



**Seminar: Turning words into action to address anti-Semitism,
intolerance and discrimination
16-17 June 2016
European Parliament
Brussels**

Summary Report

Disclaimer: This report should not be interpreted as comprising official OSCE recommendations based on a consensus decision, an opinion of the OSCE Office for Democratic Institutions and Human Rights or of any particular OSCE participating State. The content of this report reflects opinions expressed by participants of the Seminar which took place on 16-17 June 2016.

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INTRODUCTION:

The 10th Anniversary of the OSCE's Berlin Conference on Anti-Semitism – what has become known as the *Berlin +10 Conference* – stressed the need to foster broad, inclusive and diverse civil society coalitions that support governments in their efforts to prevent and respond to discrimination in all forms.

Moreover, OSCE's 2014 Basel Ministerial Council Declaration No. 8 on Enhancing Efforts to Combat anti-Semitism specifically tasked the OSCE Office for Democratic Institutions and Human Rights (ODIHR) to promote dialogue and strengthen the capacity of civil society to foster mutual respect and understanding in order to advance the cause of co-operation between different communities.

In November 2015, ODIHR organized a conference on “Advancing Tolerance and Non-Discrimination through Coalition Building and Co-operation” in Vienna, which hosted 50 participants from across the OSCE region to discuss key factors that lead to sustainable and inclusive coalitions.

In follow-up, on 16-17 June 2016, ODIHR together with the European Parliament Anti-Racism and Diversity Intergroup (ARDI) organized a Seminar on “Turning words into action to address anti-Semitism, intolerance and discrimination”.

The event was organized within the framework of the Project on “Turning words into action to address anti-Semitism”. It brought together MEPs and representatives of civil society and intergovernmental organisations, in order to draw upon their expertise in respect of coalition building and to analyse advantages of and challenges to building successful coalitions.

Additionally, the Seminar served as a platform to share ideas for the future development of the ODIHR Project on “Turning words into action to address anti-Semitism” with a specific focus on its coalition building component.

DAY 1

OPENING REMARKS:

Cristina Finch (Head of ODIHR's Tolerance and Non-Discrimination Department) opened the Seminar by highlighting that it was the first event organized under the auspices of the ODIHR Project on “Turning words into action to address anti-Semitism”. With a clear basis in the expressed will of all OSCE participating States, this project set out to provide government officials, parliamentarians and civil society actors with the knowledge and skills they need to effectively address anti-Semitism. Ms. Finch further explained that the project formed part of ODIHR's overall efforts to support participating States and civil society in combatting intolerance and discrimination and expressed gratitude to the Government of Germany for its financial support of the project, as well as to the European Parliament's Anti-

Racism and Diversity Intergroup (ARDI) for their help in co-organizing and cosponsoring this Seminar.

Ms. Finch then explicated that over the next 3 years, ODIHR's Project will focus on 3 main themes: addressing the security needs of Jewish communities, countering anti-Semitism through education and fostering civil society coalition building. In relation to security, through a consultative process with governmental officials, law enforcement experts and civil society, ODIHR will develop a publication that lays out what can be done to prevent and respond to anti-Semitic attacks. Using modern technology, the project will also set out to create online tools that will allow for better reporting of bias-motivated incidents.

In the educational sphere, ODIHR will follow up on existing materials, developed with the Anne Frank House, and develop guidelines and a teacher's curriculum that will lay out key elements of an educational policy to counter anti-Semitism, intolerance and discrimination, address the very real classroom challenges related to educating about anti-Semitism, prejudice and bias and develop concrete proposals for educators to help them address these challenges. ODIHR will produce videos, podcasts and other interactive content to ensure that the materials are widely available and easily accessed.

The Project will seek to develop a flexible workshop format that can be used to facilitate civil society coalition building at local and national level. ODIHR will further hold workshops and training on how to build coalitions that are successful and impactful. Before embarking on this process, ODIHR wished to gather civil society actors as experts, who play an important role in influencing government responses to the challenges of Jewish and other communities so that these responses are relevant, and direct their attention towards coalition building – by asking how to make civil society coalitions sustainable and effective tools for joint advocacy. ODIHR wished to learn how coalitions can improve governmental responses to anti-Semitism and other forms of intolerance in the most effective way.

Ms. Finch also noted that too often anti-Semitism is viewed as a problem to be solved by the Jewish communities themselves. In many OSCE participating States government and broader civil society ownership of the effort to combat it is hard to find. But to have lasting effect, this effort, as all efforts to combat intolerance and discrimination, required joint commitment from governments and civil society as a whole. She pointed out the necessity to work with civil society to build strong and broad coalitions against anti-Semitism and other forms of discrimination and intolerance, so that the onus of addressing this problem does not fall on one particular community. Instead, strong and well-informed coalitions should be playing an important role in supporting communities who experience growing fear and uncertainty in these volatile times.

In November 2015, a conference on “Advancing Tolerance and Non-Discrimination through Coalition Building and Co-operation” in Vienna, helped ODIHR understand that empowering and strengthening civil society coalitions was of paramount importance. But, very importantly, these coalitions should never become a substitute for governments doing their job. Clearly, governments need to implement their commitments in this area without delay.

Finally, Ms. Finch stressed that given the OSCE’s role as a platform for dialogue and co-operation, the project would aim for an inclusive, rights-based and participatory approach that establishes the need to address all forms of anti-Semitism, discrimination and intolerance at all times, with a focus on affected communities. Ms. Finch closed her speech by wishing the participants constructive and forward-thinking ideas that ODIHR would do its best to implement in the course of the project.



Cristina Finch, Head of Tolerance and Non-Discrimination Department, ODIHR provides opening remarks

Benedek Javor MEP (Member of the European Parliament Anti-Racism Diversity Intergroup) began his speech by quoting Martin Niemöller who once stated “first they came for the Socialists, and I did not speak out because I was not a Socialist. Then they came for the Trade Unionists, and I did not speak out because I was not a Trade Unionist. Then they came for the Jews, and I did not speak out because I was not a Jew. Then they came for me—and there was no one left to speak for me”. He followed the quote by underlining that solidarity, mutual understanding and compassion were diminishing. Fear, anger and hatred were spreading instead.

Mr. Javor then noted that since World War II, Europe and particularly the EU guaranteed human rights as a forerunner on anti-discrimination and equal treatment, regardless of race, religion or sexual orientation. However, currently there were countries which were simply not willing to participate in solidarity either on the European level or on the national level.

Mr. Javor further underscored the necessity to refrain from allowing people to believe that simplified answers exist for the problems of today's society. He added that the future of Europe cannot be a culture of isolation from refugees, Roma, non-Christians and those who migrate from one EU country to another in search for a better life or decent work. Europe has been a melting pot of different cultures and different habits since the very beginning of its history. Diversity was always the driving force that served as the engine of its development.

Mr. Javor added that solidarity between people facing different forms of exclusion was essential. Roma, asylum seekers, members of different religions, workers and the unemployed must act together. According to the MEP, any type of discrimination aims to find tiny disparities between these groups to create misunderstanding, jealousy and even hate. He concluded by stating that what really threatened the European culture were not these marginalized communities but exactly the kind of thinking that focuses on these disparities. He concluded by stating that we all need to work together in order to secure peace and prosperity.

Katharina Von Schnurbein (European Commission Coordinator on anti-Semitism) congratulated ODIHR on the Project, expressed gratitude for co-operation with the European Commission and thanked the German Government for providing funding for the project. She stressed that having visited many Jewish and Muslim communities, she came across many good coalition building initiatives but was of the view that more synergy was needed to bring these initiatives closer together. The Coordinator underlined that the EC high level working group on racism and xenophobia held on 14 June 2016 was a good starting point for working together. She also highlighted that the Commission together with Facebook, Twitter, YouTube and Microsoft passed a code of conduct that includes a series of commitments to combat the spread of illegal hate speech online in Europe and allows reviewing the majority of valid notifications for removal of illegal hate speech in less than 24 hours. She noted that it was a step forward to use the internet for free speech and not hate speech.

The Coordinator further highlighted that the Framework Decision on combating racism and xenophobia was correctly transposed by only 13 EU Member States. She expressed readiness to work with ODIHR on the educational component of the project. She noted the preference for a holistic approach to education on the Jewish culture and heritage (i.e. through teaching of Thomas Mann, Franz Kafka and Gustav Mahler and not just through education on Judaism or the Holocaust). She noted that there was political will on the EU level to work on issues of a "multicultural classroom" with various Ministries of Education. She also welcomed IHRA's adoption of the working definition of anti-Semitism, as it provided good guidance on what anti-Semitism entails. She also highlighted that the OSCE German Chairmanship aims at adopting the definition at the Ministerial Council in Hamburg in December 2016. She concluded by quoting Frans Timmermans who said that "we must stand together and join our efforts when working against any form of violence, racism and discrimination. I am deeply convinced that fighting anti-Semitism is a responsibility for society at large."

Alfiaz Vaiya (Coordinator of the European Parliament Anti-Racism Diversity Intergroup) made a speech on behalf of Afzal Khan MEP. He explained that the European Parliament Anti-Racism and Diversity Intergroup exists to promote racial equality, counter racism, and educate about non-discrimination in the work of the European Parliament. It is composed of 8 Members from 5 political parties. He explained that the concept of coalition building is important for ARDI Members who firmly believe in it. He underlined that communities must not fragment but unite and come together to combat racism, anti-Semitism and other forms of discrimination and intolerance. He pointed out that media played a role in exacerbating hatred, while politicians often use inflammatory rhetoric. He shared his personal story of facing multiple forms of discrimination in the UK but also highlighted that the LGBTI and feminist groups helped his parents settle to a new life, when they arrived in the UK from Uganda in the 1970s.

Brando Benifei MEP (Member of the European Parliament Anti-Racism Diversity Intergroup) opened his speech by stating that building alliances was of paramount importance. He pointed to the public discourse and the ferocity with which xenophobia is expressed on social media. He stated that it was a problem of education. If mildly offensive discourse is allowed for, it can lead to discrimination. He noted that legislative, institutional and cultural initiatives were needed to tackle the problem. The fight against such discourse must be a priority, otherwise people may feel that institutions are not interested in the problem. He also noted that according priority to issues of discrimination should not be short-lived and contingent upon an event (i.e. Roma week or an incident). He also highlighted the role of youth in shaping society, as opposed to older generations whose prejudices were deeply rooted. He also indicated that culture and education should be the focus of coalition building. The MEP further stressed the importance of allocating sufficient resources and the necessity to increase civil society support in the process of the EU budget revision.

Soraya Post MEP (Co-President of the European Parliament Anti-Racism Diversity Intergroup) expressed appreciation for the Seminar and noted that far-right and extremist groups were strategic and co-operated together, so everyone who opposes them should use similar strategies. Ms. Post pointed out that Europe has a history of xenophobia and the tools currently utilized are the spread of fear, lies and invoking negative emotions. She also pointed out the shift in terminology - what was unacceptable 4 years ago, now has become the norm. She also said that all groups and communities (LGBTI, feminist, Roma, Jewish etc.) must come together despite having their own agendas, as there is a common “enemy” who will attack all of these groups. Some of these groups may be targeted for multiple reasons. The MEP also said that in the process of coalition building the actors involved should not be afraid to “call each other out”, work towards stronger awareness raising campaigns but also reach out to various business actors (such as Ikea, for example). Ms. Post also noted that she does not experience fear but is aware of hatred directed towards her due to her convictions. She concluded by saying that there was no more time to waste to come together and tackle these pressing issues.

The Opening remarks were followed by a **Q and A Session**:

June Zeitlin (Director of Human Rights Policy, the Leadership Conference on Civil and Human Rights) asked Soraya Post MEP how to build trust among different groups when building a coalition. Ms. Post stated that the starting point was to get to know each other, and noted that “split diversity” was not in society’s interest. She also noted that many international organizations work on the same topics and produce similar reports without co-operating with each other and much effort is wasted on duplicated work.

Patrick Siegele (Director of Anne Frank Centrum) questioned the supposition that the “enemy” was only the far-right, as he noted that the discriminatory attitudes permeated all spheres of society. Ms. Post responded by stating that, indeed, mainstream parties moved more to the right, while far-right parties shifted even more to the right.

Brando Benifei MEP conceded that many who vote for mainstream parties are racist and xenophobic and that these attitudes do not only dwell in the extremes. These voters accept anti-Semitism, are against the construction of Mosques, and discriminate against women. Ms. Post agreed that mainstream politics had become racist and the overall threshold of what was acceptable had been lowered. Alfiaz Vaiya noted that better political leadership was needed to send the right message.

KEYNOTE PRESENTATION

Benjamin Fischer (President of the European Union of Jewish Students) and **Talia Bidussa** (Board Member of the European Union of Jewish Students) presented the project “Europe of Diasporas”. Mr. Fischer noted that the project arose from the observation that the work revolved only around Jewish communities and focused only on issues pertaining to Jewish communities. He noted further that youth and women were often excluded, resulting in the lack of progressive voices. For these reasons, the European Union of Jewish Students decided to start working with other communities. Mr. Fischer further observed that if the Jewish communities wished to advocate for their human rights, they needed to advocate for human rights of others. He also highlighted that before the implementation of the project there was a sense of “anti-Semitism fatigue” and anti-Semitism was not part of intersectionality.

The Project focused on four communities: Roma, Jews, Assyrians and Armenians (who in their opinion share genocide experience) and had four stages, namely three seminars (Paris, June 2015, Budapest, October 2015, and Sofia, January 2016) and one conference (Brussels, May 2016). The Project rested on four fundamental pillars i.e. active participation, community involvement, external outreach and specific outcomes. The methodology consisted of getting to know each other, identifying common ground, sharing best and worst practices, defining a common path and creating new tools together.

The Paris Seminar on “Discovering the Diasporas” focused on defining the term “diaspora”, setting shared goals and establishing a network. The Budapest Seminar on “Memory and Heritage” served to acknowledge each other’s past, discuss the role of history in current

identity, share best practice and create a toolkit. It also allowed the participants to take part in the Roma Pride. The Sofia Seminar on “Education and Diasporas” was dedicated to education about and for Diasporas and resulted in a policy document and an educational toolkit. Finally, the Brussels Conference entitled “A Europe of Diasporas” involved two parliamentary groups, produced policy recommendations and an educational toolkit and was attended by 150 participants.

Mr. Fischer further highlighted the challenges in relation to the participatory decision making process, the intra-community struggles (the “minority within minority” issue) and the ability to create safe spaces against the background of persisting stereotypes and some groups feeling discriminated against. There were also challenges in relation to the involvement of the same actors (approximately 40 remained the same throughout the project, while others were changing). The President further underscored that ensuring an executive role proved challenging, as well as moving beyond superficiality in terms of producing valuable content for publications without just going through the publication process for its own sake.

Best practices included the participatory decision-making process which allowed for everyone to feel involved and the bottom-up approach which was more difficult but yielded positive results and was worth the effort. The project was also successful due to a degree of flexibility. There was a framework in place but staff were also able to react to changes. The heterogeneity of those involved in terms of age, background, political affiliation etc. was also a positive contribution. Mr. Fischer concluded by stating that the battle against anti-Semitism required a positive, proactive approach and moving away from talking “about ourselves to ourselves”. The project directly benefited 40 participants and indirectly impacted hundreds of others.

REVISITING ASSUMPTIONS AND STRENGTHENING OUR SENSE OF COMMON HUMANITY

Rachel Bayani (Head of the Office of Baha’i International Community) provided a speech entitled “Revisiting assumptions and strengthening our sense of common humanity”. She opened by stating that coalitions are commonly understood as collaborations between groups who, despite their often-differing assumptions and worldviews, have shared interests and objectives and work towards one common aim. These coalitions then go on to devise policies and programmes that advance their overlapping interests. However, Ms. Bayani pointed out that basic worldview and assumptions deeply influence how we understand problems and how we try to address them and influence the kind of policies and programmes that we devise. If such devised policies and programs then end up being based on the smallest agreeable denominator, they might be limited.

Ms. Bayani asked how we can develop more profound models of coalition building. How can coalitions be encouraged to jointly revisit their own basic assumptions and examine the role those assumptions play in the policies they devise. How can coalitions be encouraged to not

shy away from the challenge of trying to reach higher levels of unity of thought and common vision.

She noted that there was a growing preoccupation in the European discourse about the possibilities and challenges raised by human difference and about how diverse people are to live together. The discourse contains some prevalent views. There was one view that the diverse peoples of the world, with their varied cultures, ethnicities, religions and customs, are so fundamentally different that they cannot and should not live together. Another view responded to cultural difference and plurality by calling for assimilation. In other words, in the interests of social cohesion, societies only function when minorities fully assimilate into the culture of their host country. And yet another view was that multiple cultural traditions should be protected and respected, and enabled to coexist side by side within a nation. Yet another view called not only for a side by side existence of different peoples or respect, but actually encouraged “mingling”.

Each of these perspectives emanates from certain assumptions about human nature and society. In some of the views, there is an implicit or less implicit assumption of irreconcilability or incompatibility. Differences in how each culture understands the relationship between the individual and the State, liberty and authority, husband and wife, God and man – differences such as these are commonly assumed to be pronounced, centuries-old, ineradicable, and productive of conflict.

Some views also rest upon a certain assumption of what constitutes true civilization or progress. Other views rest on the assumption that the living together or arrival of diverse populations is inevitably a challenge, rather than a tool for that society to progress.

Ms. Bayani noted that coalition building needs to start with challenging and revisiting these assumptions. When we look at today’s society, there is a tendency to solely identify with our differences rather than with what we have in common: we identify with our social, cultural, national, physical, religious differences. Then place these differences at the centre of our understanding of self. According to the speaker, it is, however, no longer enough to solely identify with our differences.

Today’s reality needs a conception of our identity that is wider, one which expands to include all of humanity. It is a notion that goes beyond agreeing that we are all human. It goes beyond the minimal current discourse of what unites the human race. It means, Ms. Bayani highlighted, that we need to develop a strong sense of loyalty or responsibility towards all of humanity, rather than only towards those sharing similar social, cultural, national, physical or other characteristics. It means that we look at the interest of the whole of humanity, rather than only our own.

She further noted that only a strong sense of common humanity or loyalty and responsibility towards all of humanity can ensure that the richly varied manifestations of human diversity can find true expression. Without a sense of common humanity, individuals will always feel

that their only duty and attachment is to their own community. Without a sense of common humanity, Ms. Bayani underscored, fragmented world views will continue to be nurtured and ultimately will lead to “us”-and-“them” identifications and to prejudice and alienation.

The speaker concluded by stating that coalition building needs to explore how such a sense of loyalty or wider identity can be nurtured among this generation as well as generations to come. She ended with a question on how can our educational systems be designed in such a way that they instil, from a young age onwards, this expanded sense of identity.

PANEL: SHARING BEST PRACTICES AND CHALLENGES IN BUILDING COALITIONS IN THE OSCE REGION

The first panellist **Mark Weitzman** (Chair of the Committee on Antisemitism and Holocaust Denial of the International Holocaust Remembrance Alliance (IHRA)) opened his speech by quoting Frans Timmermans who said “if there's no future for Jews in Europe, there's no future for Europe”. He noted that the question of anti-Semitism was not theoretical but practical and while theory was important, it needed to be married to action. Mr. Weitzman went on to explain the background to the adoption of IHRA’s Working Definition of Holocaust Denial and Distortion. He further noted that anti-Semitism was historically a core European value intertwined with Europe’s history and which permeated artistic imagery and was woven into the cultural fabric. Currently, however, it was no longer a value and most Europeans realize the pernicious nature of anti-Semitism.

Mr. Weitzman then provided the background to the adoption of the working definition on anti-Semitism during the IHRA Plenary meeting held in Bucharest on 26 May 2016. He explained that the definition is taken from the EUMC definition as there was not enough time to invent a new one. As Mr. Weitzman explained, in order to begin to address the problem of anti-Semitism, there must be clarity about what anti-Semitism actually is. This is not a simple question. The adopted working definition helps provide guidance in answering this challenging question. The definition adopted by the IHRA is endorsed by experts, is relevant and of practical applicability. Together with the IHRA adopted Working Definition of Holocaust Denial and Distortion, the working definition of anti-Semitism provides another tool in the IHRA tool kit for combatting anti-Semitism. It provides illustrations of contemporary manifestations of anti-Semitism but is not legally binding.

Robin Sclafani (Director of CEJI - A Jewish Contribution to an Inclusive Europe) explained that CEJI works to combat prejudice and discrimination and to promote social cohesion through training, education, dialogue and advocacy and has been part of many networks and coalitions which were people or project dependent. Robin Sclafani further noted that coalition building needs a purpose or full time staff to give it focus. She presented the Facing Facts! Project, which aims at tackling the issue of hate crime. Ms. Sclafani underscored that the benefits of a coalition include the possibility to learn from one another and mobilizing various actors for policy change. The challenges include potential lack of capacity in terms of staff, difficulties in building trust among various organizations, competing for funding

opportunities, and resistance that the organizations may face when combatting anti-Semitism. Ms. Sclafani noted that there are certain actors who prefer to see civil society divided.



Panel on sharing best practices and challenges in building coalitions in the OSCE region

Viviane Teitelbaum (President of the European Women’s Lobby) opened by stating that as President of the European Women’s Lobby she advocated for the rights of women - a majority, which had been treated as a minority. Ms. Teitelbaum further noted that the “enemy” was any kind of extremism. She further pointed out that Europe after World War II was the greatest coalition ever built. She explained that coalitions needed a purpose and needed to maintain strong positions on key issues (i.e. abolition of prostitution, violence against women) and stick to these without reopening the debate. She further noted that coalition building requires commitment, decision-making, communication and purpose that is positive rather than constructed in opposition to something.

Ilja Sichrovsky (Secretary General, Muslim Jewish Conference (MJC)) explained that the rise of the far-right stems from fear and the media play a role in fuelling negative emotions. He stated that more logic and reason was required to discuss complex issues such as the refugee crisis, for example. He also underscored the issue of resources and the difficulty of securing funding for civil society initiatives. The lack of resources coupled with negative attitudes from family members, the community or even society at large towards the nature of the not-for-profit work, pushes many talented young people to choose the private sector instead. He also shared his personal experience of encountering many difficulties and disapproval due to the nature of his work. Ilja Sichrovsky further noted that youth should feel empowered and have safe spaces, where they could discuss issues freely. This would allow

them to realize that despite the criticism and even rejection, they are doing the right thing. He also underlined the necessity to share with youth the mistakes civil society organisation made in their work, so that they do not have to repeat them. He also said it was not enough to tell people to stop being anti-Semitic. He gave an example of a person from South Sudan who quoted Goebbels on social media. Instead of condemnation, MJC approached this person and found out that there was no Holocaust education in South Sudan and that was the reason for the quote. The Secretary General also indicated the necessity for robust work on grass roots level and investing in youth as the future generation.

Iman Abou-Atta (Deputy Director, Faith Matters) added that there were other important aspects of coalition building such as dialogue, communication, clarity of purpose, sustainability and working internationally. She said that it was important to decide on a topic and start working on it with positive energy (rather than focusing on risks and other negative factors). She also said that due to limited resources, competition was unavoidable. She also noted that coalition building allows to learn about the other but also about ourselves and agreed that investment in youth was of paramount importance. Finally, Iman Abou-Atta informed participants of passing away of Jo Cox MP who was killed and asked the participants for a minute of silence.

Following the Panel discussion, other participants took the floor. **Karolina Mirga Danek** (President of ternYpe - International Roma Youth Network) noted that extremists were taking over democratic structures. She also highlighted the need to work towards the adoption of a definition of anti-Gypsyism and commended Ilja Sichrovsky for highlighting the role of youth.

Jonathan Mack (Political Advisor, Central Council of German Sinti and Roma) further highlighted the pressing need to address the issue of nationalism and underscored that other forms of discrimination also needed attention. He underlined the need to support efforts on combating anti-Gypsyism.

Kim Robin Stoller (Co-Director, International Institute for Education and Research on Antisemitism) highlighted the challenges of coalition building on combatting anti-Semitism in Morocco where, for example, a visit to Yad Vashem would put the participants at risk of being assaulted upon return to Morocco.

Solomon Bali (President of B'nai B'rith Bulgaria) highlighted the peaceful coexistence and co-operation between the Jewish and Muslim communities in Bulgaria which should serve as an example.

Jehangir Sarosh (Secretary General, European Council of Religious Leaders -Religions for Peace) pointed out the need to distinguish between anti-Semitism and criticism of Israeli policy.

DAY 2

BREAKFAST MEET-UPS

Day 2 began with the so-called “breakfast meet-ups” where **Denis Roth-Fichet** (Senior Lawyer, Council of Europe, European Commission against Racism and Intolerance) presented on “ECRI General Policy Recommendation Number 15 on Combating Hate Speech” and **Peter Kreko** (Director, Political Capital Institute) presented on “Seven Statements on anti-Semitism”.

SESSION 1: OPEN SPACE FORMAT: BUILDING SUCCESSFUL COALITIONS – ADVANTAGES AND CHALLENGES

Bruno Selun (Founder and Director, Kumquat Consult) welcomed the participants and began the first session by expressing anger at the killing of Jo Cox MP and said it was an attack on all of us. He pointed out that there is a conflict between those who think we can live together in diversity and between those who think we think the opposite. He said that unity was needed and coalitions needed to focus on shared humanity. Rather than putting people into boxes (i.e. feminist, religious etc.) coalitions should work to eradicate such attitudes and work together.

Azra Junuzović (Deputy Head of ODIHR’S Tolerance and Non-Discrimination Department) opened by sharing her personal experience of working in Bosnia and Herzegovina with women who were victims of violence in conflict and what profound impact it had on her life. She pointed out the value of dialogue and the sense of shared humanity in coalition building. She also explained that ODIHR’s work rests on the premise that all human beings are born free and equal in dignity and rights and is guided by a human rights framework to achieve aspirational aims.

Azra Junuzović further explained the nature of ODIHR’s work in respect of coalition building. ODIHR works closely with civil society organizations to build their capacity to address hate crime, and to raise their awareness on how to address hate crime, intolerance and discrimination. Through this, ODIHR supports the development of broad networks and coalitions. Trainings on hate crime at national and regional level help organizations learn about each other’s work and how to jointly address issues of common concern. On a regional level, these trainings support the exchange of good practices and build networks between civil society organizations in different countries. ODIHR also serves a platform for exchange by organizing civil society meetings where NGOs come up with recommendations for governments and the OSCE. Finally, through awareness raising and promotion of good practices, ODIHR also promotes the work of civil society and emphasizes the importance of a comprehensive approach to addressing intolerance.

Following the opening, participants were asked to share their examples of coalition building. **Anna Lenchovska** (Executive director, Educational Center “Tolerspace”) provided an

example of Ukrainian communities coming together to advocate for the rights of the LGBTI community. **Jamie Boling** (Executive Director of European Network on Independent Living) noted that she works for the rights of the disabled who often find themselves at the bottom of the social hierarchy and her relatively privileged position allows her to work in coalitions with those less fortunate. **Miško Stanišić** (Creative Director of Terraforming) provided the example of a project on a platform for Holocaust Education and provided a definition of coalition building as the “sum of assets, expertise and capacities to attain a common goal”. **Naser Issa** (Chairman, Gabooye minority organisation Europe) provided a brief overview of their work to protect the Gabooye minority in Somalia.

SESSION 1: BREAKOUT GROUPS: BUILDING SUCCESSFUL COALITIONS – ADVANTAGES AND CHALLENGES

The participants then brainstormed on the leading themes of coalition building which were grouped into four categories. Then the participants were divided into four groups to discuss these themes in depth.



Participants' discussion during the first group work

Group 1 focused on **goodwill, trust and solidarity** as starting principles for entering a coalition. The participants came up with the following recommendations:

- A coalition should be guided by values of being inclusive and respectful. Those involved should understand the perspectives and concerns of organizations involved in a coalition.
- Coalition members should understand the history and concerns of each organisation involved.
- Coalition members should also recognize the challenges. Conflicts can occur in the process of coalition building and sustainability can also prove to be challenging.
- Sometimes it is worthwhile to reach out to organizations which the coalition members are not comfortable with. It is, however, important to be mindful of the challenges such involvement may create.
- It is vital for coalition members to understand the nature of prejudice each community faces. Prejudice can manifest itself in various forms such as discrimination or violence. It is important to understand these differences.
- Discrepancy of resources between the various organizations involved may lead to tension and conflict. It is important to recognize this.
- It is also important to recognize the diversity within communities and potential for intra-communal discrimination and conflict.
- It is advisable to be guided by Article 1 of the 1995 UNESCO Declaration of Principles on Tolerance which defines tolerance as “respect, acceptance and appreciation of the rich diversity of our world's cultures, our forms of expression and ways of being human. It is fostered by knowledge, openness, communication and freedom of thought, conscience and belief. Tolerance is harmony in difference. It is not only a moral duty, it is also a political and legal requirement. Tolerance, the virtue that makes peace possible, contributes to the replacement of the culture of war by a culture of peace”. Moreover, “the practice of tolerance does not mean toleration of social injustice or the abandonment or weakening of one's convictions”.
- Finally, while respect and mutual understanding are important, it is vital that these values then translate into concrete joint action.

Group 2 directed their attention to the themes of **shared interests**, as well as the **goal** and the **vision** (i.e. the “what”) of the coalition. The following recommendations were made:

- It is important, as a first step, for coalition members to identify root causes of the issues that the coalition wants to address and identify ways in which these could be tackled.
- It is further vital to strategize how to bring together actors that have little in common and identify shared needs.
- One potential goal could be to have a joint vision building exercise between different actors who have different visions.

Group 3 discussed the **strategy** (i.e. the “how”) of the coalition. This group put forward the following recommendations:

- The coalition should be inclusive but also draw lines and be clear which partners should not be involved.
- If there is governmental funding, NGOs should not become the “extended arms” of political parties and go beyond political lines to avoid bias.
- The coalition building process must involve key members from the beginning.
- Communication with all partners should be on-going.
- Coalitions should work on issues which go beyond the human rights framework such as, for example, security issues, terrorism, media etc.
- Coalitions should reach out to business partners.
- Coalitions should also follow-up with state and other actors on the actual implementation of policies they advocate for.

Group 4 discussed the necessary **social competence** of coalition members that helps alleviate conflict and manage the relations throughout the process. This group presented the following recommendations:

- Coalitions should allow for open communication and avoid secretive behaviour.
- Coalitions should be clear and transparent about the goal of the coalition and about the expectations within the coalition.
- Coalitions should set clear criteria for professionalism to eliminate the risk of amateur work.
- Coalition members should be pragmatic and clearly set out what needs to be achieved and what risks to take into consideration.
- Coalition members should have the right to disagree. Disagreement should not be understood to be tantamount to an end of a coalition. However, there should also be a clear delineation of what lines cannot be crossed for the coalition to continue.
- There should be a clear division of roles and responsibilities.
- Each organisation involved should go through a due diligence check before joining the coalition. Such check should also relate to values (for example, to avoid a situation where an organisation supports combatting anti-Semitism but at the same time discriminates against another minority).

SESSION 2: PRESENTING THE CONCEPT OF THE COALITION BUILDING PILLAR OF THE PROJECT ON “TURNING WORDS INTO ACTION TO ADDRESS ANTI-SEMITISM”

Dejan Petrović (Consultant, ODIHR’s Tolerance and Non-Discrimination Department) presented the overall concept of the 3-year ODIHR Project and, in particular, its coalition building pillar. Dejan Petrović explained that the project will develop a flexible workshop format that ODIHR can use to facilitate coalition building events at the national or local level, as well as an accompanying guide on coalition building. In parallel, ODIHR will organize 3-4 specific expert workshops for activists from across the project region to promote dialogue between different communities focusing on specific topics and contexts for coalition building.

The workshops will last two days and will be designed to strengthen and empower activists, who are already promoting inter-faith and inter-community dialogue at the local level and may be able to contribute to a discussion of specific dimensions of civil society-coalition building. The workshop agenda will allocate time for networking, exchange of experiences, developing new project ideas and sharing the best practices of joint advocacy. The workshops will focus on the role of youth organizations, the issue of building gender sensitive and inclusive civil society coalitions; the importance of civil society coalition-building in condemning and countering anti-Semitic and racist speech both online and offline, and the role of civil society coalitions in acknowledging and addressing issues related to hate crime.

SESSION 2: BREAKOUT GROUPS: DISCUSSIONS, IDEAS, AND RECOMMENDATIONS FOR THE COALITION BUILDING PILLAR OF THE PROJECT ON “TURNING WORDS INTO ACTION TO ADDRESS ANTI-SEMITISM”

Following the presentation, the participants were divided into two groups. The first group provided ideas and feedback on the coalition building guide and workshop model that will be developed within the framework of the project, while the second group discussed the activist workshops planned to take place in the course of the project.



Participants share their input on the coalition building guide

Group 1 focused on the coalition building guide and put forward the following recommendations:

- The publication should focus on principles and not rules. It should provide inspiring and diverse examples of successful coalitions.
- This publication should not be a “manual” but rather a guide that poses questions and incorporates a plethora of perspectives.
- The guide should highlight different kinds of coalitions that include different actors, levels and approaches.
- The guide should be carefully produced in paper, video and podcast formats.
- The guide should be widely disseminated. Consideration should be given as to whether the guide should have fixed content or be interactive.
- The content of the guide should be produced through a wide consultation process. The guide should further be peer reviewed.
- The publication should be addressed to a wide audience beyond civil society actors.

Group 2 discussed the activist workshops and provided the following input:

- It could be considered to devise an award system for youth who conduct important work in the sphere of combatting anti-Semitism and other forms of discrimination and intolerance that would allow them to get acceptance from families, communities and societies at large. For example, an award ceremony with the involvement of a recognizable figure (possibly a celebrity).
- It would be advisable to take into consideration the OSCE Youth Action Plan.
- It would be also practical to utilize the small project plan so that youth and other organisation could apply.
- It could be considered for the events to be of longer duration and take the form of seminars or platforms for exchange rather workshops. These could also involve representatives of the media, with dedicated time for site visits to offices of inspirational NGOs, as well as allowing time for informal interaction of the participants. Consideration could also be given to including op-ed writing trainings on the topics of these events. These events should have a clear purpose.
- It would be advisable to look at the existing networks and build on them rather than start from the beginning.
- It was also suggested that ODIHR could have three separate events (e.g. on youth, gender and hate crime) and bring all participants of these three events to the fourth and final event.
- The network should be created on the basis of a need and should not be forced to be created. It is important to be realistic and not assume that creating networks can be achieved in 2 years.
- If networks are created, liaison officers (who are not leaders of the organisations involved) should be appointed for communication purposes.

- A regional or language-based approach could be considered for the purpose of creating networks. This would facilitate follow-up.
- The use of simple technological tools such as TeamSpeak could be encouraged for communication purposes.

ANNEX



Seminar: Turning words into action to address anti-Semitism, intolerance and discrimination

16-17 June 2016

European Parliament

Altiero Spinelli Building, Rue Wiertz 60

Brussels

Agenda

The OSCE's *Berlin+10 Conference* on addressing anti-Semitism which took place in November 2014, as well as previous civil society events organized at margins of OSCE human dimension events, highlighted the need for broad, inclusive and diverse civil society coalitions that support governments in their efforts to prevent and address hate crime and discrimination. OSCE commitments also highlight the need for participating States to support the development of civil society and constructively engage with them to end intolerance and discrimination.

Hate crime and discrimination continues to assume new forms and expressions which, along with other acts of intolerance, pose a threat to personal security and, therefore, to overall security in the OSCE region and beyond.

Despite making repeated pledges to end hate crime and discrimination, many governments have yet to introduce the necessary legislative tools, carry out official monitoring of incidents or implement police training, educational, and community engagement programs that would contribute to a more robust response to these human rights violations.

For this reason, civil society, as a key partner in the efforts to address discrimination and intolerance, can play an important role to fill these gaps by pointing out the needed areas of improvement in government responses. In the effort to reduce anti-Semitism, civil society groups and organizations can play an indispensable role in raising awareness and, by using a variety of measures, from monitoring and registration of incidents to advocacy efforts can work with governments to ensure a more effective response by the authorities.

OSCE participating States have recognized that a robust civil society is invaluable in these efforts. This is why there is an urgent need to help support and strengthen the existing good

work undertaken by civil society coalitions and encouraging the building of additional strong civil society inter-communal and interfaith networks to prevent and end all forms of hate crime and discrimination.

Understanding and recognizing the vital role that the civil society plays in confronting and addressing anti-Semitism, discrimination and intolerance, the OSCE Office for Democratic Institutions and Human Rights (ODIHR) and the European Parliament Anti-Racism and Diversity Intergroup (ARDI) are organizing a conference on **“Turning words into action to address anti-Semitism, intolerance and discrimination”**.

Aims and objectives:

- Bring together civil society organizations, EU parliamentarians, and other important stakeholders in order to build strong and lasting coalitions, all with the aim of reducing anti-Semitism, intolerance and discrimination;
- Draw upon the high level of expertise in coalition building of the participants to share ideas for the future development of the ODIHR project **“Turning words into action to address anti-Semitism, intolerance and discrimination”**, specifically in relation to coalition building;
- Examine how best to establish a series of trainings and workshops, which will be organized with the aim of creating a pool of expertise among the civil society organizations on the topic of coalition building.

Event format:

The configuration of the conference on **“Turning words into action to address anti-Semitism, intolerance and discrimination”** reflects the **need to bring together the relevant actors and experts at the international, European, national and local level** who are dealing with issues of intolerance and discrimination.

The event will provide a platform for building networks and coalitions between the important stakeholders addressing the issues of anti-Semitism, intolerance and discrimination. It will also serve as a control group for sharing ideas for the future development of the project, specifically in relation to coalition building. The event is formatted in a way that allows all the participants to take an active role in providing input, thus bringing a variety of experienced views from different parts of the sector (content based, geographically based, etc.) Results of the event will be presented in a form of a report highlighting the findings and recommendations for future events on the coalition building. Following up on the recommendations to increase the collaboration between civil

society actors, made during an OSCE/ODIHR conference on “**Advancing Tolerance and Non-Discrimination through Coalition Building and Co-operation**” which took place on 18-19 November 2015, the event will set out to address the following points:

- What are main advantages for creating or joining a coalition? (What is the overall objective of the coalition? Will the coalition campaign on a particular issue? Etc.);
- What are the resources needed to build and/or maintain a coalition and how will they be acquired? (How much time, money and people will be required?; How will resources be monitored?; How many people will be needed to accomplish the coalition goal?; What skills will be necessary and who will provide them?);
- What type of the coalition should be built and what is the level of participation by the individual partner? (Will this be a coalition between civil society, intergovernmental organizations, government entities, or all of them combined);
- What are the tools that ODIHR can use to continue to serve as a platform for dialogue and information sharing between civil society and governments;
- What are the best ways in which ODIHR can organize workshops and trainings on successful coalition building? These workshops can bring together civil society and government officials;
- What kind of online platform can ODIHR create in order to advance the level of sharing of best practice projects and information’s among the civil sector?

In order to assist the civil society actors with building, maintaining and expanding their coalitions, ODIHR will hold a series of events and trainings, which will be organized with the aim of creating a pool of expertise among the civil society organizations on the topic of coalition building. Drawn from different content and geographical areas, these organizations will further disseminate the knowledge that they acquire to their stakeholders, thus creating a ripple effect and helping to strengthen civil society throughout the OSCE region.

Participants of the 16-17 June event would include:

- Representatives of relevant civil society organisations and community representatives
- IGO representatives
- Government officials

Day 1, Thursday, 16 June

13:00 – 14:00

Lunch

Hotel Thon EU, Rue de la Loi/Wetstraat 75, B-1040 Brussels

14:30

Meeting at the entrance of the European Parliament, Altiero Spinelli Building, Rue Wiertz 60, Brussels (please make sure to bring your ID cards)

- 14:30 – 15:00 **Registration**
European Parliament, Altiero Spinelli Building, Rue Wiertz 60, Brussels
– Room ASP 3H1
- 15:00 – 15:30 **Opening remarks**
Cristina Finch, Head, Tolerance and Non-Discrimination Department,
OSCE/ODIHR
Katharina Von Schnurbein, European Commission Coordinator on
anti-Semitism
- 15:30 – 16:00 **MEPs interventions**
Benedek Javor MEP, Member, European Parliament Anti-Racism
Diversity Intergroup, Chair, Greens/European Free Alliance Anti-
Gypsyism Working Group
Brando Benifei MEP, Member, European Parliament Anti-Racism
Diversity Intergroup Chair, Youth Intergroup
Soraya Post MEP, Co-President, European Parliament Anti-Racism
Diversity Intergroup
- 16:00 – 16:30 **Keynote presentation**
Benjamin Fischer, President, European Union of Jewish Students
- 16:30 – 17:00 **Coffee break**
- 17:00 – 17:30 **Revisiting assumptions and strengthening our sense of common
humanity**

Rachel Bayani, Head of Office, Baha'i International Community

Coalition building needs to start with revisiting assumptions about
identity and our relation to others. Commonly assumed differences
between peoples, seen as insurmountable and ineradicable, foster
“us” and “them” identifications that ultimately lead to prejudice,
alienation and fragmentation. Coalition building needs to explore how
we can articulate and strengthen our sense of common humanity and
value each one of us as a unique contributor to the society building
process
- 17:30 – 19:00 **Panel: Sharing best practices and challenges in building coalitions in
the OSCE region**
Mark Weitzman, Chair of the Committee on Antisemitism and
Holocaust Denial, **International Holocaust Remembrance Alliance
(IHRA)**
Robin Sclafani, Director, CEJI - A Jewish Contribution to an Inclusive
Europe
Viviane Teitelbaum, President, European Women’s Lobby

Ilja Sichrovsky, Secretary General, Muslim Jewish Conference
Facilitator: **Iman Abou-Atta**, Deputy Director, Faith Matters

Closing remarks - **Cristina Finch**, Head, Tolerance and Non-Discrimination Department, OSCE/ODIHR

19:00 – 21:00 **Dinner** - for all the participants of the event
Hotel Thon EU, Rue de la Loi/Wetstraat 75, B-1040 Brussels

Day 2, Friday, 17 June

08:30 – 09:15 **Breakfast Meet-ups** - Room, The Netherlands III, 1st floor
Hotel Thon EU, Rue de la Loi/Wetstraat 75, B-1040 Brussels
Denis Roth-Fichet, Senior Lawyer, Council of Europe, European Commission against Racism and Intolerance - “ECRI General Policy Recommendation Number 15 on Combating Hate Speech”
Peter Kreko, Director, Political Capital Institute - “Seven Statements on anti-Semitism”

09:30 Meeting at the entrance of the European Parliament, Altiero Spinelli Building, Rue Wiertz 60, Brussels (please make sure to bring your ID cards)

09:30 – 10:00 **Welcome Coffee**
European Parliament, Altiero Spinelli Building, Rue Wiertz 60, Brussels - Yehudi Manuhin room

10:00 – 11:00 **Session 1: Open space format: Building successful coalitions - advantages and challenges**
Developing Effective Coalitions - **Azra Junuzovic**, Deputy Head, Tolerance and Non-Discrimination Department, OSCE/ODIHR
Facilitator: **Bruno Selun**, Founder and Director, Kumquat Consult

11:00 – 13:00 **Session 1: Breakout groups: Building successful coalitions - advantages and challenges (6 groups)**
Facilitator: **Bruno Selun**, Founder and Director, Kumquat Consult

13:00 – 14:00 **Lunch** - European Parliament

14:00 – 14:30 **Presentation of the results of Session 1**

14:30 – 15:00 **Session 2: Presenting the concept of the coalition building pillar for the Project on “Turning words into action to address anti-Semitism”**
Dejan Petrovic, Consultant, Tolerance and Non-Discrimination Department, OSCE/ODIHR

- 15:00 – 16:30 **Session 2: Breakout groups: Discussions, ideas and recommendations for the coalition building pillar for the project “Turning words into action to address anti-Semitism” (4 groups)**
- 16:30 – 17:00 **Coffee break**
- 17:00 – 17:30 **Wrap-up session and presentation of the results of Session 2**
- 17:30 – 18:00 **Closing remarks - Azra Junuzovic, Deputy Head, Tolerance and Non-Discrimination Department, OSCE/ODIHR**

**Follow us, comment and share findings by using the project hash-tag:
#wordsinaction**

Both days will be observed by an illustrator that will create pictorials based on the discussions during the whole event, and a filmmaker who will capture the whole event on film, as well as a Twitter wall for better community outreach.



**Seminar: Turning words into action to address anti-Semitism,
intolerance and discrimination**

16-17 June 2016

Brussels

List of Participants

1. Benjamin Fischer, President, European Union of Jewish Students
2. Katharina Von Schnurbein, Coordinator on Combatting anti-Semitism, European Commission
3. Michael Whine, Director, Government & International Affairs, Community Security Trust
4. András Ligeti, Programme Manager, Jewish Life and Antisemitism, Tom Lantos Institute
5. Patrick Siegele, Director, Anne Frank Zentrum
6. Lauren Jones, Civil Rights National Counsel, Anti-Defamation League
7. Peter Kreko, Director, Political Capital Institute
8. June Zeitlin, Director, Human Rights Policy, The Leadership Conference on Civil and Human Rights
9. Benjamin Naegele, Director, EU Affairs, B'nai B'rith International
10. Stacy Bernard Davis, Team Leader for Anti-Semitism and Europe, Office of International Religious Freedom, U.S. Department of State
11. Denis Roth-Fichet, Senior Lawyer, Council of Europe, Commission against Racism and Intolerance
12. Serge Rozen, President, Coordination Committee of Jewish Organisations of Belgium
13. Jehangir Sarosh, Secretary General, European Council of Religious Leaders - Religions for Peace
14. Anna Lenchovska, Executive Director, Kyiv Educational Center "Tolerspace"

15. Susan M. Corke, Director, Countering Antisemitism and Extremism, Human Rights First
16. Mark Weitzmann, Chair, Committee on Antisemitism and Holocaust Denial, International Holocaust Remembrance Alliance
17. Iman Abou Atta, Deputy Director, Faith Matters
18. Jamie Bolling, Executive Director, European Network on Independent Living
19. Mari Siilsalu, Personal Assistant, Stockholm Cooperative for Independent Living
20. Naser Issa, Chairman, Gabooye Minority Organisation for Europe and North America
21. Elif Öztürk, Head of Documentation Center, Board Member, Austrian Muslim Initiative
22. Benjamin Steiniz, Coordinator, the Department for Research and Information on Antisemitism Berlin
23. Kim Robin Stoller, Co-Director, International Institute for Education and Research on Antisemitism
24. Nevena Bajalica, Co-founder, Managing Director, Terraforming
25. Ismael Cortes Gomez, Research Fellow, UNESCO Institute of Philosophy
26. Solomon Bali, President, B'nai B'rith Bulgaria
27. Karel Fracapane, Senior Project Officer, Education Sector, UNESCO
28. Milenko Misko Stanisic, Creative Director, Terraforming
29. Jonathan Mack, Political Advisor, Central Council of German Sinti and Roma
30. Nikola Gilhoff, Deputy Special Representative on Relations with Jewish Organisations, Federal Foreign Office in Berlin
31. Yessica San Roman, Head, Holocaust and Antisemitism Department, Centro Sefarad-Israel
32. Hannah Lessing, Secretary General, National Fund of the Republic of Austria and General Settlement Fund for victims of National Socialism, Fund for the Restoration of the Jewish Cemeteries in Austria
33. Jane Jacobs, Director of International Relations, The International School for Holocaust Studies, Yad Vashem
34. Robin Sclafani, Director, CEJI - A Jewish Contribution to an Inclusive Europe
35. Ilja Sichrovsky, Founder & Secretary General, Muslim Jewish Conference
36. François Sant'Angelo, Centre for Equal Opportunities and Opposition to Racism
37. Benedek Javor MEP, European Parliament Anti-Racism and Diversity Intergroup
38. Brando Benifei MEP, European Parliament Anti-Racism and Diversity Intergroup

39. Soraya Post MEP, European Parliament Anti-Racism and Diversity Intergroup
40. Rachel Bayani, Head of Office, Baha'i International Community
41. Viviane Teitelbaum, President, European Women's Lobby
42. Bruno Selun, Founder and Director, Kumquat Consult
43. Alfiaz Vaiya, Coordinator, European Parliament Anti-Racism and Diversity Intergroup
44. Karolina Mirga, President, ternYpe - International Roma Youth Network
45. Zara Todd, Chair, European Network on Independent Living
46. Ruus Dijksterhuis, Director, European Roma Grassroots Organisations Network
47. Jonathan Biermann, Alderman of Uccle
48. Alexander Verkhovsky, Director, SOVA Center for Information and Analysis
49. Olga Sibireva, Researcher, SOVA Center for Information and Analysis
50. Diane Luquiser, Senior Manager, EU and International Affairs, European Jewish Community Centre
51. Michaël Privot, Director, European Network Against Racism
52. Julie Pascoët, Senior Advocacy Officer, European Network Against Racism
53. Merete Bilde, Senior Policy Advisor, European External Action Service
54. Daniel Schwammenthal, Director, American Jewish Committee Transatlantic Institute
55. François Deleu, Policy and Legal Officer, Unia

56. OSCE/ODIHR:

57. Cristina Finch, Head, Tolerance and Non-Discrimination Department
58. Azra Junuzovic, Deputy Head, Tolerance and Non-Discrimination Department
59. Dejan Petrovic, Consultant, Tolerance and Non-Discrimination Department
60. Mikolaj Wrzecionkowski, Consultant, Tolerance and Non-Discrimination Department
61. Simona Kalisz-Dobrowolna, Administrative Assistant, Tolerance and Non-Discrimination Department