

# Joint Insafe-INHOPE training meeting

**Baltic Beach Hotel,  
Jūrmala, Latvia  
15-16 April 2026**

# Contents

---

|  |           |
|--|-----------|
| <b>Intended outcomes .....</b>               | <b>3</b>  |
| <b>Practical information .....</b>           | <b>4</b>  |
| <b>Agenda .....</b>                          | <b>8</b>  |
| <i>Day 1: Wednesday, 15 April 2026 .....</i> | <i>8</i>  |
| <i>Day 2: Thursday, 16 April 2026.....</i>   | <i>11</i> |
| <b>Session descriptions – Day 1 .....</b>    | <b>15</b> |
| <b>Session descriptions – Day 2 .....</b>    | <b>17</b> |
| <b>Speaker biographies.....</b>              | <b>21</b> |
| <b>List of participants .....</b>            | <b>32</b> |
| <b>Insafe Coordination Team .....</b>        | <b>41</b> |
| <b>INHOPE Coordination Team .....</b>        | <b>48</b> |

## Intended outcomes

---

- To facilitate the sharing of experiences and good practices across Insafe and INHOPE, and further develop the relationship between the two networks.
- To explore areas of common ground and opportunities for closer working between helplines, hotlines, awareness centres and youth coordinators.
- To identify the different types of research being done into online safety and understand the potential impact for SICs, including how to make the best use of the findings.
- To consider the latest developments in artificial intelligence (AI), looking at opportunities and risks that are faced by children and young people, as well as how AI is being used in the fight against child sexual abuse material (CSAM).
- To share innovative practices from SICs during Open Space sessions, which will consider a range of issues, including mental health for co-workers, a safe online interest-based community for 13- to 25-year-olds, how to highlight the DSA in education programmes, and new formats for awareness raising.
- To discuss the experiences of trusted flaggers under the Digital Services Act (DSA).
- To gain a better understanding of the Com network and its impact on children and young people, and to consider the role of SICs in combating the issue and supporting victims.

## Practical information

### Meeting venue: Baltic Beach Hotel, Jūrmala, Latvia

Jūras iela 23/25, Jūrmala, LV-2015, Latvia

+371 67 771 400

[info@balticbeach.lv](mailto:info@balticbeach.lv)

<https://www.balticbeach.lv/en>



The Baltic Beach Hotel & SPA is set directly on the sandy dunes of Jūrmala on the Baltic Sea coast, offering guests the opportunity to enjoy the fresh sea air and wonderful views all year round.

The hotel's wellness centre features a 25-meter lap pool, a Roman steam bath, a Himalayan salt sauna, and cedar wood saunas, alongside a specialised medical clinic offering over 400 professional treatments. A spa visit is included in the room price.

Jūrmala is easily accessible from both Riga city centre and Riga International Airport (RIX). The hotel is located in the Majori neighbourhood, which is the heart of Jūrmala.

More information about Jūrmala is available at <https://www.visitjurmala.lv/en/>.

**Please note that Latvia operates on EEST (CEST +1). All timings listed in this booklet are in EEST.**

## Getting to Baltic Beach Hotel, Jūrmala from Riga city centre

The city centre is approximately 22 km from the hotel. Public transport is highly efficient and the most cost-effective way to reach the venue.

- **Train:**
  - **Route:** Take the train from Riga Central Station (Rīga-Pasažieru) in the direction of Tukums, Sloka, or Dubulti.
  - **Stop:** Disembark at Majori station. The hotel is about a 5-10 minute walk from the station.
  - **Price:** Approximately €1.50 at the counter or €1.43 via the "Vivi" app/website.
  - **Duration:** Approximately 30–40 minutes. Trains run roughly every 30 minutes.
- **Minibus/bus:**
  - **Route:** Buses depart from the Riga International Bus Terminal (SAO) located near the Central Market.
  - **Stop:** Disembark at **Majoru stacija**.
  - **Price:** €1.50–€2.00.
  - **Duration:** Approximately 30–35 minutes.
- **Taxi/ride-sharing:**
  - **Apps:** Bolt is the most common ride-sharing service in Latvia.
  - **Price:** €20.00–€30.00 depending on the time of day and traffic.
  - **Duration:** Approximately 25–40 minutes.

## Getting to Baltic Beach Hotel, Jūrmala from Riga Airport

The airport is about 18 km from the hotel. There is no direct train or bus from the airport to Jūrmala, so a transfer or taxi are more convenient options.

- **Taxi/ride-sharing (fastest):**
  - **Options:** You can use the Bolt app or take a taxi from the ranks outside the arrivals hall.
  - **Price:** Between €20.00 and €35.00.

- **Duration:** Approximately 20 minutes.
- **Public transport (budget-friendly, but the route is much longer):**
  - **Route:** Take **Bus No. 22** from the airport to the Riga city centre (get off at "Grēcinieku iela" or "Autoosta"). From there, walk to the Central Train Station or Bus Terminal to catch a connection to Majori as described above.
  - **Price:** €1.50 for the bus ticket (90-minute transfer ticket) + €1.50 for the train/minibus to Jūrmala.
  - **Duration:** Approximately 1 hour 15 minutes to 1 hour 30 minutes.
- **Hotel transfer:**
  - **Service:** The Baltic Beach Hotel & Spa offer private transfers ensured by partners.
  - **Price:** Rates from the Riga International Airport start from €30 (depending on the number of passengers and the size of vehicle needed). It is necessary to book your transfer in advance.

## Network dinner

A networking dinner will take place at the [LIDO Leisure Center](#) on Krasta Street. The Lido is one of Riga's most iconic landmarks, housed in one of the largest log buildings in Europe. It is a sprawling five-hectare complex designed to showcase Latvian traditions through its architecture, hearty authentic cuisine, and festive atmosphere.



Coaches will leave from the front of the hotel at 18:15 EEST on Wednesday, 15 April, and the dinner will start at 19:00 EEST. Coaches will return from the restaurant at 21.30 EEST.

# Agenda

## Day 1: Wednesday, 15 April 2026 (all times are in EEST)

|                             |  |
|-----------------------------|--|
| <p><b>AM</b></p>            | <p><b>Optional sessions</b> – please note that participants must have signed up to attend either of the optional sessions during the online registration process.</p>  |
| <p><b>09:30 – 11:00</b></p> | <p><b>Method Market "How to use gamification in educational work with Gen Z and Alpha generations?"</b></p> <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p><i>Speaker: Liene Valdmane, SIC LV</i></p> <p>The Method Market includes both a theoretical description of generations and defined challenges, focusing on the balance between a learning form suitable for children and young people of these generations and pedagogically set learning goals. At the market, we will learn about 10 examples of good practice and share several failure stories. The session will be both practical and inspiring!</p> <p><i>Room: Jura and Jurmala</i></p> |
| <p><b>10:00 – 11:15</b></p> | <p><b>An overview of the Latvian helpline</b></p> <p><i>Speakers: Anda Saujūna, Latvian helpline</i></p> <p>This session will consider:</p> <ul style="list-style-type: none"> <li>• How the national helpline service is organised and delivered.</li> <li>• How the helpline is able to be youth-friendly while still operating as a state institution.</li> <li>• The procedures that are followed in cases of children's rights violations.</li> <li>• The crisis intervention service that is provided.</li> <li>• How the helpline is exploring and gradually introducing AI tools into daily work.</li> </ul> <p><i>Room: Krasts 1 and 2</i></p>  |

|                      |   |
|----------------------|---|
| <p>12:00 – 13:00</p> | <p><b>Lunch</b></p> <p>Lunch is available for those who have participated in the morning activities.</p>  |
| <p>11:00 – 13:00</p> | <p><b>Registration</b></p>  |
| <p>13:00 – 13:30</p> | <p><b>Welcome</b></p> <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> <li>• Maija Katkovska, SIC LV</li> <li>• Gatis Ozols, Deputy State Secretary for Digital Transformation, Latvia</li> <li>• Hans Martens, Insafe/EUN</li> <li>• Manuela Martra, Deputy Head of Unit &amp; Senior Expert - Accessibility, Multilingualism &amp; Safer Internet, DG CONNECT, European Commission</li> <li>• Samantha Woolfe, INHOPE</li> </ul> <p><i>Room: Jura and Jurmala</i></p>  |
| <p>13:30 – 15:00</p> | <p><b>Research</b></p> <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p><i>Moderator: Brian O’Neill</i></p> <p>This session will provide an overview of the different types of research being carried out on online safety issues. (e.g. digital harms, understanding human behaviour, new and emerging risks and trends, analysis of platform design, cyberbullying, impact on child rights, technical solutions, etc). It will consider why this research is so important, why it matters, and how it can be used (including the impact of DSA data access for researchers). Several SICs will present some of their research with a particular focus on methodologies and dissemination strategies.</p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> <li>• Ilda Sukurica, SIC LU</li> </ul> |

|  | <ul style="list-style-type: none"> <li>• Paraskevi Fragopoulou, SIC GR</li> <li>• Heidi Näppi, SIC FI</li> <li>• Lotte Wevelstad, SIC NO</li> </ul> <p>Room: Jura and Jurmala</p>  |  |                               |              |  |  |  |
|--|--|--|-------------------------------|--------------|--|--|--|
| 15:00 – 15:30  | <b>Break</b>   |  |                               |              |  |  |  |
| 15:30 – 16:00  | <p><b>Open space session</b></p> <p><b>**Please note, open space sessions will not be livestreamed**</b></p> <p>Colleagues from across the Insafe and INHOPE networks will host a short (30-minute) session to share experiences, expertise, research, and upcoming projects/initiatives across a range of different topics. Please note – these will be table discussions.</p> <p>A more detailed list of these sessions will be shared nearer the time.</p> <p>Room: Jura and Jurmala, Majori, Krasts 1 and 2</p>  |  |                               |              |  |  |  |
| 16:00 – 17:00  | <table border="0"> <thead> <tr> <th><b>Awareness</b></th> <th><b>Helplines and hotlines</b></th> <th><b>Youth</b></th> </tr> </thead> <tbody> <tr> <td> <p>Network-level awareness-raising actions</p> <p>Room: Krasts 1 and 2</p> </td> <td> <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p>How AI can be used in case management</p> <p>Speakers: Vineeca Kuo and Michelle Beelen, SIC NL</p> <p>Room: Jura and Jurmala</p> </td> <td> <p>Ensuring inclusive recruitment and engagement through communication</p> <p>Room: Majori</p> </td> </tr> </tbody> </table> | <b>Awareness</b>   | <b>Helplines and hotlines</b> | <b>Youth</b> | <p>Network-level awareness-raising actions</p> <p>Room: Krasts 1 and 2</p> | <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p>How AI can be used in case management</p> <p>Speakers: Vineeca Kuo and Michelle Beelen, SIC NL</p> <p>Room: Jura and Jurmala</p> | <p>Ensuring inclusive recruitment and engagement through communication</p> <p>Room: Majori</p> |
| <b>Awareness</b>   | <b>Helplines and hotlines</b>  | <b>Youth</b>   |                               |              |  |  |  |
| <p>Network-level awareness-raising actions</p> <p>Room: Krasts 1 and 2</p> | <p><b>**This session will be livestreamed – join the Day 1 stream here**</b></p> <p>How AI can be used in case management</p> <p>Speakers: Vineeca Kuo and Michelle Beelen, SIC NL</p> <p>Room: Jura and Jurmala</p>   | <p>Ensuring inclusive recruitment and engagement through communication</p> <p>Room: Majori</p> |                               |              |  |  |  |
| 18:15  | <b>Network dinner</b>  |  |                               |              |  |  |  |

Coaches will depart from the front of the hotel for dinner, which will take place at 19:00 in Riga. Coaches will return at 21:30.

## Day 2: Thursday, 16 April 2026 (all times are in EEST)

**09:00 – 10:00**      **Keynote: AI – latest developments – white paper**

**\*\*This session will be livestreamed – join the Day 2 stream here\*\***

Speakers:

- Prof. Dr. Georg Mein, University of Luxembourg Institute for Digital Ethics
- Dr. Isabell Baumann, Luxembourg Centre for Educational Testing

This keynote will provide a “state of the nation” for AI. What are the latest challenges that are facing children and young people? How should SICs respond?

Room: Jura and Jurmala

**10:00 – 10:45**      **Breakout sessions – AI**

Participants will have selected the breakout sessions that they would like to attend during the online registration process.

| <b>CSE case study and AI in policing</b>  | <b>AI companions and chatbots</b>                                     | <b>Risks of AI use for children and young people</b>                               |
|---|---|--|
| <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Speaker:<br/>Representative from the 1st Unit of Cybercrime Enforcement Department, Central Criminal Police</p> | <p>Speaker: Barbara Buchegger, SIC AT</p> <p>Room: Krasts 1 and 2</p> | <p>Speakers: Kerli Valner, SIC EE; Becca Cawthorne, SIC UK</p> <p>Room: Majori</p> |

|                      |   |  |  |
|----------------------|---|--|--|
|                      | <p>Department of the State Police of Latvia</p> <p>Room: Jura and Jurmala</p>   |  |  |
| <b>10:45 – 11:15</b> | <b>Break</b>  |  |  |
| <b>11:15 – 12:00</b> | <p><b>AI and the creation of CSAM/deepnudes</b></p> <p>Tackling the explosion of AI-driven abuse: Transatlantic insights on helpline-hotline synergy</p> <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Speakers: Niels Van Paemel, SIC BE; Kathryn Rifenbark, NCMEC</p> <p>Room: Jura and Jurmala</p> | <p><b>AI companions and chatbots</b></p> <p>Speaker: Barbara Buchegger, AT SIC</p> <p>Room: Krasts 1 and 2</p> | <p><b>Risks of AI use for children and young people</b></p> <p>Speakers: Kerli Valner, SIC EE; Becca Cawthorne, SIC UK</p> <p>Room: Majori</p> |
| <b>12:00 – 13:15</b> | <b>Lunch</b>  |  |  |
| <b>13:15 – 14:00</b> | <p><b>Keynote: Overview of the Com network</b></p> <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Speaker: Henry Adams, Resolver</p> <p>Room: Jura and Jurmala</p>   |  |  |
| <b>14:00 – 15:00</b> | Three breakout sessions to deep-dive into Com and 764   |  |  |

|                             |  |   |  |
|-----------------------------|--|---|--|
|                             | <p><b>Com network:</b><br/><b>Considerations for awareness raising</b></p> <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Speakers: Elias Carlberg, SIC SE; Caroline Barré-Villeneuve, Coline Tessier, Inès Legendre, SIC FR</p> <p>Room: Jura and Jumrala</p>  | <p><b>Com network:</b><br/><b>Trauma support for victims and others</b></p> <p>Speaker: Heidi Nappa, SIC FI</p> <p>Room: Majori</p> | <p><b>Com network</b><br/><b>Hotline responses</b></p> <p>Speaker: Henry Adams, Resolver</p> <p>Room: Krasts 1 and 2</p> |
| <p><b>15:00 – 15:30</b></p> | <p><b>Break</b></p>  |   |  |
| <p><b>15:30 – 16:00</b></p> | <p><b>Resource competition</b></p> <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Chair: Annarita Silverii, Insafe/EUN</p> <p>Room: Jura and Jumrala</p>  |   |  |
| <p><b>16:00 – 17:00</b></p> | <p><b>DSA and trusted flaggers</b></p> <p>Updates from the European Commission, and helplines and hotlines that are trusted flaggers will share their experiences and discuss challenges and opportunities.</p> <p><b>**This session will be livestreamed – join the Day 2 stream here**</b></p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Etienne Dirani, SIC FR</li> <li>• Martha Hjorth Beste, SIC DK</li> <li>• Lidia Dutkiewicz, DG CONNECT (Unit F1), European Commission</li> </ul> |   |  |

|              |                               |
|--------------|-------------------------------|
|              | <i>Room: Jura and Jurmala</i> |
| <b>17:00</b> | <b>Close of meeting</b>       |

# Session descriptions – Day 1

---

## **13:30 – 15:00** **Research**

This session will look at the different types of research being conducted into online safety and the impact they can have on the work of Safer Internet Centres. A number of colleagues from SICs will share some of the research that they have undertaken, focusing on methodology and dissemination strategies.

## **15:30 – 16:00** **Open Space sessions**

Participants will be able to choose from several Open Space sessions covering a range of topics. Good practices from around the network and beyond will be shared, and there will also be opportunities for discussion and debate.

## **16:00 – 17:00** **Awareness** **Network-level awareness-raising actions**

This session will focus on a preliminary discussion on possible network-level actions to support a campaign on cyberbullying (as referenced in the *EU Action plan against cyberbullying*). SIC colleagues are invited to come prepared to share information on existing resources/examples/success stories which could contribute to campaign actions.

## **16:00 – 17:00** **Helplines and hotlines** **How AI can be used in case management**

To help helpline counsellors identify and report cases more efficiently and accurately, Offlimits works with PwC to develop an AI tool that supports helpline counsellors in identifying the relevant legislation when reporting a case. The tool is

developed and trained using the helpline's own data, with the goal of providing faster, more effective, and higher-quality support for help seekers. There will be an opportunity to discuss how other helplines and hotlines are using or planning to use AI in their work.

**16:00 – 17:00**

**Youth coordinators**

## **Ensuring inclusive recruitment and engagement through communication**

This session will provide an opportunity to reflect on different youth participation models and how to ensure inclusive recruitment and in-depth engagement.

## Session descriptions – Day 2

---

**09:00 – 10:00**

### **Keynote: AI – latest developments**

Artificial intelligence is rapidly transforming the digital environments in which children and adolescents grow up, learn, and communicate. This session will introduce the key findings of a recent White Paper developed at the *University of Luxembourg Institute for Digital Ethics (ULIDE)* in collaboration with the *Luxembourg Centre for Educational Testing (LUCET)* and the *Centre for Childhood and Youth Research (CCY)*. The report examines emerging risks and ethical challenges associated with AI systems – such as generative AI, recommendation algorithms, AI companions, and synthetic media – in young people's everyday online experiences.

This keynote will consider how AI increasingly shapes how young people access information, communicate, and form opinions online, and what this means for digital safety and critical awareness. Drawing on international research and insights from the Luxembourg Safer Internet Centre, *BEE SECURE*, it will outline key implications for prevention, counselling, and education.

**10:00 – 10:45**

### **CSE case study and AI in policing**

A representative from the State Police of the Republic of Latvia will share information about one of the biggest online child sexual abuse cases in Europe in 2025. A teacher from Latvia abused more than 180 children from around the world over a period of 8 years. The session will provide a detailed case study looking at why and how it happened.

The State Police will also share how AI has influenced the work of police investigators from two perspectives - the use of AI by perpetrators and how AI tools help police in the investigation process.

## **10:00 – 10:45 and 11:15 – 12:00** **AI companions and chatbots**

Research published by the Austrian Safer Internet Centre in February 2026 found that AI chatbots are becoming important companions, but that the risks and knowledge gaps regarding how they work are underestimated.

This session will present the research and will particularly focus on chatbots that are designed with children in mind.

## **10:00 – 10:45 and 11:15 – 12:00** **Risks of AI use for children and young people**

EU Kids Online published research into children's use and understanding of generative AI in February 2026. The report mapped children's access to, use of, and experiences with GenAI across Europe and examined whether and how GenAI was becoming part of their everyday lives.

This session will showcase key findings from this research, along with two national studies that capture the latest insights into the challenges and dangers posed by AI for children and young people.

## **11:15 – 12:00** **AI and the creation of CSAM/deepnudes** ***Tackling the explosion of AI-driven abuse: Transatlantic insights on helpline-hotline synergy***

As AI accelerates the complexity and volume of image-based sexual abuse (IBSA) and child sexual abuse material (CSAM), both NCMEC and Child Focus are managing a significant surge in case numbers—a trend seen across the Atlantic. Because NCMEC and SIC BE house both helpline and hotline functions under one roof, they have a unique "360-degree" view of how these cases evolve from an initial report to victim support.

This session will share the data behind these skyrocketing numbers and the operational insights gained from this integrated model. The goal is to discuss how

we, as a diverse network, can foster even stronger collaboration between separate entities. Exploring challenges to bridge the gap between reporting and support, how can we be unified in the face of AI-driven exploitation?

## 13:15 – 14:00

### Keynote: Overview of the Com network

Safer Internet Centres are becoming increasingly aware of and exposed to children and young people who are victims of the Com network. This session will provide an overview of a decentralised online harm ecosystem, often referred to as “the Com”. In particular, it will focus on:

- How these decentralised online harm ecosystems form and evolve.
- How behaviours and subcultures intersect across platforms and digital environments.
- Patterns of grooming, coercion, and escalation observed across multiple online spaces.
- Factors that increase exposure and vulnerability for children and young people.
- Global structural gaps and influences shaping the spread of these harms.

## 14:00 – 15:00

### Com network: Considerations for awareness raising

Colleagues from the Swedish and French Safer Internet Centres will share their experiences of the Com network, discussing how the SICs are addressing it and supporting victims.

## 14:00 – 15:00

### Com network: Trauma support for victims and others

This workshop will explore the key themes that professionals encounter when working with young people in the context of the Com network. It will also explore the factors that support staff well-being, while sharing effective practices with one

another. The session will offer a space for reflection, shared experiences, and concrete strategies to support well-being when engaged in challenging work.

## **14:00 – 15:00** **Com network: Hotline responses**

This workshop will consider how hotlines are responding to the emerging threats posed by the Com network.

## **15:30 – 16:00** **Resource competition**

Many thanks to all Safer Internet Centres that submitted a resource for the competition. All registered participants in the joint training meeting have been able to vote for their favourite resource, and the three most popular have been shortlisted. Each finalist will deliver a short pitch to encourage others to vote for their resource. The winner will be announced during this session.

## **16:00 – 17:00** **DSA and trusted flaggers**

This session will include an update from the European Commission as well as a chance to hear from two designated trusted flaggers from the Insafe and INHOPE networks who will talk about their experiences to date. There will also be an opportunity for discussion.

## Speaker biographies

### Henry Adams

Henry Adams is Director, Trust & Safety, at Resolver, and a Trustee and Independent Director at the Internet Watch Foundation (IWF). He has spent the past decade mitigating risk in diverse, high-harm settings. Henry is a former Head of Intelligence with a background in global counter-terrorism, national policing operations, and crisis negotiation. At Resolver, he initially led global intelligence operations before overseeing the development of predatory network disruption tools. Today, Henry is a member of Resolver's Trust & Safety Division leadership and serves as their primary interface with industry, academia, governments, and regulators. He is a passionate advocate for the protection of children and a proponent of the power of taking proactive intelligence-led approaches to safety.



### Caroline Barré-Villeneuve

Caroline Barré-Villeneuve is the child protection and digital safety professional and coordinator of the French national helpline 3018, operated by e-Enfance. She previously worked within child protection services in French local authorities, assessing concerns and coordinating responses to high-risk situations. At the 3018 helpline, she supervises a multidisciplinary team of counsellors who handle cases directly, supports complex case management, and coordinates reporting procedures with platforms and public authorities. Her operational approach, grounded in real cases, informs the work of the Observatory and advocacy teams, and supports the development of partnerships with institutional and private stakeholders.



## Dr. Isabell Baumann

Dr. Isabell Baumann is a research scientist in digital education at the University of Luxembourg, working at the Luxembourg Centre for Educational Testing (LUCET). Her work focuses on educational inequalities, the digital transformation of education, and the role of artificial intelligence in teaching and learning. She is involved in several national and international research projects on AI in schools and digital citizenship, and regularly collaborates with schools, ministries, and educational organisations. Her work bridges research and practice, with a strong emphasis on evidence-based approaches to digital education. She also contributes to teacher education and professional development in the field of AI and education.



## Michelle Beelen

Michelle Beelen is the Coordinator of the helpline at Offlimits, an organisation that operates the hotline, helpline, and prevention line addressing online transgressive behaviours in the Netherlands. With four years of experience at Offlimits, Michelle focuses on supporting the helpline team and continuously improving the quality and effectiveness of the service.



## Martha Hjorth Beste

Martha Hjorth Beste is a psychologist and counsellor at the SletDet Helpline at Save the Children Denmark. She works directly with children, young people, and families affected by online harm and engages in dialogue with online platforms based on experiences from the helpline. She also contributes to SletDet's work as a Trusted Flagger under the EU Digital Services Act (DSA).



## Barbara Buchegger

Barbara Buchegger is pedagogical project manager for the Awareness Centre of the Austrian Safer Internet Centre. She is responsible for Saferinternet.at's services for the educational sector, from the development of learning resources to teacher training. She is an expert in online safety, media education, digital literacy and collaborative e-learning. She is an on- and offline facilitator and trainer for teachers in the fields of internet use and e-learning. At Saferinternet.at, she mainly works with pupils, teachers, head teachers, and parents due to her pedagogical expertise. She is an in-demand speaker on both a national and international level in this field. She is chairperson of the European expert group on digitalisation and youth (DG Education and Culture) and also curates a popular parent blog ([www.fragbarbara.at](http://www.fragbarbara.at)).



## Elias Carlberg

Elias Carlberg is an expert on radicalisation, recruitment, and popular culture on social media and online games. He is a project officer at SIC Sweden.



## Becca Cawthorne

Becca Cawthorne joined Childnet in August 2016 and is responsible for Childnet's communications and marketing output, including overseeing the digital and websites for both Childnet and the UK Safer Internet Centre. A key part of Becca's role is the coordination of communications and research for Safer Internet Day in the UK.



Becca is passionate about giving young people a voice in the online safety space, and has directly seen the impact that this can have. Becca has been involved with Childnet since 2011, when she was a part of the Youth IGF Project, representing

youth voices at the Internet Governance Forums in Lithuania, Nairobi and Azerbaijan. Becca has worked with ICANN as an Ambassador for their NextGen programme, helping young people get involved in internet governance.

## Etienne Dirani

Etienne Dirani is the Operations Manager at the French Hotline Point de Contact and has been working as a content analyst for five years. He holds a law and computer science degree and specialised in personal data protection before joining Point de Contact and becoming involved in protecting minors on the internet.



## Lidia Dutkiewicz

Lidia Dutkiewicz is a Legal and Policy Officer at DG CONNECT. She joined the DSA Monitoring and Cooperation Unit in the Commission's Directorate responsible for implementing and enforcing the Digital Services Act (DSA). She works in the Stakeholder Engagement Team, which has the mission to structure, engage and support the third-party ecosystem around the DSA. As part of her work, she focuses on trusted flaggers and on engagement with civil society organisations (CSOs). Before joining the Commission, Lidia was a doctoral researcher at the Centre for IT & IP Law (CiTiP) at KU Leuven, focusing on AI, algorithmic content moderation, and media freedom.



## Paraskevi Fragopoulou

Paraskevi (Vivi) Fragopoulou is the founder and coordinator of the Greek Safer Internet Centre, which includes the awareness platform SaferInternet4Kids.gr, the hotline SafeLine.gr, and a national Helpline. She is an Associate Researcher at the Foundation for Research and Technology-Hellas (FORTH) and a Professor of Computer Science at the Hellenic Mediterranean



University, with several scientific publications in distributed computing, internet technologies, and online safety. As a member of the European Commission's Expert Group on Safer Internet for Children and a board member of INHOPE, she actively contributes to global efforts against child sexual abuse material online (CSAM) and to shaping policies that safeguard children's rights and promote a safer digital environment for future generations.

## Maija Katkovska

Maija Katkovska, has been coordinating the work of Latvian Safer Internet Centre since 2006. She is involved in both awareness and hotline work on a daily basis but is primarily responsible for administrative and management tasks. To share the expertise, Maija participates in different national-level expert and working groups to discuss the necessary changes in laws and schools' curriculum in Latvia. In 2015, during Latvia's presidency in the Council of the European Union, Maija was involved in the work of organising the Digital Assembly in Riga, which was the major digital skills event of the year.

Over the years, the work that Maija does, together with her colleagues at the Safer Internet Centre, has been appreciated at different levels, but the highest is the award of the Cross of Recognition from the President of Latvia in 2023.



## Vineeca Kuo

Vineeca Kuo is a Project Officer at Offlimits, an organisation that operates the hotline, helpline and prevention line addressing online transgressive behaviours in the Netherlands. She is also the coordinator of the Dutch Safer Internet Centre, coordinating SIC-related activities on the national level and contributing to policy discussions. Before joining Offlimits, Vineeca worked as a Project Officer at INHOPE, the global network of internet hotlines. Vineeca holds a LL.M. in International Children's Rights from Leiden University.



## Inès Legendre

Inès Legendre is head of Advocacy and Public Affairs at the Association e-Enfance/3018. She is a trained lawyer specialising in European regulation, criminal law, and the protection of minors in the digital environment. A graduate of Sciences Po Rennes and the University of Montreal, she acts as a legal expert on issues related to child protection online, particularly in the development, analysis, and implementation of national and European regulatory frameworks. She actively contributes to public and institutional debates on platform regulation, advocating for legally grounded approaches aimed at strengthening the effective obligations of digital service providers in protecting minors.



## Manuela Martra

Manuela Martra is Deputy Head of Unit & Senior Expert in the Accessibility, Multilingualism & Safer Internet Unit, in the Directorate for Data at the European Commission's Directorate General for Communications Networks, Content & Technology (DG CONNECT). She has worked for the EU institutions in Luxembourg for 25 years, most of them devoted to supporting a safer and better internet for children. Her current work includes the coordination of the EU approach to age verification and the Action plan against cyberbullying. She is very committed to ensuring, through a multi-stakeholder approach, that citizens, and particularly the most vulnerable, benefit fully from the digital transformation.



## Prof. Dr. Georg Mein

Prof. Dr. Georg Mein is Professor for Modern German Literature and Theory. He is Head of the University of Luxembourg Institute for Digital Ethics (ULIDE). His work focuses on the societal and ethical implications of digitalisation and AI, especially on democracy and AI.



## Heidi Näppi

Heidi Näppi is a Master of Healthcare, trauma-focused psychotherapist, teacher, and certified educational and clinical sexologist. She serves as Development Manager at Save the Children Finland, leading preventive work against child sexual violence. Heidi has clinical experience supporting children affected by various types of abuse and advocates for age-appropriate sexual education.



## Brian O'Neill

Brian O'Neill is an Emeritus Research Fellow at Technological University Dublin and a communications researcher with expertise in digital policy and online safety. He currently serves as the policy lead for the BIK Policy mapping and Knowledge hub, and is a member of European Commission President von der Leyen's Special Panel on child safety online. A longstanding member of the EU Kids Online research network, Brian sits on the management group for its latest 18-country survey of 25,000 young people, with results scheduled for release in 2026. His other international contributions include membership of the Council of Europe's Digital Citizenship Education working group, leading its guidelines on national MIL Strategies, and contributing to the OECD's benchmarking studies on transparency reporting by leading global platforms related to child sexual abuse and exploitation.



## Gatis Ozols

Gatis Ozols leads Latvia's national digital transformation strategy, overseeing AI policy, digital identity, data governance, and government ICT. As a member of the EU AI Board, he actively contributes to shaping AI regulations and implementation strategies. His initiatives include AI-driven public service improvements and fostering digital awareness programmes.



Passionate about designing policies that empower ecosystems, Gatis advocates for a forward-thinking approach to AI governance. His leadership emphasises openness, transparency, and practical innovation, ensuring that AI development aligns with societal and governmental needs.

## Kathryn Rifembark

Kathryn Rifembark is the Director for CyberTipline, Public Reports, in the Exploited Children Division (ECD) at the National Center for Missing & Exploited Children (NCMEC), where she has worked for over 15 years. Kathryn is responsible for overseeing the day-to-day operations of NCMEC's CyberTipline, the reporting mechanism within the United States for suspected online child sexual exploitation, with a concentration on its response to reports received from members of the public. In addition, she manages NCMEC's programmes to notify companies of hosted CSAM material, to reduce revictimisation of survivors. Kathryn helped spearhead NCMEC's efforts to improve resources for reporting people and survivors of child sexual abuse material and continues that work today by liaising with law enforcement, victim service providers, and child-serving professionals.



## Anda Saujūna

Anda Saujūna is a clinical psychologist with over 12 years of experience in the field of child protection and child well-being. She holds a Master's degree in Clinical Psychology and began her career as a counsellor at Latvia's national Child Helpline 116111, supporting children with a wide range of challenges, including emotional difficulties, family issues, and online safety concerns.



The helpline operates as part of the Latvian Safer Internet Centre, where she further developed her expertise by contributing to safer internet initiatives and later taking on the role of Project Coordinator. Her work has focused on strengthening support services for children in digital environments and promoting safe and responsible internet use.

She is currently Deputy Head at the Children's Protection Centre in Latvia, responsible for consultative support, methodological supervision, and analytics. In this role, she contributes to the development of evidence-based practices, supports professionals working with children across sectors, and works on improving the overall quality and coordination of child protection services.

She is particularly interested in the intersection of child protection, mental health, and digital safety, and is committed to advancing integrated, child-centred approaches at both practice and system levels.

## Ilda Sukurica

Ilda Sukurica works at the Safer Internet Centre Luxembourg (BEE SECURE), which is coordinated by the National Youth Service. She is part of BEE SECURE's pedagogical team, which develops and delivers awareness-raising activities and educational resources for children, young people, teachers, educators and parents. Ilda coordinates youth participation activities and manages training for parents.



## Coline Tessier

Coline Tessier is a research analyst within the Observatory e-Enfance 3018. She studied International Law and Digital Law, and holds a Master's degree in International Law, Security, Defense, and Cybersecurity from the University of Grenoble. She worked for two years within the French National Police as a Criminal Intelligence Analyst, specialising in the fight against online child sexual exploitation. Coline joined the Observatory e-Enfance 3018 in October 2025, where she focuses on identifying and analysing emerging online trends affecting young people, drawing on data from the 3018 helpline, to assess risks and support prevention strategies.



## Liene Valdmane

The Method Market is led by PhD Liene Valdmane, Education Expert at the Latvian Safer Internet Centre. Liene is a methodologist, author of more than 30 textbooks and other educational materials for school curricula, author of 42 board and digital games, TV content creator, and educational project manager in the fields of media literacy and civic education.



## Kerli Valner

Kerli Valner works as an Awareness-raising Coordinator at the Estonian Union for Child Welfare (Lastekaitse Liit), which coordinates the Estonian Safer Internet Centre. She has more than 10 years of experience in carrying out awareness-raising activities, as well as youth participation activities in online safety, and working for the Estonian hotline. She is also a member of the Eurochild Taskforce on children's rights in the digital environment and one of the authors of the EU Kids Online Estonian research 2025.



## Niels Van Paemel

Niels Van Paemel is Policy Advisor at Child Focus, Belgium's national centre for missing and sexually exploited children, where he has worked since 2015. With a background in Educational Sciences, Conflict & Development, and a Master of Education in Behavioural Sciences (Ghent University), he brings a multidisciplinary lens to child rights, online sexual violence, and digital risks, from prevention to policy. Niels is known for translating complex issues into clear, actionable insights, with a critical eye on inequality and the systems that shape children's safety online.



## Lotte Wevelstad

Lotte Wevelstad is a Senior Adviser at the Norwegian Media Authority and coordinator at Norway's Safer Internet Centre.



## List of participants

| Name              | Organisation  | Country |
|-------------------|---|---------|
| Altin Hazizaj     | CRAC-ECPAT Albania  | Albania |
| Barbara Buchegger | saferinternet.at  | Austria |
| Chiara Antonelli  | European Schoolnet/Insafe                                     | Belgium |
| Yana Baetens      | Mediawijs   | Belgium |
| Eray Başar        | European Schoolnet/Insafe                                     | Belgium |
| Nadège Bastiaenen | Child Focus   | Belgium |
| Nemo Gielen       | Child Focus   | Belgium |
| Sandra Laquelle   | HADEA Executive Agency<br>European Commission                 | Belgium |
| Sofia Mahjoub     | Child Focus   | Belgium |
| Annarita Silverii | European Schoolnet/Insafe                                     | Belgium |
| Niels Van Paemel  | Child Focus   | Belgium |
| Guilherme Alves   | Safernet Brasil   | Brazil  |
| Sofia Schurig     | Safernet Brasil   | Brazil  |
| Ivan Čaleta       | CNZD  | Croatia |
| Denis Rukavina    | CNZD  | Croatia |
| Marianna Ioannou  | Cyprus Pedagogical Institute/<br>Cyprus Safer Internet Centre | Cyprus  |

|                                   |  |         |
|-----------------------------------|--|---------|
| Claudia Bagge-Petersen            | Save the Children Denmark                              | Denmark |
| Martha Hjorth Beste               | Save the Children Denmark                              | Denmark |
| Julie Hee Darger                  | The Media Council for Children and Young People/SIC DK | Denmark |
| Niels-Christian Dybdahl Bilenberg | Centre for Digital Youthcare                           | Denmark |
| Maria Larsen Ehrenreich           | The Media Council for Children and Young People        | Denmark |
| Sara Lind-Kürstein                | Save the Children Denmark                              | Denmark |
| Anna Pingel                       | The Media Council for Children and Young People        | Denmark |
| Jonas Ravn                        | Centre for Digital Youthcare                           | Denmark |
| Mia Lind Winther                  | Save the Children Denmark                              | Denmark |
| Kai Hallik                        | Social Insurance Board                                 | Estonia |
| Kristiina Kaldma                  | Sotsiaalkindlustusamet                                 | Estonia |
| Marilin Küünarpuu                 | Estonian Insurance Board                               | Estonia |
| Ella Airola                       | Finnish Arts and Culture Agency                        | Finland |
| Heidi Näppi                       | Save the Children Finland                              | Finland |
| Emma Pösö                         | Save the Children Finland                              | Finland |
| Rauna Rahja                       | Mannerheim League for Child Welfare (MLL)              | Finland |
| Paula Soini                       | Save the Children Finland                              | Finland |

|                           |  |         |
|---------------------------|--|---------|
| Tommi Tossavainen         | Finnish Arts and Culture Agency            | Finland |
| Caroline Barré-Villeneuve | Association e-Enfance/3018                 | France  |
| Inès Legendre             | Association e-Enfance/3018                 | France  |
| Eva Lopez                 | Tralalere                                  | France  |
| Coline Tessier            | Association e-Enfance/3018                 | France  |
| Samantha Woolfe           | INHOPE                                     | France  |
| Annekathrin Cornelius     | Nummer gegen Kummer e.V.                   | Germany |
| Sebastian Fitting         | eco – Association of the Internet Industry | Germany |
| Frieda Groschup           | klicksafe                                  | Germany |
| Andreas Hautz             | jugendschutz.net                           | Germany |
| Matthias Heinen           | klicksafe                                  | Germany |
| Katerina Kimelfeld        | jugendschutz.net                           | Germany |
| Stephanie Klahn           | klicksafe                                  | Germany |
| Nina Pirk                 | Nummer gegen Kummer e.V.                   | Germany |
| Lena Waage                | FSM  | Germany |
| Aikaterini Boulnakaki     | SafeLine                                   | Greece  |
| Katerina Psaroudaki       | FORTH                                      | Greece  |
| Zita Bartók               | Internet Hotline Hungary NMHH              | Hungary |

|   |  |         |
|---|--|---------|
| Dr. Dorina Csalár                         | National Media and Infocommunications Authority, Internet Hotline Unit | Hungary |
| Roxana Honyak                             | Internet Hotline Hungary NMHH  | Hungary |
| Fanni Katona                              | International Children's Safety Service                                | Hungary |
| Luca Magyar                               | International Children's Safety Service                                | Hungary |
| Noémi Sarolta Nyisztorné Szentpály-Juhász | International Children's Safety Service                                | Hungary |
| Haukur Brynjarsson                        | Icelandic Safer Internet Centre  | Iceland |
| Skúli Bragi Geirdal                       | Icelandic Safer Internet Centre/<br>Media Commission                   | Iceland |
| Póra Jónsdóttir                           | Netvis – The Media Commission in Iceland                               | Iceland |
| Elfa Dögg Leifsdóttir                     | Icelandic Red Cross  | Iceland |
| Airt Carey                                | Irish Internet Hotline   | Ireland |
| Tracy Hogan                               | Webwise  | Ireland |
| Meadhbh Mccomish                          | Irish Internet Hotline   | Ireland |
| Jane McGarrigle                           | Webwise  | Ireland |
| Catriona Mulcahy                          | Webwise  | Ireland |
| Brian O'Neill                             | Technological University Dublin  | Ireland |

|                                |  |            |
|--------------------------------|--|------------|
| Maija Katkovska                | Latvian Internet Association   | Latvia     |
| Dita Kūkusiliņa                | Latvian Safer Internet Centre  | Latvia     |
| Ieva Megne                     | Latvian Safer Internet Centre  | Latvia     |
| Anda Sauluna                   | Children's Protection Centre   | Latvia     |
| Andris Šillers                 | Latvian Internet Association   | Latvia     |
| Liene Valdmane                 | Latvian Safer Internet Centre  | Latvia     |
| Violeta Čiuplytė<br>Bogdanovič | Association "Langas į ateitį"  | Lithuania  |
| Domas Janulis                  | Communications Regulatory<br>Authority of the Republic of<br>Lithuania | Lithuania  |
| Liudas Mikalkevicius           | LINEŠA   | Lithuania  |
| Rita Šukytė                    | Association "Langas į ateitį"  | Lithuania  |
| Eglė Tamulionytė               | VŠĮ "Vaikų linija"/Child Line  | Lithuania  |
| Dominyka Vaičiūnaitė           | LINEŠA   | Lithuania  |
| Laura Vareikienė               | Communications Regulatory<br>Authority of the Republic of<br>Lithuania | Lithuania  |
| Brigita Vazgytė                | VŠĮ "Vaikų linija"/Child Line  | Lithuania  |
| Isabell Baumann                | University of Luxembourg   | Luxembourg |
| Melinda Kurz                   | European Commission  | Luxembourg |
| Manuela Martra                 | European Commission  | Luxembourg |

|                       |  |                 |
|-----------------------|--|-----------------|
| Georg Mein            | University of Luxembourg                       | Luxembourg      |
| Zoé Scherer           | BEE SECURE/KJT                                 | Luxembourg      |
| Annabel Schoellen     | BEE SECURE                                     | Luxembourg      |
| Ilda Sukurica         | BEE SECURE                                     | Luxembourg      |
| Judith Swietlik-Simon | Service national de la jeunesse/<br>BEE SECURE | Luxembourg      |
| Carmen Weyer          | BEE SECURE Helpline                            | Luxembourg      |
| Davinia Marie Muscat  | BeSmartOnline                                  | Malta           |
| Ludmila Bodiu         | International Center La Strada                 | Moldova         |
| Octavian Bodorin      | International Center La Strada                 | Moldova         |
| Cristina Deliu        | International Center La Strada                 | Moldova         |
| Ecaterina Marin       | CI La Strada Moldova                           | Moldova         |
| Michelle Beleen       | Offlimits                                      | The Netherlands |
| Anastasia Dyka        | INHOPE   | The Netherlands |
| Gaby Reijn            | Offlimits                                      | The Netherlands |
| Robbert Hoving        | Offlimits/INHOPE                               | The Netherlands |
| Vineeca Kuo           | Offlimits                                      | The Netherlands |
| Renée Mötter          | ECP (SIC NL)                                   | The Netherlands |
| Iris Pas              | Offlimits                                      | The Netherlands |
| Grete Raidma          | INHOPE   | The Netherlands |

|                         |   |                 |
|-------------------------|---|-----------------|
| Mariana Sanches-Freriks | INHOPE  | The Netherlands |
| Sophieke Thurmer        | ECP Platform voor de InformatieSamenleving  | The Netherlands |
| Kim Van Beek            | Offlimits   | The Netherlands |
| Charlie Van Der Zwaard  | Offlimits   | The Netherlands |
| Yvette Velzeboer        | Offlimits   | The Netherlands |
| Nelli Kongshaug         | Red Cross   | Norway          |
| Ronny Samsonstuen       | Norwegian National Security Authority   | Norway          |
| Kristin Slettvåg        | Red Cross   | Norway          |
| Lotte Wevelstad         | The Norwegian Media Authority   | Norway          |
| Julia Piechna           | NASK  | Poland          |
| Martyna Różycka         | NASK  | Poland          |
| Anna Rywczynska         | NASK  | Poland          |
| Lukasz Wojtasik         | Empowering Children Foundation  | Poland          |
| Elsa Caetano            | Gabinete Nacional de Segurança   Centro Nacional de Cibersegurança                                  | Portugal        |
| Marisa Lucas            | Institute of Education, Quality and Evaluation of the Ministry of Education, Science and Innovation | Portugal        |

|                            |  |          |
|----------------------------|--|----------|
| Igor Juric                 | Center for Missing and Exploited Children  | Serbia   |
| Dominika Daňovičová        | National Coordination Centre for Resolving the Issues of Violence against Children | Slovakia |
| Petra Grznárová            | National Coordination Centre for Resolving the Issues of Violence against Children | Slovakia |
| Marian Hamada              | National Coordination Centre for Resolving the Issues of Violence against Children | Slovakia |
| Tomi Dolenc                | ARNES  | Slovenia |
| Andrej Motl                | Spletno oko  | Slovenia |
| Neža Jagodic               | Slovenian Association of Friends of Youth (Program TOM Telefon)                    | Slovenia |
| Marko Puschner             | University of Ljubljana, Faculty of Social Sciences                                | Slovenia |
| Urska Valentic             | ARNES  | Slovenia |
| Maja Vreča                 | ARNES  | Slovenia |
| Angela Maria García Valdés | INCIBE   | Spain    |
| Cris Gutiérrez             | INCIBE   | Spain    |
| Carlos Puente              | INCIBE   | Spain    |

|                        |  |                |
|------------------------|--|----------------|
| Thomas Andersson       | ECPAT Sweden                                       | Sweden         |
| Elias Lomfors Carlberg | Swedish Agency for the Media                       | Sweden         |
| Elina Johnsson         | Bris   | Sweden         |
| Emilie Tejeda          | ECPAT Sweden                                       | Sweden         |
| Salih Bozkurt          | SIC Türkiye  | Türkiye        |
| Alper Cetinkaya        | SIC Türkiye  | Türkiye        |
| Dr. Abdulkerim Gun     | SIC Türkiye  | Türkiye        |
| Husnu Kilic            | SIC Türkiye  | Türkiye        |
| Nezrin Sancar Deniz    | SIC Türkiye  | Türkiye        |
| Henry Adams            | Resolver   | United Kingdom |
| Georgia Bell           | Childnet   | United Kingdom |
| Rebecca Cawthorne      | Childnet   | United Kingdom |
| Karl Hopwood           | European Schoolnet/Insafe                          | United Kingdom |
| Boris Radanovic        | South West Grid for Learning                       | United Kingdom |
| Sarah Willoughby       | European Schoolnet/Insafe                          | United Kingdom |
| Kathryn Rifembark      | National Center for Missing and Exploited Children | USA            |

## Insafe Coordination Team

### Hans Martens, Head of Digital Citizenship and Insafe Network Coordinator

Hans Martens (PhD) is Head of Digital Citizenship at European Schoolnet. He is responsible for the Digital Citizenship strategy of the organisation, managing a team of 15+ dedicated to a variety of public and private projects covering aspects such as digital skills, media literacy, online safety, and child rights in a digital world. Within this context, Hans is leading – on behalf of the European Commission – the Better Internet for Kids (BIK) platform initiative while coordinating the Insafe network of Safer Internet Centres, among other activity lines.



With a background in research and teaching at the University of Antwerp, combined with an advisory role in various Flemish, European, and American media literacy networks and projects, Hans joined European Schoolnet in February 2012. His key tasks include governance, management and outreach, team and project coordination, liaising with various Ministries of Education and European Commission units, as well as being the point of contact for other key strategic partners, from government, civil society and industry.

[hans.martens@eun.org](mailto:hans.martens@eun.org)

### Inna Agadzhanova, Communications and Digital Media Lead

Inna Agadzhanova is a Communications and Digital Media Lead at European Schoolnet's Digital Citizenship Department, where she coordinates project communication activities, manages large-scale campaigns, and strengthens projects' digital presence. Her current focus is on the Better Internet for Kids (BIK) project, which she has been working on since 2021. Inna



has also contributed to a range of Digital Citizenship department initiatives on media literacy and online safety, including the Empower Manpower against Gender-Based Violence Online (menABLE) project, the Media Literacy Case for Educators (MLCE) project, the KID\_ACTIONS project (tackling cyberbullying), Facts4All, and others. Since 2017, Inna has been involved in the organisation of major corporate and project events, before transitioning into her current communications role. She holds a Bachelor's degree in International Relations from the Russian State Social University (Russia) and a Master's degree in Social Sciences from KU Leuven (Belgium).

[inna.agadzhanova@eun.org](mailto:inna.agadzhanova@eun.org)

## **Chiara Antonelli, Youth and Outreach Officer**

Chiara Antonelli is a Youth and Outreach Officer at European Schoolnet, joining the Digital Citizenship Team in March 2023. She is involved in the Better Internet for Kids (BIK) project, with a focus on youth engagement and participation, and the SIC+ programme. Chiara has also been involved in other projects: Empower Manpower against Gender-Based Violence Online (menABLE) project, the digi.well and CyberKind projects, with the main task of conducting research and focus groups on the topics of GBV online, digital well-being and cyberbullying. Originally from Italy, Chiara holds a Bachelor's degree in Investigation and Security Science from the University of Perugia, and a Master's degree in Human Rights and Conflict Management from Sant'Anna School of Advanced Studies in Pisa. Her work has mainly evolved around children's rights in the digital environment.



[chiara.antonelli@eun.org](mailto:chiara.antonelli@eun.org)

## Eray Başar, Monitoring and Evaluation Coordinator

Eray Başar is a Monitoring and Evaluation Coordinator in the Digital Citizenship Team at European Schoolnet and has been working in the organisation since September 2018. He has been involved in various projects such as Better Internet for Kids (BIK), Facts4All: Schools tackling disinformation, KID\_ACTIONS, CO:RE (Children Online: Research and Evidence), Media Literacy Case for Educators (MLCE), and Champions for Digital Decade (C4DD), all of which aim to empower children and young people, create awareness on online safety issues, and promote media and information literacy. Eray mainly coordinates data collection activities for various projects and events, conducts statistical analysis, and authors reports. Eray holds a Bachelor's degree in International Studies and a Master's degree in the same field with an international political economy and development track focus, both from Old Dominion University (Virginia, USA).



[eray.basar@eun.org](mailto:eray.basar@eun.org)

## Rima Daoud, Project Operational Manager

Rima Daoud is a Project Operational Manager in the Digital Citizenship Team at European Schoolnet, where she is mainly in charge of coordinating the Better Internet for Kids (BIK) project. She has previously worked as a Project Manager at the British Council and the United States Institute of Peace, where she led various projects which focused on education, leadership, and peacebuilding in partnership with Ministries, universities, civil society actors, and local and international organisations. She holds two Master's degrees: one in Applied Linguistics from the University of Carthage and another in Educational Studies from KU Leuven.



[rime.daoud@eun.org](mailto:rime.daoud@eun.org)

## Irene Di Giorgio, Communications Officer

Irene Di Giorgio is a Communications Officer at European Schoolnet, having joined the Digital Citizenship Team in June 2024. She is actively involved in the Better Internet for Kids (BIK) project, contributing to various content creation and dissemination activities. Before her current role, Irene served as a Digital Engagement Assistant for UNHCR. Additionally, she has pursued her passion for storytelling for young people by working as a freelance ghostwriter for children's books with various Italian publishing houses. Originally from Italy, Irene holds a Bachelor's degree in Arts and Sciences from University College London, and a Bachelor's degree in Psychology with a clinical specialisation from the University of Amsterdam. Her academic and professional interests focus on the influence of printed and digital media on children's internalisation of stereotypes and perceptions of social hierarchies and inequality.



[irene.digiorgio@eun.org](mailto:irene.digiorgio@eun.org)

## Carolina Fruscione, Youth and Outreach Coordinator

Carolina Fruscione is a Youth and Outreach Coordinator joining the Digital Citizenship Team at European Schoolnet in July 2025. She coordinates youth activities for the Better Internet for Kids (BIK) project, including the European and international youth panels, as well as youth advisory groups within the context of the Safer Internet Forum (SIF). She also coordinates the Safer Internet Centres+ project and manages outreach activities aimed at involving young people, teachers, parents, and professionals, working together to build a community committed to creating a safer, more inclusive digital environment for children and young people. Carolina holds a Master's degree in International Relations from Oxford Brookes University.



[carolina.fruscione@eun.org](mailto:carolina.fruscione@eun.org)

## **Karl Hopwood, Online Safety Expert/Awareness and Helpline Coordinator**

Karl Hopwood is an independent online safety expert. He is a member of UKCIS (UK Council for Internet Safety) and works extensively with schools to support children and young people in developing safer online behaviours, as well as to promote digital literacy. In the past, he has worked with the European Commission, the UN (ITU), CEOP, Becta, and the South West Grid for Learning (SWGfL), as well as with several local authorities within the UK. Karl has been employed for the last eighteen years as an in-house consultant for the Digital Citizenship Team at European Schoolnet, where he is responsible for the coordination of the Insafe helplines and awareness centres. He is also Chair of SACPA (Safeguarding and Child Protection Association) and Chair of the Board of Trustees of Childnet International.

**[karl.hopwood@eun.org](mailto:karl.hopwood@eun.org)**



## **Rawad Kamel, Functional Analyst**

Rawad Kamel is an experienced Functional Analyst at EUN with a passion for translating complex business processes into efficient, practical solutions. With an analytical mindset, attention to detail, and a passion for problem-solving, Rawad looks to optimise operations and drive sustainable growth.

**[rawad.kamel@eun.org](mailto:rawad.kamel@eun.org)**



## Francesco Romano, Policy and Evidence Coordinator

Francesco Romano joined the Digital Citizenship Team at European Schoolnet in February 2026. In his role, he leads the development of the Better Internet for Kids (BIK) Knowledge hub, contributing to policy monitoring and evaluation, and evidence-based activities aimed at informing policy and practice on children's digital lives and supporting a safer and more empowering digital environment for children and young people. Before joining European Schoolnet, he worked for more than six years in EU public policy consulting and research, delivering studies and evaluations for the European Commission in areas including digital policy, youth, education and public health. He holds a Master's degree in Comparative Public Policy and Welfare Studies from the University of Southern Denmark.



[francesco.romano@eun.org](mailto:francesco.romano@eun.org)

## Adua Scribano, Communications Officer

Adua Scribano joined the Digital Citizenship Team at European Schoolnet in April 2023. She is actively involved in various projects, including the European Film Factory, the Media Literacy Case for Educators, and the eSafety Label. However, her main involvement is with menABLE, a 24-month project whose primary objective is to combat gender-based violence online. In the menABLE project, she oversees all communication aspects, managing social media channels (Instagram and TikTok), running awareness campaigns, and curating the website. She is currently actively involved in the Better Internet for Kids (BIK) project, contributing to various content creation and dissemination activities. She holds a Bachelor's degree in Sociology from the University of Trento (Italy) and a Master's degree in European Studies from the University of Siena (Italy).



[adua.scribano@eun.org](mailto:adua.scribano@eun.org)

## Annarita Silverii, Communications Coordinator

Annarita Silverii is a Communications Coordinator at European Schoolnet, joining the Digital Citizenship Team in April 2021. She is primarily involved in the Better Internet for Kids (BIK) project, including the BIK platform and community management, accessibility, communications strategies, and dissemination activities. Originally from Italy, Annarita holds a Bachelor's degree in International and Diplomatic Science and a Master's degree in International Relations from the University of Bologna.

[annarita.silverii@eun.org](mailto:annarita.silverii@eun.org)



## Sarah Willoughby, Content and Communications Expert

Sarah Willoughby has been working with the Digital Citizenship Team at European Schoolnet since July 2010. She has an extensive background in online safety in education, having worked for a number of years as a consultant to the safeguarding team at Becta (the former UK agency for ICT in education) and has managed websites and produced information materials for a range of other clients. As a chartered librarian, she has a strong professional interest in digital literacy skills. Sarah's specific responsibilities under the Better Internet for Kids (BIK) project include coordinating content and dissemination activities across all channels, compiling the quarterly BIK bulletin, and supporting the delivery of the Safer Internet Forum (SIF) and the Safer Internet Day (SID) campaign.

[sarah.willoughby@eun.org](mailto:sarah.willoughby@eun.org)



## INHOPE Team

### Samantha Woolfe, Executive Director

With over 20 years of experience in child online protection, Samantha Woolfe leads the organisation's global network of internet hotlines combating child sexual abuse material online. Her extensive background spans roles at ICMEC, FOSI, Insafe, and European Schoolnet, advisory work with various Ministries of Justice, and earlier experience as a lobbyist at Political Intelligence's London office, and in Washington DC with FOSI. Samantha first joined INHOPE as a part-time Policy Officer in 2011, working at the same time at EUN and Insafe on a variety of projects related to online child safety and the promotion of protection and prevention, including the development of Safer Internet Centres. Samantha has a Bachelor's degree in Social Anthropology with French from Durham University, and qualified as a lawyer in the UK. She currently resides in Paris with her two children.



[samantha.woolfe@inhope.org](mailto:samantha.woolfe@inhope.org)

### Sietske Avenhuis, People and Culture Manager

Sietske Avenhuis is the People and Culture Manager at INHOPE, responsible for all personnel-related matters. Her goal is to create a safe and comfortable work environment where employees feel supported. She bridges the gap between company and employee needs, ensuring a positive and seamless employee experience. With a Master's degree in social and organisational psychology, she is dedicated to providing employees with the tools and support they need to thrive in INHOPE's challenging environment. Managing and enhancing the employee experience cycle is her top priority. Prior to joining INHOPE, she worked in commercial organisations, allowing her to bring valuable insights and experience to her role at INHOPE.



[sietske.avenhuis@inhope.org](mailto:sietske.avenhuis@inhope.org)

## Chloe Comstock, Product Manager

Joining INHOPE in 2023, Chloe Comstock is the product manager of the CPORT module, which is a law enforcement portal in ICCAM that facilitates information and intelligence exchange between INTERPOL, national law enforcement, and the INHOPE network. Prior to her role at INHOPE, Chloe had nine years of professional experience as a product owner and product manager in applying behavioural science and human psychology to Agile and Lean product design and development.

[chloe.comstock@inhope.org](mailto:chloe.comstock@inhope.org)



## Anastasia Dyka, Communications Manager

As INHOPE's Communications Manager, Anastasia Dyka leads the organisation's content and communications strategy, engaging both external stakeholders and INHOPE's global membership network. Her work supports INHOPE's mission to eliminate child sexual abuse material (CSAM) online by raising awareness of the issue and keeping the child online safety community informed, engaged and connected. Anastasia also coordinates the communications and logistics behind major global events, including the annual INHOPE Summit and the Expert Insights webinar series.

[anastasia.dyka@inhope.org](mailto:anastasia.dyka@inhope.org)



## **Mariana Freriks-Sanchez, Network Expansion Manager and Project Manager**

Rejoining INHOPE in 2026, Mariana Sanches-Freriks returns as Network Expansion and Project Manager, building on three years of experience with the INHOPE team. In her previous tenure, she worked closely with hotline members on capacity building, network expansion, and quality assurance. In her role, Mariana coordinates outreach initiatives in countries where INHOPE is advocating the creation of new hotlines, supports applying organisations through the membership process, manages relationships with key stakeholders, and oversees INHOPE's work on the Better Internet for Kids (BIK) programme. She holds a Master's degree in International Relations, Culture and Politics.

[mariana.sanches-freriks@inhope.org](mailto:mariana.sanches-freriks@inhope.org)



## **Grete Raidma, Project and Policy Manager**

Grete Raidma joined INHOPE in 2022. Grete leads the CPORT and Schema projects, and supports legislative and advocacy efforts at INHOPE. Prior to joining INHOPE, she worked as a lawyer for the Estonian Police and Border Guard Board and as a junior project manager at a Dutch-based NGO, the Netherlands Helsinki Committee. Grete has a Master's degree (LL.M.) in Public International Law from Leiden University and has gained outreach and strategy experience via internships at Europol and Eurojust.

[grete.raidma@inhope.org](mailto:grete.raidma@inhope.org)



## Kalina Zografska, Head of Technology and Innovation

Kalina Zografska leads the Technology and Innovation team at INHOPE and oversees the operation and continued development of ICCAM. Kalina has 12 years of relevant professional experience, including working as a web programmer and set-top box software developer at the largest telecom operator in Macedonia, a VP of Product at a software start-up, and a consultant for online video streaming and online commerce teams. Kalina also holds a BSc in Computer Science.



[kalina.zografska@inhope.org](mailto:kalina.zografska@inhope.org)

 [better-internet-for-kids.europa.eu](https://better-internet-for-kids.europa.eu)

 [@Insafenetwork](https://twitter.com/Insafenetwork)  
[@safeinternetday](https://twitter.com/safeinternetday)

 [facebook.com/saferinternet](https://facebook.com/saferinternet)  
[facebook.com/SaferInternetDay](https://facebook.com/SaferInternetDay)

 [linkedin.com/company/better-internet-for-kids](https://linkedin.com/company/better-internet-for-kids)

 [youtube.com/@betterinternetforkids](https://youtube.com/@betterinternetforkids)

 [info@betterinternetforkids.eu](mailto:info@betterinternetforkids.eu)

**Better Internet** for Kids