

1 Social Media Code of Conduct

#defyhatenow

BE TRANSPARENT

"The views expressed are my own and not those of my community or organisation."

BE RESPONSIBLE

Post clear messages. Take responsibility for the content you post.

BE ACCURATE

Always verify sources & check your facts.

BE CREDIBLE

Don't spread rumours or misinformation.

BE SMART: PUBLISHING ON SOCIAL MEDIA

- Respect all regulations re: copyright, privacy and spam
- Check the terms of CC (Creative Commons) Licenses
- Attribute work to the copyright owner & share alike

BE FAIR AND PROFESSIONAL

- Do not post comments that you would not say directly to another person.
- Always consider how people might react before you post.

"WHAT IS YOUR INTENTION?"

Always work to encourage tolerance, mutual respect & togetherness.

- Community Engagement
- Outreach to new community circles and Cameroonian diasporas
- #HateFreeCameroon Brand Building (engage people online and offline)

Every tweet, blog article, facebook post, or comment or reply should be:

- Positive and courteous to the online community
- Simple and easy to understand
- Engage participation through questions or calls to action.
- Non-political / politically neutral
- Proper language, grammar, and formatting
- Visually stimulating (photo, quote, or video)
- Use hashtags (#), handles (@name), and tags to highlight sources and trends



2 Safe Digital Spaces

SAFE SISTERS ONLINE

Options to increase security on social media:

- Untag yourself from embarrassing posts or photos.
- Leave groups, limit access to only your friends.

How are women & girls portrayed online?

- Think before you post and share statements, comments, or jokes with others!
- Consider the impact your words might have and if it's offensive.
- Ask: "How would I feel if I was one of the group being insulted?"

Make better passwords

- Make it fun! Creating a strong passphrase from favorite song lyrics.
- Use special characters, numbers and capital letters!
- Don't use the same password for multiple accounts

Think before you click

- Don't click on suspicious looking links and attachments.
- Be skeptical of strange emails from people you don't know.
- Pay attention to the sender's info and the contents of the email.

Always log off

- Review security settings on your phone and computer
- Add a password to get into your devices
- Always sign out when you leave a shared computer or phone.

Be careful with what you post online

- It's almost impossible to remove an image or text after you post it online! Think about what you share before you post online.
- Review your privacy settings on the social media apps and sites. Limit permissions (location, microphone, contacts) and who sees your stuff.

Be your sisters' keeper

- Photos leaked online bring suffering to a lot of women. Look out for sisters! Don't forward inappropriate content on the internet.
- Delete and report people who use their accounts as a platform for online bullying and violence against women.

SAFE SISTERS

<https://safesisters.net/>



Credit:
Illustration by Policy

6 Mental Health & Trauma



Trauma is the person's experience of a situation – and how they think and feel about it afterwards. No two people will have the exact same reaction to a given situation and no reaction is wrong or shameful.

Lynn A. Kovic

Physical and mental health work together to create our overall health and well-being.

Working towards healing is good for individuals & communities and very important in the context of peacebuilding. Unaddressed trauma can show up in violence and carelessness towards other people.

The more we learn to address emotions in a helpful way, the easier it is to show compassion, form connections, and work together to mitigate hate speech and build a peaceful society.

#defyhatenow aims:
• to raise awareness of and develop means for countering social media based hate speech, conflict rhetoric and directed online incitement to violence.
• to amplify 'positive influencers' occupying Cameroon's social media landscape with voices of peacebuilding and counter-messaging rather than leaving that space open to agents of conflict.
• bringing the Cameroon global diaspora into the online peacebuilding framework
• bridging gaps of knowledge and awareness of social media mechanisms between those with access to technology and those without.

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Cameroon SECOND EDITION

#defyhatenow #ThinkB4UClick #HateFreeCameroon
The #defyhatenow initiative to combat social media hate speech by r0g_agency for open culture and critical transformation gGmbH, Berlin, with partners in Cameroon, is funded by the German Federal Foreign Office, in partnership with CIVIC WATCH Cameroon.

5 Ethical Journalism Guide

When it comes to hate speech, journalists and editors must pause and take the time to judge the potential impact of offensive, inflammatory content. This **5 point test**, developed by the Ethical Journalism Network highlights questions in the gathering, preparation and dissemination of news and helps place what is said and who is saying it in an ethical context.



1. STATUS OF THE SPEAKER

How might their position influence their motives?
Should they even be listened to or just ignored?

2. REACH OF THE SPEECH

How far is the speech traveling?
Is there a pattern of behaviour?

3. GOALS OF THE SPEECH

How does it benefit the speaker and their interests?
Is it deliberately intended to cause harm to others?

4. THE CONTENT ITSELF

Is the speech dangerous?
Could it incite violence towards others?

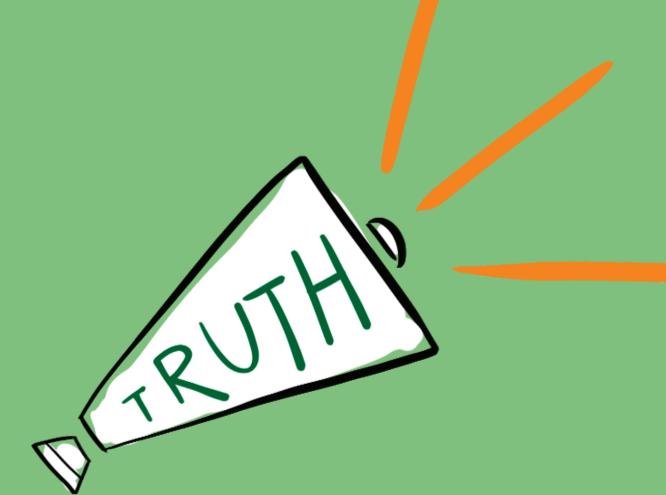
5. SURROUNDING CLIMATE – SOCIAL / ECONOMIC / POLITICAL

Who might be negatively affected?
Is there a history of conflict or discrimination?

DON'T SENSATIONALISE!

AVOID THE RUSH TO PUBLISH TAKE A MOMENT OF REFLECTION

Ethical Journalism Network
ethicaljournalismnetwork.org



#DEFYHATENOW

Social Media Hate Speech Mitigation FIELD GUIDE

4 Counter Hate Speech Online

3 Stop Disinformation!

#ThinkB4UClick

INFORMATION DISORDER

An umbrella term to include satire and parody, false connection (e.g. click-bait), misleading content, false context (e.g. a genuine photo claimed to have been taken in a different place or time), impostor content, and manipulated, hoax and fabricated content.

DISINFORMATION

Deliberate attempts to confuse or manipulate people through dishonest information.

MISINFORMATION

Misleading information created or disseminated without manipulative or malicious intent.

MAL-INFORMATION

Based on reality, but used to inflict harm rather than to serve the public interest.

CHECKLIST TO IDENTIFY MISINFORMATION:

- Read the headline.
- Read the entire article.
- Don't believe a word until you check facts and sources.
- Are sources and facts credible? Why or why not?
- Search to see who else has covered the story.
- Check images to see if they are what they claim to be.
- Do you see two sides (or more) to the article?
- Are you being spun? Do you feel manipulated?



- Are other credible news outlets covering the story?
- Is the story manipulated, a hoax, propaganda or misinformation?

SOME STORIES ARE INTENTIONALLY FAKE.

- Think critically about the stories you read.
- Only share news that you know to be credible.
- Are you being spun? Do you feel manipulated?
- Are other credible news outlets covering the story?
- Is this story a potential fake news story?

FIVE PILLARS OF VISUAL VERIFICATION

- Provenance: Are you looking at the original content?
- Source: Who captured the original content?
- Date: When was the content captured?
- Location: Where was the content captured?
- Motivation: Why was the content captured?

<https://firstdraftnews.org/training>

#ThinkB4UClick

CHECK THE SOURCE AND VERIFY THE INFORMATION

Not everything you see online is true.
Not all sources are reliable. Always check facts!

LIES SPREAD FASTER THAN THE TRUTH

The whole world is listening to what you post.
Don't share lies and misinformation!

GET CONTEXT BEFORE YOU RESPOND

Out of context information has the ability to mislead many people.

SMALL STEPS MATTER, YOU CAN HAVE A LARGER IMPACT

#ThinkB4UClick is a call to action.

Encouraging citizens to take small "hygienic" steps to mitigating hate speech and incitement to violence. We need to have more conversations on these issues at home, school and in the workplace. Each person has an obligation to use Social Media responsibly and utilize the online mechanisms for reporting hate speech and misinformation online. Let us work to have a #HateFreeWorld



You may not promote violence against or directly attack or threaten other people on the basis of:

- race
- ethnicity
- national origin
- sexual orientation
- gender
- gender identity
- religious affiliation
- age
- disability
- disease

Violent threats (direct or indirect):

You may not make threats of violence or promote violence.

What to do if you see hate speech online?

- Take a screenshot of potential hate speech on facebook, twitter, Whatsapp or video. Including the comments as evidence in case there is potential legal action.
- Don't respond or get drawn into inflammatory conversations.
- If you do respond to published comments that you may consider unfair, always be accurate and professional. Remember to be authentic, constructive and respectful.

Counterspeech is any direct response to Dangerous Speech which seeks to undermine it.

Violence may be prevented by interfering with Dangerous Speech in several ways:

- Inhibiting the speech
- Limiting its dissemination
- Undermining the credibility of the speaker.

The most direct way is to have a positive effect on the speaker, convincing him or her to stop speaking dangerously now and in the future. It can also succeed by having an impact on the audience – communicating norms that make Dangerous Speech socially unacceptable or by 'inoculating' the audience against the speech so they are less easily influenced by it.

Dangerous Speech Project

dangerousspeech.org