

NEW REPORT: “FAILURE TO PROTECT”

Evidence that social media firms fail to act on user reports of antisemitism

WHO WE ARE: A non-profit NGO that studies and disrupts the spread of digital hate and misinformation. Offices in Washington DC and London. CEO: Imran Ahmed

“FAILURE TO PROTECT” finds that social media platforms took no action on 84% of posts containing antisemitic conspiracies, extremism and abuse reported to them using their own tools for reporting malignant content, despite promises to crack down on anti-Jewish hatred.

KEY FINDINGS

- CCDH researchers collected and reported **714 posts containing anti-Jewish hatred**. Collectively, they had been viewed at least **7.3 million times**. Posts were collected from Facebook, Instagram, TikTok, Twitter & YouTube between May-June.
- **84% of posts containing anti-Jewish hatred were not acted upon by social media companies**. Facebook performed worst, failing to act on 89%, despite announcing new rules to tackle the problem.
- **Platforms fail to act on 89% of antisemitic conspiracy theories** about 9/11, the Covid pandemic and Jewish control of world affairs.
- **Extremist anti-Jewish hate is not acted on:** platforms failed to act on 80% of posts containing Holocaust denial, 74% of posts alleging the blood libel, 70% of racist caricatures of Jewish people and 70% of neo-Nazi posts.
- **Instagram, TikTok and Twitter allow hashtags used for antisemitic content** such as #rothschild, #fakejews and #killthejews that were used in posts identified by our report that gained over 3.3 million impressions.
- **TikTok removes just 5% of accounts that directly racially abuse Jewish users**, for example by sending them messages denying the Holocaust.
- Earlier [reports by CCDH](#) show **platforms have similarly failed to act on dangerous Covid and vaccine misinformation** reported by users.

RECOMMENDATIONS

1. **Introduce financial penalties to incentivize proper moderation.** Platforms have profited from the proliferation of hate and misinformation on their platforms. Financial incentives will ensure they no longer invest the bare minimum in content moderation.
2. **Hire, train and support moderators to remove hate.** Current efforts by tech companies to moderate their platforms are clearly inadequate.
3. **Remove groups dedicated to antisemitism.** CCDH identified groups dedicated to sharing antisemitism with a total of 38,000 members.
4. **Instagram, Tiktok and Twitter must act on antisemitic hashtags** that their own analytics show have been used for content viewed millions of times.
5. **Ban accounts that send racist abuse directly to Jewish users.**

To read the full report go to www.counterhate.com
For more information, contact CCDH at info@counterhate.com.