

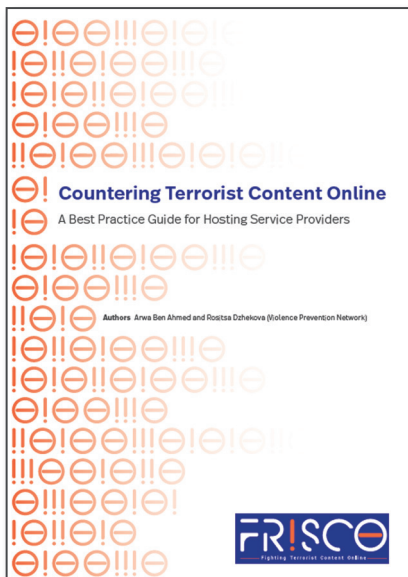
Staying one step ahead in countering terrorist content

Training and good practices for Hosting Service Providers

This fact sheet is part of the FRISCO project's comprehensive offering of tools and resources supporting Hosting Service Providers (HSPs) to develop effective responses to terrorist content online and fulfil their obligations under the **EU's TCO Regulation**.¹

It provides an overview of the **FRISCO Best Practice Guide** and the **FRISCO Training Platform**, tailored to HSPs' needs. These resources aim to boost the competency and preparedness of online platforms required to fulfil regulatory requirements and proactively shape their trust & safety practices to protect themselves against terrorist content.

FRISCO Manual: Best Practice Guide for HSPs



The FRISCO Manual offers actionable guidance, case studies and good practices to help HSPs fulfil their obligations under the TCO Regulation. It provides practical tips on *how* HSPs should fulfil their core obligations and shows examples of proactive approaches to identify and remove terrorist content online so that HSPs can protect their services and users, by:

- Drafting **terms of service** and **policy guidelines** prohibiting terrorist content and setting up user reporting mechanisms
- Designating a **point of contact** or **a legal representative** for the purposes of the TCO Regulation
- Responding to **removal orders** from national authorities and preserving removed or disabled access
- Notifying users and establishing a **complaint mechanism**
- Putting in place **specific measures** to detect and prevent the spread of terrorist content, such as content moderation
- Drafting **transparency reports**
- Making use of **industry partnership** and collaboration

The manual contains checklists, FAQs and a wealth of linked resources and templates to help HSPs translate knowledge into action.



Read the FRISCO Best Practice Manual here:
<https://friscoproject.eu/publications/>



¹ Regulation (EU) 2021/784 of the European Parliament and of the Council of 29 April 2021 on addressing the dissemination of terrorist content online.
<https://eur-lex.europa.eu/eli/reg/2021/784/oj>.

FRISCO Training Platform



Goal

Support online platforms in their compliance and content moderation efforts through **tailored in-depth online training**.

Equip HSPs with **key competences** related to responding to terrorist content online, such as terrorist use of the internet, the TCO Regulation and its requirements, trust & safety policies and practical approaches to content moderation.

Provide a **holistic knowledge base** for HSPs to enable them to develop appropriate and effective measures against terrorist content.



What is it?

An online training platform organised in 7 MODULES:

1. Content moderation in a Trust & Safety perspective
2. Terrorism and violent extremism online
3. Terrorist (mis)uses of the internet and online platforms: trends and practices
4. TCO Regulation: context & overview
5. TCO Regulation: measures and related duties for your company
6. TCO Regulation: impacts and road to compliance
7. Beyond TCO: how to stay a step ahead



How does it work?

Suitable for **HSPs, trust & safety teams** and other interested professionals.

Free of charge, **online registration** required
Available in **7 languages** (EN, DE, FR, NL, HU, IT).

Consists of ad hoc learning materials, videos, links to external resources and quizzes.

Self-paced learning
Badge of completion.



Access the training platform here: <https://training-friscoproject.eu/>



Partners:

CIVILPOL



ivsZ



TREMAU

Violence Prevention Network



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