

Code of Practice on
Disinformation – Report of
Faktograf for the period
January 1 – December 31
2023

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Executive summary

Faktograf – Association for the Informed Public is a non-profit media organization that publishes Faktograf.hr – an online media outlet specialised in fact-checking in Croatia.

Faktograf is a verified member of the [European Fact-Checking Standards Network](#) and the [International Fact-Checking Network](#), as well as the founding member of [SEE Check](#) – the network of 6 fact-checkers in South East Europe.

Faktograf is registered as an [electronic publication](#) with the Agency for Electronic Media in Croatia.

Faktograf is interested in public policies relevant for misinformation and disinformation, transparency and access to data and knowledge, good governance and democracy, as well as an enabling environment for viable journalism in the public interest, and as such is registered in the [Transparency Register](#) under ID 521295644592-54.

Faktograf is a signatory of the [Code of Practice on Disinformation](#) since June 15, 2022.

Faktograf.hr has four specific sections and a monthly newsletter that were produced by 11 journalists (FTE 10,16):

- [Pod povećalom/Focused](#) provides deep dive reporting and analysis of important issues
 - January 1 – December 31, 2023: 100 articles
- [Razotkriveno/Exposed](#) publishes debunks of misinformation being shared and disinformation being spread on social networks (through Meta's Third Party Fact-Checking programme)
 - January 1 – December 31, 2023: 537 articles
- [Ocjena točnosti/Accuracy check](#) is dedicated to fact-checking and holding politicians and other stakeholders of public interest accountable for their public statements,
 - January 1 – December 31, 2023: 92 articles
- [Pitali ste/You asked](#) provides our readers with articles on topics and issues they demand to know more about – from fact-checking political statements to debunking current crises.
 - 50 articles published in this manner provided answers to 40% of all the audiences' questions.
- [F-zin](#) is a thematic newsletter published on a monthly basis (12 in 2023).

In 2023 Faktograf registered 20 relevant threats to our journalists' safety and there were 122 hateful articles against Faktograf identified on fringe online media.

At the end of 2023 Faktograf's team was made of 15 people ([Impressum here](#)), organised so that the editorial freedoms and responsibilities are guaranteed by the newsroom's Statute ([accessible here](#)).

VII. Empowering the fact-checking community

Commitment 30

Relevant Signatories commit to establish a framework for transparent, structured, open, financially sustainable, and non-discriminatory cooperation between them and the EU fact-checking community regarding resources and support made available to fact-checkers. [change wording if adapted]

Measure 30.1	[insert wording if adapted]
QRE 30.1.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
QRE 30.1.2 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
QRE 30.1.3 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
SLI 30.1.1 - Member States and languages covered by agreements with the fact-checking organisations [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]
Data	1
Measure 30.2	[insert wording if adapted]
QRE 30.2.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
QRE 30.2.2 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
QRE 30.2.3 [insert wording if adapted]	Faktograf has a contract for providing third-party fact-checking services to Meta and finds that this financial contribution is fair. Faktograf has not received any other financial contribution from any other VLOP or party that might be using Faktograf's fact-checked content - either for services or for reuse of authors' or adjacent publishers' rights.
Measure 30.3	[insert wording if adapted]
QRE 30.3.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters] Faktograf cooperates with fact-checking colleagues in the EFCSN and the IFCN , and has participated in several relevant public discussions . The SEE Check network, that Faktograf is one of the co-founding members, started implementing a project aimed at countering disinformation in IPA III beneficiaries "Building Trust in Media in South East Europe: Support to Journalism as a Public Good" (more information available at seecheck.org). Members of SEE Check organised several relevant public discussions:: " Fixing the digital environment - how can the Balkans use the EU toolbox " at the Sarajevo POINT conference and in Podgorica on disinformation as an effective tool for manipulating voters . Also, SEE Check members contributed to the Berlin Process and its discussion on Information Disorder organised by the Civil Society Forum's Thematic Working Group on Digitalization and Connectivity.
Measure 30.4	[insert wording if adapted]
QRE 30.4.1 [insert wording if adapted]	In 2023 Faktograf successfully applied for verification and membership in the European Fact-Checking Standards Network and Faktograf's representative served as the member of the EFCSN's Board..

VII. Empowering the fact-checking community

Commitment 31

Relevant Signatories commit to integrate, showcase, or otherwise consistently use fact-checkers' work in their platforms' services, processes, and contents; with full coverage of all Member States and languages. [change wording if adapted]

Measure 31.1	[insert wording if adapted]		
Measure 31.2	[insert wording if adapted]		
QRE 31.1.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
SLI 31.1.1 - use of fact-checks [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]		
	Nr of fact-checked articles published	Reach of fact-checked	Nr of content pieces reviewed by fact-checkers Other
Data			
SLI 31.1.2 - impact of actions taken [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]		
	Nr of pieces of content labelled	Impact of said measures on user interactions with information labelled as false or misleading	Other
Data			
SLI 31.1.3 - Quantitative information used for contextualisation for the SLIs 31.1.1 / 31.1.2 [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]		
	Within the Third Party Fact-Checking contract with Meta Faktograf published 537 articles in Croatian language in 2023. Denominator to be decided within the TF ahead of the baseline report		
Data			
Measure 31.3	[insert wording if adapted]		
QRE 31.3.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
	In 2023 Faktograf supported the establishment of the European Fact-Checking Standards Network as the optimal representative of the fact-checking community to address this Measure and its representative joined the Task Force's subgroup on fact-checking as soon as it was established.		
Measure 31.4	[insert wording if adapted]		
QRE 31.4.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
	In 2023 Faktograf supported the establishment of the European Fact-Checking Standards Network as the optimal representative of the fact-checking community to address this Measure and its representative joined the Task Force's subgroup on fact-checking as soon as it was established.		

VII. Empowering the fact-checking community			
Commitment 32			
Relevant Signatories commit to provide fact-checkers with prompt, and whenever possible automated, access to information that is pertinent to help them to maximise the quality and impact of fact-checking, as defined in a framework to be designed in coordination with EDMO and an elected body representative of the independent European fact-checking organisations. [change wording if adapted]			
Measure 32.1	[insert wording if adapted]		
Measure 32.2	[insert wording if adapted]		
QRE 32.1.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
SLI 32.1.1 - use of the interfaces and other tools [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]		
	Monthly users	Other	Other
Data			
Measure 32.3	[insert wording if adapted]		
QRE 32.3.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
	Faktograf can confirm that, within the Third Party Fact-Checking program and contract with Meta, we are regularly exchanging information with dedicated staff in Meta.		

VII. Empowering the fact-checking community			
Commitment 33			
Relevant Signatories (i.e. fact-checking organisations) commit to operate on the basis of strict ethical and transparency rules, and to protect their independence. [change wording if adapted]			
Measure 33.1	[insert wording if adapted]		
QRE 33.1.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]		
	The EFCSN was established by a wide group of European fact-checking organisations that wanted to raise the bar and work according to the highest standards in ethics, transparency, methodology, and independence as outlined in the Code of European Standards for Independent Fact-Checking Organisations (2022). Our members agree for their actual adherence to those standards to be evaluated by two different independent academic experts every two years, and EFCSN has a complaint procedure to deal with alleged non-compliance by its members. The Code of the EFCSN is contemplated under Measure 33.1 as an instrument to comply with it.		

	<p>Faktograf – the Association for the Informed Public was deemed compliant with the EFCSN principles when subjected to the established vetting process and evaluated by external assessors during 2023.</p> <p>Faktograf’s editorial line and its standards are protected by the Statute of the Association, the Statute of the Newsroom and its Ethics Code. Full information on Faktograf.hr’s methodology is available on site, as well as information on transparency of funding.</p>	
SLI 33.1.1 – number of European fact-checkers that are IFCN-certified [change wording if adapted]	<p>Methodology of data measurement [suggested character limit: 500 characters]</p> <p>The EFCSN has taken into account fact-checking organisations based in EU Member or Council of Europe states, plus Belarus and Kosovo. For both networks, we have included the status of the organisations as for March 2024</p>	
Data	<p>Nr of fact-checkers IFCN-certified</p> <p>50 signatories 27 organisations under renewal 8 organisations with certification expired</p>	<p>Nr of members of EFCSN</p> <p>38 verified members 14 under review</p>

VIII. Transparency Centre	
Commitment 34	
<p>To ensure transparency and accountability around the implementation of this Code, Relevant Signatories commit to set up and maintain a publicly available common Transparency Centre website. [change wording if adapted]</p>	
Measure 34.1	[insert wording if adapted]
Measure 34.2	[insert wording if adapted]
Measure 34.3	[insert wording if adapted]
Measure 34.4	[insert wording if adapted]
Measure 34.5	[insert wording if adapted]

VIII. Transparency Centre	
Commitment 35	
<p>Signatories commit to ensure that the Transparency Centre contains all the relevant information related to the implementation of the Code’s Commitments and Measures and that this information is presented in an easy-to-understand manner, per service, and is easily searchable. [change wording if adapted]</p>	
Measure 35.1	[insert wording if adapted]
Measure 35.2	[insert wording if adapted]

Measure 35.3	[insert wording if adapted]
Measure 35.4	[insert wording if adapted]
Measure 35.5	[insert wording if adapted]
Measure 35.6	[insert wording if adapted]

VIII. Transparency Centre	
Commitment 36	
Signatories commit to updating the relevant information contained in the Transparency Centre in a timely and complete manner. [change wording if adapted]	
Measure 36.1	[insert wording if adapted]
Measure 36.2	[insert wording if adapted]
Measure 36.3	[insert wording if adapted]
QRE 36.1.1 (for the Commitments 34-36) [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters]
QRE 36.1.2 (for the Commitments 34-36) [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters] The administration of the Transparency Centre website has been transferred fully to the community of the Code's signatories, with VOST Europe taking the role of developer.
SLI 36.1.1 - (for Measures 34 and 36) meaningful quantitative information on the usage of the Transparency Centre, such as the average monthly visits of the webpage [change wording if adapted]	Methodology of data measurement [suggested character limit: 500 characters]
	Our company would like to provide following data: The common Transparency Center has received around 35.000 views between July 1st 2023 and December 31st 2023. The average engagement time on the website is 1m11s and reports have been downloaded more than 9.000 times.
Data	

IX. Permanent Task-Force	
Commitment 37	
Signatories commit to participate in the permanent Task-force. The Task-force includes the Signatories of the Code and representatives from EDMO and ERGA. It is chaired by the European Commission, and includes representatives of the European External Action Service (EEAS). The Task-force can also invite relevant experts as observers to support its work. Decisions of the Task-force are made by consensus. [change wording if adapted]	

Measure 37.1	[insert wording if adapted]
Measure 37.2	[insert wording if adapted]
Measure 37.3	[insert wording if adapted]
Measure 37.4	[insert wording if adapted]
Measure 37.5	[insert wording if adapted]
Measure 37.6	[insert wording if adapted]
QRE 37.6.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters] Faktograf's representative participated in the Task Force's online plenary meeting and online meetings of four subgroups: Monitoring and Reporting, Crisis Response, Empowerment of Fact-checkers and Generative AI, as well as the Elections Working Group.

X. Monitoring of Code	
Commitment 38	
The Signatories commit to dedicate adequate financial and human resources and put in place appropriate internal processes to ensure the implementation of their commitments under the Code. [change wording if adapted]	
Measure 38.1	[insert wording if adapted]
QRE 38.1.1 [insert wording if adapted]	Outline relevant actions [suggested character limit: 2000 characters] Faktograf dedicated one representative to participate in the work of this Task Force who is also a member of the EFCSN Policy Task Force.

Reporting on the service's response during a period of crisis

Reporting on the service's response during a crisis
War of aggression by Russia on Ukraine Israel-Hamas Conflict
Threats observed or anticipated at time of reporting: [suggested character limit 2000 characters]. The exposure of online audiences to misinformation on both war of aggression by Russia on Ukraine and Israel-Hamas Conflict could lead to information disorder in relation to general audiences (lack of timely, correct and full information) as well as specific vulnerable groups (ethnic minorities, refugees), with a risk of hampering humanitarian aid and peaceful solution to the crises.
Mitigations in place at time of reporting: [suggested character limit: 2000 characters]. Faktograf is publishing a review of disinformation about the situation in Israel and Palestine, as well as assessments of the accuracy of statements by officials and other prominent figures in society, and analyses providing a broader picture under Live Blog: War in the Middle East . Faktograf is publishing a review of disinformation about the situation in Ukraine, as well as assessments of the accuracy of statements by officials and other prominent figures in society, and analyses providing a broader picture under Live Blog: The War in Ukraine . Faktograf is a member of the regional fact-checking network SEE Check that is engaged in publishing the regional Live Blog Disinformation on the War in Ukraine . Faktograf is participating in the International Fact-Checking Network (IFCN) and adhering to its Code of Principles – a collaborative database was established at ukrainefacts.org .

Reporting on the service's response during an election

Reporting on the service's response during an election
European Elections
<p>Threats observed or anticipated at time of reporting: [suggested character limit 2000 characters].</p> <p>To show how coordinated online harassment campaigns against journalists and fact-checkers are increasingly becoming an integral part of the disinformation life cycle across Europe, Faktograf implemented the project "Decoding the disinformation playbook" and published the results of a pioneering survey.</p> <p>A total of 41 out of the 68 verified signatories of the IFCN Code of Principles in Europe – including all members of the SEE Check network – took part in the survey. During the research period, the EFCSN was being established and almost all participants of the survey were a part of that process.</p> <p>90% of respondents experienced harassment from political or other relevant actors.</p> <p>Most of the respondents (18 out of 32 that had answered the question) said that attacks have increased since they joined a fact-checking partnership with Meta or other online platforms.</p> <p>Most of the respondents (23 of 32 that had answered this question) stated that the frequency of harassment experienced by fact-checkers increased due to the Covid19 pandemic.</p> <p>The election period is also a factor that influences the frequency of harassment, based on the experience of about 56% of respondents, while about 22% also marked armed conflict – specifically, the Russian full-scale invasion of Ukraine – as a factor that influenced the frequency of attacks they encounter because of their work.</p> <p>More information:</p> <ul style="list-style-type: none">- Preliminary Survey Results- Survey Report- Methodological framework for exposing tactics, techniques, and procedures (TTPs)- Case Study: Faktograf - When disinformation campaigns fuel hate and harassment- Case Study: How conspiracy groups in Spain worked to undermine the media literacy project of the Maldita.es Foundation- IPI project page (4 case studies, survey data, podcasts and relevant news)

Mitigations in place – or planned – at time of reporting: [suggested character limit: 2000 characters].

In order to protect its own fact-checking operation from risks of various threats stemming from a super election year in Croatia (such as a DDoS attack or a SLAPP), Faktograf has enhanced digital and offline security and safety of its members and resources.

Additionally, Faktograf has engaged in the continuation of the project [Decoding the Disinformation Playbook 2](#) with focus on disinformation tactics used by populists to intimidate and discredit journalists covering the elections to the European Parliament in 2024. The project consortium plans to create new case studies on disinformation campaigns targeting independent journalists, as well as explore best practices for defending against attacks developed by fact-checking editorial teams and their preparedness for situations involving increased attacks, including elections or crises such as pandemics and wars.

These issues will be further discussed in public events, such as [the 11th GlobalFact summit](#) in July in Sarajevo, organised by the International Fact-checking Network and hosted by the SEE Check network, as well as [World Congress and Media Innovation Festival](#) in May in Sarajevo, organised by the International Press Institute.

Faktograf remains open to dialogue and engaging with all stakeholders, especially for consultations with signatories of this Code on risk analysis, mitigation and rapid response mechanisms, in line with the Digital Services Act provisions (Articles 34.1.c and 35.1.h and Recital 90).