and acceptance of others.

17. States, national human rights institutions and civil society representatives are encouraged to use the United Nations human rights mechanisms, including the special procedures of the Human Rights Council, the universal periodic review and the human rights treaty bodies; regional human rights mechanisms; and other appropriate forums to combat online hate speech that is directed at minorities.

18. All stakeholders should encourage innovative, educational and preventive strategies that focus on the protection of and respect for diverse communities in order to counter hate speech. While doing so, they should offer a balanced approach towards protecting both minorities and the freedom of expression.

III. Recommendations to address the causes, scale and impact of hate speech targeting minorities on social media

19. States should ensure that the Internet, and social media platforms in particular, represent safe environments where freedom of opinion and expression, association, participation and empowerment of members of national, ethnic, religious and linguistic minorities are guaranteed.

20. States should improve the legal and policy framework against hate speech, hate crime and racism against minorities, in line with international human rights norms, and create the necessary legal, institutional, policy and administrative frameworks in online communications. Minorities, as the main targets of hate speech on social media, should be a part of these processes, so that they can provide assistance in designing inclusive policies.

21. States and tech and social media companies should resolve to have a zero-tolerance policy for hate speech, hate crime and racism against minorities. States and social media companies should rigorously monitor hate speech and racism against minorities online and support civil society in this task.

22. Tech and social media companies should quickly, fully and consistently remove hate speech or disable access to it, while implementing effective and appropriate safeguards to ensure that they act in a diligent and proportionate manner in full respect for human rights and that the unintended removal of legal content is prevented.

23. Social media platforms should strengthen their community standards and terms of service to understand and recognize hate speech and not tolerate it. In addition, they should ensure that the rules are swiftly, fully and consistently implemented to remove all hate speech.

24. States and online companies should improve data collection and present disaggregated data. They should also take measures to identify the causes and drivers of hate speech, the mechanisms behind it and the conditions conducive to it, and should

address those causes and drivers. A wide range of actors, in particular civil society and minorities, should be included.

25. States and international and regional organizations should take measures to empower citizens to recognize, reject and stand up to hate speech online, with a view to improving digital and human rights literacy. They should also support civil society organizations in this endeavour.

26. States should consider establishing independent and authoritative specialized institutions that meet international standards to carry out work against hate speech.

27. States should ensure accessible mechanisms for civil society organizations to use in reporting hate speech online.

28. States should provide adequate and specialized training to law enforcement agencies and the judiciary on minority rights, in particular with regard to hate speech online. Any instance of hate crimes on the part of law enforcement officials should be fully and quickly investigated and sanctioned.

29. Media pluralism should be encouraged, such as through the facilitation of access to and ownership of media by minority, indigenous and other groups, including media in their own languages. Local empowerment through media pluralism facilitates the emergence of speech capable of countering hate speech.

30. States, media and social media companies, and civil society should be encouraged to address distortion and systemic biases against Jews and Muslims in a comprehensive manner, as evidence suggests that antisemitism and Islamophobia are pressing challenges today.

31. Although States remain the primary duty bearers, all relevant actors must contribute to addressing the challenges and combating hate speech, including the tech industry and, in particular, social media platforms, through a strong human rights-based approach to the technologies.

IV. Recommendations on the international legal and institutional framework

32. The human rights principles guiding the legal and institutional framework should be general and technology-neutral, but capable of application to a range of specific technologies, including social media.

33. The relationship between the rights to freedom of opinion, expression, non-discrimination and equality should be recognized as positive and mutually reinforcing. The proscription of hate speech and the flourishing of the freedom of opinion and expression should be seen as complementary and not the expression of a zero-sum game.

34. Discussions should be initiated regarding the adoption of an international instrument to address different forms of hate speech, including through criminalization, as specified in the Rabat Plan of Action and Human Rights Council resolution 16/18, in particular subparagraph 5 (f).

35. Relevant provisions of existing instruments, such as articles 19 and 20 of the International Covenant on Civil and Political Rights, and article 4 of the International Convention on the Elimination of All Forms of Racial Discrimination, should be used to amend national laws for the purposes of addressing gaps in interpretation and implementation of hate speech laws. These provisions should be applied to cover a wide range of groups targeted by hate speech, including hate speech based on religion; ethnicity; language; nationality; race; colour; descent, including caste; gender; refugee, asylum seeker or migrant status; involvement in human rights protection; sexual orientation; and other identity factors.

36. An internationally acceptable legal definition of hate speech should be adopted in accordance with international human rights law, particularly on freedom of

expression, and through international collaboration and an analysis of existing international, regional, and national laws and norms on hate speech.

37. States should develop and implement a comprehensive regulatory and policy framework for the range of differentiated and complementary strategies needed to effectively combat all types of hate speech in all its manifestations. The framework should comprise civil or administrative measures and, exceptionally, criminal law measures.

38. States should only use prosecution as a last resort in relation to hate speech, and only in relation to the most severe forms of hate speech. Prosecution should therefore be specifically reserved for (a) incitement to genocide and (b) advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence (art. 20 (2) of the International Covenant on Civil and Political Rights), with a view to ensuring that the rights to freedom of expression and access to information are not undermined.

39. States and tech companies should implement and expressly reference the Rabat Plan of Action in addressing incitement to hostility, discrimination or violence as part of their strategies to deal with hate speech, including hate speech targeting minorities, at the global level. The Rabat six-part threshold test provides the criteria and conditions under which content that constitutes incitement should be criminalized in national law, and the standards specifying when content should be removed from social media platforms. These criteria are context, the speaker, intent, content and form, extent of the speech, and likelihood of the incitement.

40. States should ensure that hate speech laws or regulations are not used to suppress minorities, whether national or ethnic, religious or linguistic. Nor should those laws or regulations be used for censorship or to stifle freedom of opinion and expression. The threshold for defining restrictions on freedom of expression and incitement to hatred, and for the application of article 20 of the International Covenant on Civil and Political Rights, must be very high. States should distinguish between what constitutes incitement to discrimination, hostility and violence as opposed to other forms of hate speech, in order to refrain from adopting measures that hinder the rights of minorities to dissent and to speak out.

41. States should develop clear domestic legislative and institutional frameworks to guarantee accountability for hate speech, promote equality and respect freedom of speech and expression. States should have clear, coherent and identifiable norms, institutions and policies dealing with these issues, particularly in light of the challenges posed by an expanding concept. The framework should include suitable preventive measures to tackle intolerance, hatred and other contributory causes of hate speech, and should also include remedial and, where necessary, punitive measures to redress actual instances of hate speech.

42. States should establish the duties of social media companies and a code of conduct for social networking service providers, and clarify key terms and best practices in regulating intermediary liability.

43. States should consider regulating contexts that could be prone to hate speech, such as political campaigning, electoral processes and crisis management.

44. States should adopt a multi-stakeholder approach for the effective design and implementation of a comprehensive regulatory and policy framework, and should include international and regional organizations, national human rights organizations, regulatory bodies, tech and social media companies, civil society organizations and minority representatives in the process. They should also ensure adequate resources and the proper administrative and institutional support in order to facilitate the effective implementation of such legislation.

45. A mechanism should be established for the reception of complaints and data pertaining to hate speech and violence against minorities at both the regional and national levels, in order to better understand the patterns, targets and impacts of hate speech against minorities.

46. United Nations legal and political standards and mechanisms, including the Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities, the Guiding Principles on Business and Human Rights and the Rabat Plan of Action, should be consistently and concertedly deployed to counter hate speech online.

47. The implementation of recommendations contained in the Rabat Plan of Action should be monitored, and specific indicators should be developed for States in relation to their duty to address and counter hate speech and incitement to hostility, discrimination or violence against minorities and to protect them against hate crimes.

48. States should report on measures taken to combat hate speech, including hate speech targeting minorities, in the implementation of other existing frameworks, such as the 2030 Agenda for Sustainable Development and the Guiding Principles on Business and Human Rights.

49. The United Nations should mainstream into the work of its relevant bodies the United Nations Strategy and Plan of Action on Hate Speech.

50. States should support the work of the International Holocaust Remembrance Alliance on the creation of materials that may better inform national and international bodies on the development, enactment and interpretation of Holocaust-denial laws.

51. Relevant mandate holders charged with receiving complaints pertaining to hate speech should work with minorities to build their trust and empower them through enhancing access to such reporting mechanisms and to support follow-up and follow-through of their complaints, in order to prevent attrition resulting from fear, distrust, victim blaming or retaliation.

V. Recommendations on regulation of online hate speech: the role and responsibility of intergovernmental organizations, States, Internet companies and social media platforms

52. States should ensure the effective and expeditious functioning of institutional and judicial mechanisms in order to ensure that hate speech and hate crimes are investigated, perpetrators are prosecuted and sanctioned, and victims obtain remedy.

53. States should improve the protection of victims of online hate speech and hate crimes, including by informing victims of their rights, facilitating the reporting of violations or the lodging of complaints, providing administrative and legal assistance, reducing the costs of lawsuits, and setting up independent complaint or counselling centres or agencies.

54. States should address online violence and threats against minority women, keeping in mind their commitments under the Convention on the Elimination of All Forms of Discrimination against Women, the International Convention on the Elimination of All Forms of Racial Discrimination, Sustainable Development Goal 5 and the Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities.

55. States should also support and encourage non-punitive measures to counter hate speech and support social cohesion, integration and understanding. The measures could include campaigns to prevent and combat online hate speech, racism and xenophobia; public education or awareness-raising campaigns; public information initiatives to combat prejudice and stereotyping; memorandums of understanding between national institutions and tech companies to create a safe and protected environment online; and community education campaigns. These measures could be done in partnership with tech companies, national human rights institutions and civil society organizations.

56. Public and government officials at national, regional and local levels should pay particular care to avoid using or encouraging hate speech or discriminatory and racist language. Together with members of the media, influential figures in society, and civic

and religious leaders, public officials should actively and continuously condemn and speak out against hate speech, and express solidarity with those targeted by such expressions.

57. With the cooperation of all relevant sectors – including government agencies, Internet companies and social media platforms, civil society organizations, law enforcement, media representatives, educators and members of minorities – an independent, cross-sectoral, multidisciplinary, multi-stakeholder national-level body composed of qualified experts should be established to monitor the dissemination of hate speech and the implementation of relevant laws and policies, work to counter hate speech against minorities, and develop a code of conduct on the regulation of hate speech in accordance with international human rights law. The body should cooperate closely with international and regional human rights mechanisms and processes.

58. Social media companies should put human rights at the centre of their content moderation policies and practices and their oversight mechanisms. Freedom of expression should have a central role, alongside the principles of equality and non-discrimination, with a specific focus on protected characteristics such as ethnicity, religion or language, and on antisemitism, Islamophobia, anti-Gypsyism, and discrimination based on caste and other grounds.

59. Social media companies should protect users against hate speech. They should also take measures to prevent, mitigate and remedy human rights violations that they may cause or contribute to, as established by the Guiding Principles on Business and Human Rights.

60. Social media companies should evaluate how their products, services and practices affect human rights, particularly the rights of persons belonging to minorities since they are the main targets of hate speech on social media, and should make that information available through public and transparent periodic human rights impact assessments. Such assessments must focus specifically and concretely on hate speech, including through the application of algorithms, and on its impact on minority communities.

61. Internet companies should also hold a transparent dialogue with civil society, especially those representing minorities as the main targets of hate speech, on how they are addressing issues highlighted in the human rights impact assessments.

62. Social media companies should ensure that their hate speech policies contain an evaluation of context, including the harm to persons belonging to minorities, by ensuring that human beings are involved in the application of any use of automation or artificial intelligence tools.

63. Companies should at a minimum expressly align their content policies, decisions and actions concerning hate speech and any oversight mechanisms with international human rights law and standards, including United Nations treaties; the Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities; the Guiding Principles on Business and Human Rights; the United Nations Strategy and Plan of Action on Hate Speech; the Rabat Plan of Action; the annual report of the Special Rapporteur on minority issues on hate speech, social media and minorities (A/HRC/46/57), and the 2018 report of the Special Rapporteur on the promotion and protection of freedom of opinion and expression on the regulation of online “hate speech” (A/HRC/38/35). Companies should also ensure the greatest possible transparency, accessibility and consistency in the application of their content policies, decisions and actions, and should further ensure clarity in the definition of their hate speech policies.

64. All stakeholders should develop methods for identifying expressions that amount to advocacy of hatred constituting incitement to discrimination, hostility or violence.

65. States should take action against disinformation deliberately spread to cause harm to minorities. National human rights institutions and civil society should collaborate to provide, collect and disseminate relevant data on the incidence and phenomenon of hate speech against minorities.

66. Companies should ensure that contextual analysis involves minorities by ensuring that such groups are involved in the development and implementation of the most effective approaches to address harms caused by hate speech on social media platforms.
67. Companies should also ensure that their content moderators and fact-checkers are trained in international human rights standards, and have a sound understanding of local cultures, contexts and languages, including their nuances, and of antisemitism, Islamophobia, anti-Gypsyism, caste-based hate and other forms of hate.
68. Internet companies and social media platforms should adopt the International Holocaust Remembrance Alliance working definitions of antisemitism, Holocaust denial, and anti-Gypsyism/anti-Roma discrimination.
69. Companies should publish comprehensive reports on hate speech removals, which should include disaggregated data on the types of removed content and users, along with key drivers for increased occurrences, such as before elections and after terrorist attacks. Data on removals should be accompanied by information concerning accuracy of automated removal systems and information on decisions of appeals relating to hate speech content removal. Academic researchers, organizations and other stakeholders should be given access to data for independent analysis and for purposes of ensuring transparency.
70. Social media companies should develop and adopt alternatives to the banning of accounts and the removal of content, including de-amplification and demonetization education, counter speech, and the promotion of human rights and positive social values. Other initiatives include reporting and training, which promote alternative and positive narratives about persons belonging to minorities. This could be done in coordination with national human rights institutions and/or non-governmental organizations.
71. United Nations bodies, officials and diplomats should pay particular care to avoid promoting approaches to addressing hate speech that have the potential to undermine international human rights law, in particular with regard to freedom of expression, and to also undermine the obligations to criminalize incitement to genocide and prohibit advocacy that constitutes incitement to discrimination, hostility or violence. Such unacceptable approaches would rely on censorship or criminal sanctions to restrict expressions unjustifiably, such as “anti-hate speech” laws, which have been adopted by or are being considered by many countries and which criminalize broad classes of speech, including expression that is lawful under international human rights law.
72. The Special Rapporteur on minority issues and other relevant special procedure mandate holders should follow-up with States on whether and how they have taken action to implement their obligations and responsibilities to address and counter specific cases of hate speech against minorities.
73. The Special Rapporteur on minority issues and other human rights treaty bodies should be encouraged to engage with regional bodies and national human rights institutions or similar bodies to address issues of regional hate speech, both online and offline, but more importantly, to develop language and standards for a contextualized and nuanced approach to addressing those problems.
74. International and regional intergovernmental organizations should continue to ensure that hate speech remains on the global agenda and that they use existing human rights principles and standards to ensure that stakeholders continue to engage and respond. In addition, while civil society, non-governmental organizations and minority youth continue to have a seat at the table, international and regional intergovernmental organizations should continue to be able to raise hate speech concerns with States and Internet companies, and to obtain meaningful responses.

VI. Recommendations towards a safer space for minorities: positive initiatives to address online hate speech, and the role of national human rights institutions, human rights organizations, civil society and other stakeholders

75. States should encourage dialogue between stakeholders, such as civil society and representatives of minorities, including by convening forums and round tables, providing platforms for dialogue, designing human rights-based strategies to fight hate speech and supporting research activities.

76. States, international and regional organizations, and tech companies should support and facilitate the capacity-building of national human rights institutions, civil society and minorities in the necessary skills and technical expertise required to combat hate speech online.

77. States should consider strengthening their support to national human rights institutions in order to provide them with the necessary capacity, skills and resources to effectively combat hate speech in online communications.

78. Social media platforms should engage with civil society organizations in order to monitor changes in online hate and to alert platforms to new manifestations of hate. Since the nature of hate may vary with the targeted minority and the country in which the hate originates, there is a need for a large number of local partnerships.

79. Independent statutory bodies, such as national human rights institutions and equality bodies, human rights organizations, civil society and other stakeholders should build and strengthen partnerships, both with each other and with minority communities. All minority groups should be afforded equitable representation.

80. Independent statutory bodies, such as national human rights institutions and equality bodies, should expand their work to collaborate with all major Internet companies and social media platforms to tackle online hate speech against minorities with public education initiatives, in addition to the enforcement of anti-discrimination laws.

81. Independent statutory bodies, such as national human rights institutions and equality bodies, human rights organizations, civil society and other stakeholders should help to ensure safe spaces for minorities to discuss issues related to hate speech.

82. Civil society actors should undertake a broad range of activities to counter hate speech against minorities. Among others, those activities should include monitoring online hate; supporting victims of online hate; monitoring the responsiveness of platforms to reports of online hate; monitoring the response of Governments to complaints about online hate; identifying new manifestations of online hate; tracking threats and alerting relevant stakeholders, including the Government; supporting law enforcement by providing data for investigations; supporting other civil society organizations by providing specialist capacities when needed; developing platforms to promote greater coordination in monitoring hate speech; providing information and education to policymakers, platforms, educators, law enforcement, national human rights institutions and others; and supporting public education through programmes and media engagement.

83. Media institutions should promote correct, equitable representation of minorities and include information about human rights, diversity, non-discrimination and prejudice in their reporting.

84. Media institutions should provide accurate and objective information about the COVID-19 pandemic without hate speech, disinformation and stereotypes, and without unnecessarily referring to factors such as race, ethnicity, nationality, religion, language, caste and other protected characteristics. They should draw on, among others, the recommendations deployed in the United Nations guidance note on addressing and countering COVID-19-related hate speech.

85. All stakeholders should involve young people in their initiatives, including by creating targeted programmes in cooperation with schools and universities, in order to expose young people to the knowledge and skills needed to identify hate speech, which may enable them to counteract messages of hatred.

86. All stakeholders should support human rights defenders belonging to or advocating the protection of minorities, in particular those defenders who are victims of threats, intimidation and harassment and those who suffer burnout as a result of working under constant pressure and with minimal support.
