



Internet Watch Foundation

BOARD MEETING

10.00am - Tuesday 17 March 2015

**Telefonica
20 Air Street
London, W1B 5AN**

MINUTES

Apologies: Catherine Crawford (CC)
Sue Pillar (SP)

Present: Sir Richard Tilt (RT) (Chair)
Mary MacLeod (MM) (Independent Vice-Chair)
Jonathan Drori (JD)
Peter Neyroud (PN)
Jonny Shipp (JS) (Industry Vice-Chair)
Brian Webb (BW)
Becky Foreman (BF)

Observer: Paul Cording (PC)

IWF Staff: Susie Hargreaves (SH) (CEO)
Emma Hardy (EH) (Director of External Relations - DER)
Fred Langford (FL) (Director of Global Operations - DGO)
Heidi Kempster (HK) (Director of Business Affairs - DBA)
Sandrine Harvey (SJH) (Minutes)

IWF Board Closed session

There was a closed session of the IWF Board from 10.00am to 10.20am.

1. a) Welcome and Apologies

The meeting began at 10.20am.

The Chair welcomed Paul Cording – Chair of the Funding Council. There were apologies from Catherine Crawford and Sue Pillar.

b) Declarations of Interest

RT, PG, PN and MM declared an interest in item 5c.

2. Draft minutes – 25 November 2014

The Board **approved** the minutes of the meeting held on 25 November 2014 subject to the following amendment:

The words “in her view” should be added to the sentence “..., but, in her view, that to reach them we needed to be realistic” in item 4.2 Harm reduction campaign under 9. Communications report.

Action: SJH to amend the minutes of 25 November 2014 accordingly.

3. Actions arising

Action 8 – 03.06.14: This action has now been completed.

Action 3 – 25.11.14: MM updated the Board on the progress made with the Children’s Commissioner and a meeting will soon be set up with IWF.

Action 8 – 03.06.14: Complete.

Action 6 – 25.11.14: PN informed the Board that we did not need to write to our auditors as the CEO had met them. It is planned that the audit contract will be re-tendered to local companies and that a proposal will be made at the next AGM.

Action: SJH to amend the action sheet accordingly.

4. FC Communique

5. On-Selling Working Group

There was a discussion on implementing the licence and addressing the membership fees accordingly. It was clarified that there were two different working groups within the FC

(i) membership fee review;

(ii) licence/ use of the IWF URL list.

Both working groups are due to report within the next few weeks. HK and Nicky Peachment represent the IWF on each group.

5. Audit report

5.a IWF accounts Q3

The Chair queried the status of the deposit accounts and investments. The Chair of the audit committee informed the Board that these accounts will be reviewed in June at the next audit committee and presented to the Board in July.

SH updated the Board that HK had through careful management of funds between international accounts, saved approximately £5k on exchange rates.

Further to a query from a Board member, the DBA clarified that the IWF has separate accounts for Sterling, Euros and US Dollars and she also booked ‘ForEx’ slots.

Action: PN to update the Board about the deposit accounts in July 2015.

5.b IWL accounts Q3

The Chair informed the Board that a short meeting will be taking place after the Board meeting regarding IWL to make it dormant after the year end as the corporation tax issue has now been resolved.

5.c Cost of living increase

After a short discussion about the new PRP scheme, the Board **agreed** to accept the recommendation of the audit committee and awarded a cost of living increase of 2% to all staff and trustees.

A Board member also mentioned that during the last audit committee, their attention was brought to the fact that there would be a requirement for all staff to contribute to the pension scheme once auto-enrolment came into force, and suggested that a link could be made between the cost of living increase and the enrolment pension scheme.

Action: SH to inform the staff of the Board's decision about the cost of living increase.

6. Chair's report

The Chair reported that he took part to the recruitment of the INHOPE Executive Director, and the post had been offered to Veronica Donoso - a researcher from the University of Leuven, who worked with the Belgian hotline and had also worked in the past with Sonia Livingston, LSE.

7. CEO report

2.3.1 Online Child Sexual Exploitation Summit on 10/11 December 2014 follow up

A Board member congratulated the management for achieving a photo opportunity with the PM during the Summit.

2.3.2 Child Abuse Image Database (CAID) and Hash List

Further to a query from a Board member, the CEO gave an update on the current status of the relationship between NCA-CEOP and the IWF. She underlined that the relationship was positive and a number of meetings had already taken place and that regular updates would be arranged.

The DGO also mentioned that the police have suggested that a number of appropriate IWF staff are given security clearance which would potentially enable us to be updated much quicker on ongoing investigations and other sensitive matters that impact on the work of the IWF. In the first instance, this is likely to be FL and the Hotline Manager. A board member asked that this is carefully managed to ensure there is a clear business requirement for the IWF to receive such clearance.

2.4 Obscene Adult Content (OAC)

A Board member asked the CEO to update on the OAC issue and that if no feedback is received by Home Office, then a letter should be written to inform the Home Office that the IWF is intending not to take action regarding OAC any longer and receive acknowledgement from the Home Office.

Action: RT to write a letter to Home Office to inform them of the possibility that the IWF may cease responsibility-for being the reporting centre for OAC. The matter will be revisited at the next Board meeting.

4.2 Countrywide Assessments & Workshops

There have been some concerns that should it go ahead, the project in India might disrupt the focus of the management. The CEO informed that there were some early discussions with UNICEF and that the assessment would need at least two or three visits before being completed.

4.4 INHOPE/EU update

The CEO thanked the DGO and DBA for their work in regards to the EU grant as the requested amount was granted in full.

4.6 China

The CEO thanked the Board members who gave detailed feedback on the draft MOU with the State Internet Office of China. Some more work needs to be done in order to reach an agreement. The CEO and Board members in question have to arrange a conference call to review and agree a position.

Action: SH to arrange a conference call with PG, Uta and BF to review the MOU.

Action: SH to update the Board at the next Board meeting in June.

The Board members were asked to share names and contact details of possible speakers for the next Board away day with the CEO.

Action: Board to share names with the CEO for the next Board away day.

Research “Youth produced sexual content”

Following the launch of the research “youth produced sexual content” on Tuesday 10 March 2015 at Microsoft office, a number of negative and positive comments were received by SMT which were subsequently shared with the Board. The research involved some other NGOs, consultants and academics specialised in child protection. Overall, the research was well received and supported. The negative comments raised some interesting points as well as some outside the scope. The SMT acknowledged that we had not completed a separate risk assessment of this project.

The Board recognised that the risks could have been better mitigated, but not prevented. A Board member also mentioned that it might be a question of language used rather than the message. The Chair of the Funding Council indicated that in his company, the word “research” is not used to avoid any conflicts with academia and replaced with “insights” or “survey”. The Board entirely support the fact that the knowledge acquired within the IWF should be shared with other parties to make them aware of the potential risk as the IWF is in a unique position to have access to the data about CSA content online. Following the comments and discussions at the meeting, the Board **agreed** to establish an ethics sub-committee with the option to co-opt experts including academics as required to address any potential future issues and mitigate the risks when a research/survey is conducted.

The Chair of FC suggested a possible committee members for the future might be the new Executive Director of INHOPE who is an academic working in the field on child safety online.

Action: Board to create an ethics sub-committee.

Some requests were received requesting the IWF “name and shame” some of the companies in the report. This method is not usual practice and used only after making contact with the company and giving them several chances to join as a member. The Board

agreed that the name of the companies who were not members should be shared within the Board in order to create a future protocol.

Action: SH to report to the Board the companies mentioned in the report at the next Board meeting in June.

Finally, it was **agreed** that the Chair would write a letter in response to the full circulation list detailing the position of the Board.

Action: RT to write a letter in response to the negative comments.

8. Communications report

3. Public Affairs Update

3.3 Net Neutrality

The Chair of the Funding Council had some concerns about the legal use of the UK list in other European markets. The DER said that the language around the net neutrality issue was very vague and that the Press and Public Affairs Manager was working on it.

7. Annual Report

The DER briefly explained the schedule for the annual report launch in Brussels on 24 March 2015.

It was also mentioned that the day prior the launch, the IWF had been invited to present a technical briefing to the EU officials to explain how the IWF combats the distribution of child sexual abuse material on the internet. The workshop raised much more interest than anticipated amongst the EU officials and will be presented by the DGO and the newly appointed Technical Project Officer.

8. Animation

A new animated film promoting the IWF Portal has been commissioned for use outside of the UK. A Board member asked if a link for the animation would be available and the DER confirmed there would be one in a couple of weeks. Further to a query from another Board member, the DER replied the animation would also have subtitles in French and Spanish.

9. Technical report

1.1.1 Operational Trend

The DGO had received a request from a Member regarding the Keyword list asking the possibility to pass it on to their law enforcement network. The Board rejected this request as the on-selling working group is considering the issue.

Action: DGO to inform requesting member of the Board decision.

5.2.4 The Chair queried the reasons behind the refusal of not getting access to the agreed CAID data. The DGO replied it was due to some miscommunication with the police. A Board member also asked whether a process was in place for the exchange of data when this would be available.

The CEO pointed that a record of images actioned had been reached in January 2015.

5.3 Future Technology

- 5.3.1 There was a brief discussion about the use of the hash list and how this will have a positive impact on tackling encrypted websites/services that it is not currently possible to block. It was agreed that the IWF hash list will provide an additional dataset for industry to utilise at 'end-points'.

10. Director of Business Affairs report

There was a short discussion on the way in which analysts are cared for if they find themselves with personal issues which mean they need removing from Hotline duties. It has been clarified that there is a clause in the analysts' contract, which allows the management to remove an analyst from the Hotline and an analyst could only return to the Hotline following a psychological assessment.

A Board member suggested to check if there was an insurance, which could provide cover in case an analyst could not complete his/her job due to psychological reasons.

Action: JD to send contact to HK.

11. Campaign awareness

Prior to showing the various elements of the campaign, the DER reminded the Board the aim, various requirements and support needed for the campaign to go ahead. She also reminded the Board the target audience was 18-24 years old. The campaign awareness called "#TakeCTRL" is due to go live on 25 March 2015 subject to the Board approval.

She showed various banners and ads, which could be shared amongst young people and Members on the internet, which can be used in different ways to show the support to the campaign. The most critical part of the campaign is the video, which will grab the attention of the audience to inform them how to report CSA online. Tyger Drew-Honey and Rick Edwards agreed to support the campaign and be part of it free of charge. Our supporting Members received the script of the video, but they have not seen the final version prior to the Board meeting. The video provoked a wide range of reactions and discussion from the Board. The Board **agreed** that in order to go ahead we required quotes in writing from the NSPCC, BT and Minister Vaizey after they had seen the final version who had all agreed in principle to support the campaign. Their support would give the campaign more credibility and protect the organisation from potential reputational damage.

It was also mentioned that the pledge should be clarified as no money was sought. The aim of the pledge was to report CSA online.

The DER showed the list of supporters and was asked to check that there were still satisfied to back up the campaign after seeing the video. Once and if this is completed, the Chair would make a final decision on whether or not, the campaign would be launched on 25 March 2015.

Action: EH to get written quotes from supporting NGO, Members and government.

Action: RT to make a decision by Tuesday 24 March 2015 if the campaign goes ahead or not.

12. P2P

After debriefing with the different parties (Home Office, No 10 and NCA-CEOP), the DGO gave an update on the various options which were selected by the Board in September 2014:

A1 Reporting – anonymous reporting of CSAM distributed via P2P to the IWF;

B1 Disrupt – Police gather hashes/fingerprints;

B2 Disrupt – Use image recognition/image analysis technology to scan P2P networks for known content;

B4 Disrupt – IP address reporting to ISPs meaning that IP addresses that were regularly found to be trading suspected illegal content on P2P could have their accounts disabled/terminated as a disruption tactic that could be considered;

B6 Disrupt – Research into the scale of the problem on P2P using technology to match keywords, hash values/PhotoDNA values against images and sets of images traded across P2P networks.

It has been made clear by the relevant parties that it was a difficult legal area for the IWF to operate in, and that some other parties might be in a better position to take action.

The Board **agreed** that no further action should be considered for the moment and is satisfied with the work done by the DGO to have raised this issue to the attention of the relevant parties. The Chair thanked the DGO for all his work.

13. Business plan 2015/16

The Board expressed some concerns about the volume of the work programme as the list seemed to be exhaustive. It was agreed that the SMT should prioritise everything in the plan and bring it back to the Board in June.

Action: SH to resubmit with all activities prioritised.

The Chair of the Funding Council questioned to what extent the scope with new services was sustainable and mentioned it should be integrated in the membership review.

A Board member suggested the IWF should be more ambitious with the strategic alliances made with the other hotlines The Chair suggested that the objective might need to be re-worded.

Action: SH to re-word the objective 3.5.4.

14. AOB

The Chair asked the Board to stay for the afternoon of the next Board meeting in June in Cambridge to participate in a 'values' exercise with the staff.

Dates for the next meetings:

- Tuesday 16 June 2015 (there will be no accounts available for this meeting due to the year-end); Cambridge
- Monday 13 July 2015 – Tuesday 14 July 2015 (Board away day – start Monday evening with a dinner, stay overnight and finish the next day Tuesday around 3.00pm);
- Tuesday 29 September 2015, London;
- Tuesday 10 November AGM followed by lunch, London;
- Tuesday 24 November 2015 Board meeting, Cambridge.

The meeting ended at 1.15pm.