



# Together Against Hate –Shadow Report

Facts Against Hate project, is funded by the European Union's Fundamental Rights, Equality and Citizenship Program (2014-2020). The contents of this publication are the sole responsibility of the authors and can in no way be taken to reflect the views of the European Union.



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**Together  
against  
hate**

# Introduction

This first *Together Against Hate* shadow report with responses collected through the online form on the website <https://www.yhdessavihaavastaaan.fi/en/> was put together to report and monitor hate incidents. Combined the *Together Against Hate* online tool and this shadow report are a part of *Facts Against Hate* project, which is funded by the European Union's Fundamental Rights, Equality and Citizenship Program (2014–2020). The contents of this publication are the sole responsibility of the authors and

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*Together Against Hate* was developed for data collection on hate incidents. It is important to gather information on the number and quality of incidents of hatred, discrimination and hate crimes, not only for the victims but for the whole society. The tool allows victims and witnesses to report incidents of hatred anonymously and at a low threshold.

## Material

This publication is not a study, but a report. The material has been collected anonymously through 2021 reports of hate incidents received through the *Together Against Hate* online form. Some of the citations have been edited to protect the anonymity of the respondents or to condense the content. The Finnish citations have been translated into English for this publication.

The exact number of respondents will not be published to ensure anonymity and to make it more difficult to identify people who sent individual reports.

The purpose of an anonymous online form is to protect the respondents from possible negative consequences, for example in their work community. It is also hoped to encourage more people to report incidents of hate against or detected by them. On the other hand, due to anonymous responses, it is not possible to obtain further information on the case from the respondent.

### Classifying the incident

Cases were most commonly classified as hate speech. The second most common

classification was an act of hate or discrimination, which occurred almost as much as hate speech. There were also some reports of graffiti or the like that were perceived as offensive.

More specifically, the incident was often defined as verbal insult, violence, cyberbullying, intimidation, and denial of service or inappropriate service. There were also several reports of, among other things, damage to property, constant harassment and spitting.

The same person could report more than one incident at a time, or a single incident met multiple definitions of an act of hate.

### Setting

The majority did not report the exact location where the incident took place. The most common response was Uusimaa. Other areas were mentioned individually. It is noteworthy that the target was alone in most of the face-to-face encounters, and there were no other witnesses to the incident.

## Target/victim

In the responses to the report, hatred was often directed at a person who was presumed to belong to an ethnic minority, often a person of African descent. Hate was also directed at people of Asian descent. It was unique for people with an Asian background to be subjected to prejudice and insults specifically related to the covid-19 pandemic. Such reported incidents were only limited to this group of people.

In general, the range of hate acts was very wide and targeted a large number of different people.

The age or gender of the target did not appear in most responses.

## Perpetrator

The perpetrator was generally described as a middle-aged or young (under 30 years old) white man in cases where the perpetrator was known. A significant number of female perpetrators were found in the data as well, although clearly fewer than men. The perpetrator could also be described as, for example, a “young, white adult,” in which case the perpetrator’s age or presumed gender was not revealed. In some cases, there were several perpetrators, or the perpetrator was obviously a minor. The perpetrator could also be a non-white person.

The target and the perpetrator usually did not know each other before, but there were exceptions. In a small number of responses, the column concerning the perpetrator was left completely blank.

## Responder

The data has been collected during 2021 using an anonymous online form. In a slightly larger number of cases, the person who responded to the form was in the position of a witness, that is, had seen or heard someone else being the victim of a hate act. Many also shared their own experiences.

## Screening of answers

Some of the responses had to be excluded from the material for this report. The main reason was clearly perceptible trolling. These responses were identified by their use of language and general content. Other reasons for excluding certain answers were inconsistencies or contradictories in the responder’s report, lack of evidence of discrimination, and blank answer columns.

## Phenomena observed in the data

Several responses were sent through the online form, in which a person felt that society discriminated against white heterosexuals like themselves. Most did not substantiate their claim. Some said they found this report discriminatory. Based on the content of the response, no indications of discrimination were found in the said cases.

There are situations where, under certain conditions, genders may be treated differently following the EU case law. Affirmative action refers to situations where the difference in treatment is intended to promote equality or prevent discrimination, for example by favouring the under-represented sex. Affirmative action is not discrimination.

However, the social exclusion of young men in particular is a growing problem in Finland. Risk factors for men’s social exclusion include difficulties in social relationships as well as untreated substance abuse and mental health issues. Challenges are also posed by the difficulty of gaining access to necessary services and society’s expectations for the male gender role.

# Denied or inappropriate service

Respondents reported various situations in which they were denied service or access to business premises because of their ethnic origin. The most serious grievances occurred in health care.

## Inappropriate service in social and health services

Some respondents experienced discrimination in social and health services because of their ethnic background or native language. Staff behaviour, for example, may have been derogatory, unfriendly, or harsh. A responder described a situation in which a health care worker refused to serve them in any other language but Finnish even though the person reporting the incident did not understand Finnish.

*“I went for Corona test in the health centre. I asked the nurse to tell me the sampling instruction in English. She refused to talk in English and continued to talk in Finnish. Then she aggressively changed my head position and put the tool in my nose without any notice. After the testing, my nose was bleeding.”*

Responses also described inappropriate behaviour by non-medical staff. In the following case, a hospital guard attacked the respondent outside the hospital premises.

*“I left the surgical ward after a consultation with a surgeon. Outside the surgery ward, I was stopped by security when I was leaving the premises. At the time I was having a heated discussion on the phone. As I was leaving, the guard told me to calm down, then he pushed me twice, told me to get down and pepper-sprayed me. He pushed me to the ground, leaned on my neck with his knee and cuffed me.”*

## Discrimination against people with disabilities in social services and health care

People with disabilities are particularly vulnerable in social services and health care. According to the Non-Discrimination Ombudsman, discrimination in these services may include, but is not limited to, inappropriate treatment based on disability, inaccessible facilities, or failure to provide personal assistance to a patient with a disability in the ward. Failure to provide a sign language interpreter or providing contact to service only by telephone calls are also considered discriminatory.

The Non-Discrimination Ombudsman is regularly contacted concerning disability discrimination in social services and health care. Contacts also concerning situations in which the customer has not received the service or benefit they applied for from the municipality or Kela are common.

Many people with disabilities also face multiple discrimination. Multiple discrimination means that discrimination is based on more than one person-related trait, such as disability and ethnic origin.

## Denied service in business premises

One respondent reported a situation in which they were not allowed to obtain a standard billable mobile phone sim, even though the person did not have a default note, is a Finnish citizen and has a permanent address in Finland. The service provider had also refused to sell the person an internet connection. According to the person who reported the case, the service provider had no reasonable ground not to sell them the subscriptions in question and felt discriminated against because of their ethnic background.

*“I was denied of getting a post-paid phone number even after being a Finnish citizen and having a registered permanent address. I feel it is biased against immigrants, as they didn’t show evidence regarding the rule they are stating. They denied selling internet connection to my home as well.”*

## Discriminatory ethnic profiling

At a general level, ethnic profiling refers to the division of people based on characteristics such as skin colour, religion, gender, or ethnic background, and is not discriminatory in all cases. On the other hand, in discriminatory ethnic profiling, a person is treated less favourably than others in the same situation without a justification found in legislation. In practice, this means, for example, that a person is not allowed into business premises because of their ethnic background.

Discriminatory ethnic profiling can also occur within law enforcement. In practice, this may include investigative methods such as arrests, identity checks or searches for which there is no other justification than, for example, the skin colour or ethnic background of the subject. Studies show that such a procedure undermines the confidence of minorities in the police and reduces the willingness to report a crime to the authorities.

The study *Pysäytetyt – Etninen profilointi Suomessa* (Suvi Keskinen, Aminkeng Atabong Alemanji, Markus Himanen, Antti Kivijärvi, Uyi Osazee, Nirosha Pöyhölä and Venla Rousku) published by the University of Helsinki in 2018 states that ethnic profiling seems to be included in the activities of security guards. Evidence of this is also provided by cases where the improper conduct of a guard has progressed to the district court. For example, in March 2021, a guard at a shop in Tampere was fined and ordered to compensate two Roma women for discriminatory ethnic profiling. Several judgments have been handed down in Finland for similar discrimination.

According to the European Union Agency for Fundamental Rights (FRA), direct discrimination based on race, ethnic origin or religion is in no way justified under an established principle of international law. The prohibition of direct discrimination is so absolute that, under international law, direct discriminatory treatment is not justified even in the event of a general emergency, including security threats.

# Discrimination in the labour market or at the workplace

Discrimination in job seeking or at the workplace can be very diverse and sometimes difficult to detect. According to a survey conducted by SAK in 2019 for shop stewards and occupational health and safety representatives, many workers with an immigrant background face inappropriate treatment, belittling and prejudice on the part of their employer or colleagues. Employees with an immigrant background were also deceived with wages and information was withheld from them regarding, for example, family leave and other benefits. Gimmicks with fixed-term contracts and discrimination in the distribution of holidays and shifts also appeared in the results of the SAK survey.

The SAK survey also states that people with an immigrant background do more physical labour and are not necessarily informed about important work-related issues.

## Discrimination in job search

In 2020, as part of the *Kotona Suomessa* project, ELY-keskus (Centre for Economic Development, Transport and the Environment) conducted a survey aimed at entrepreneurs. It examined, among other things, the employment of immigrants and possible barriers to employment. 79 per cent of the Finnish companies that responded to the survey admitted that they would rather hire an unemployed Finnish jobseeker than a foreigner.

The lack of a complete Finnish language was the most considered obstacle to hiring; indeed, 48 per cent of respondents thought that a jobseeker's language skills should be close to a native level. According to the summary of the survey, language skills may be seen as a neutral and legitimate requirement, even if there is in fact some other reason why the person was not selected for the position. It should also be noted that the

employer should not require the jobseeker to speak Finnish at a native level unless this is essential for the job.

The answers received for this publication support the results of the survey conducted by ELY-keskus. The responses described, for example, situations in which a less educated or less experienced white Finn had been hired instead of a more qualified person belonging to an ethnic minority.

*“Discrimination in job hunting is everywhere in Finland. I graduated in Finland, but it is really difficult to find a job even if I have more than a year of work experience.”*

In one case, the employer was reluctant to pay a minority jobseeker a practical experience supplement on top of the basic salary. When the matter was pointed out, the employer unexpectedly informed the applicant that the vacancy had already been filled. The start of the work had previously been agreed on orally with the minority applicant and the date for signing the contract had been decided.

According to the 2019 *Töissä täällä – Näkökulmia maahanmuuttajien työllistymiseen* (ed. Satu Riikonen, Hanna-Kaisa Turja) publication by Humak University of Applied Sciences, employers' prejudices and negative attitudes affect the job search of ethnic minorities. Some employers justified their negative recruitment decision on the grounds that the company's clients or other work communities were not prepared to accept an employee belonging to an ethnic minority.

The publication mentions that large employers tend to have more resources than small businesses to figure out the employer's responsibilities. Small businesses in particular need clearer guidance and support for hiring people belonging to ethnic minorities.



## The effects of name in job search

According to a study published by the University of Helsinki in 2019, a person's name has a great impact on getting to a job interview. Despite fluent Finnish language skills, a non-Finnish-sounding name significantly reduced the likelihood of being invited to a job interview, even if the qualifications and skills were identical to a jobseeker with a Finnish name.

The study is based on a practical test conducted in 2016–2017, during which Akhlaq Ahmad, a researcher at the University of Helsinki, sent 5,000 job applications under Finnish and foreign-sounding names. Half of the applications were made using a male-sounding name and half with a female-sounding name. The research result is in line with other experiments performed in Finland and other European countries.

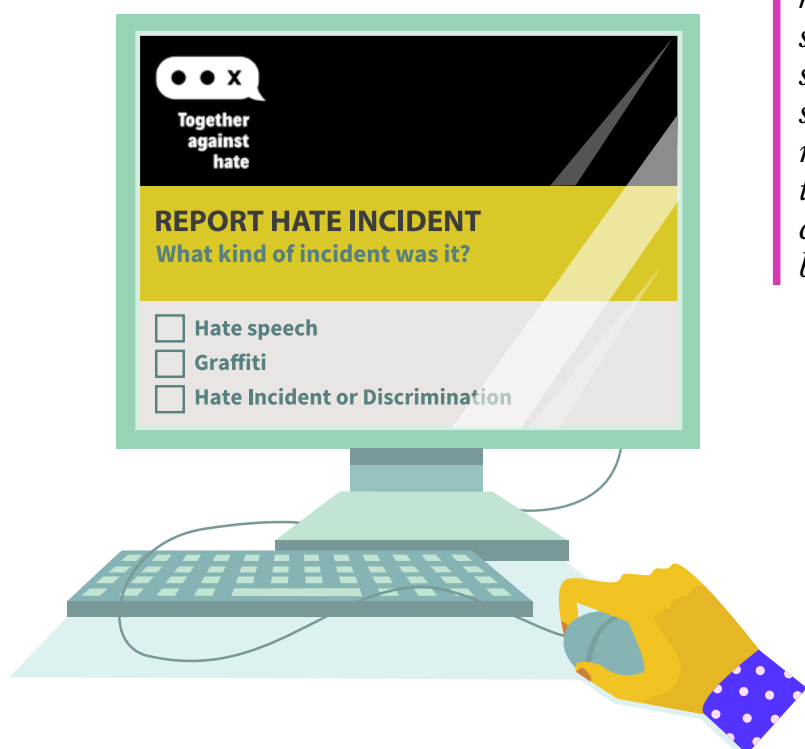
## Problematic situations in the workplace

Discrimination occurs in the work environment not only in wages but also in other sectors. An employer might not have offered their support to an employee belonging to an ethnic minority in problematic situations or has treated their employee in a discriminatory manner, for example by humiliating them.

A responder explained a situation where their employer decided to use only the name of the person's co-worker in a bulk email sent to customers. The employer did not believe the customers would read the email because the person's name sounded foreign.

There had also been threatening situations at work where a co-worker or client behaved inappropriately or even violently.

*"I am a taxi driver. I have a foreign background but I'm a Finnish citizen too. 'Where do you come from' or 'why did you come here' are pretty normal from Finnish customers. Once I had two men in the car and on the way, they started booing and insulting me. I told them several times to stop and that they're under surveillance camera. When one realized it was really a surveillance camera inside my vehicle, they broke the corona protection glass and the camera. I reported it to the police but there has been no response yet."*





# Threatening situations

According to the Interior Ministry, only a small proportion of hate crimes come to the attention of the police. By far the most common motive in cases recorded by the police was the victim's ethnic or national origin. In 2019, this covered almost 70 per cent of cases. The next most common motives were religion or belief (20,2 per cent) and disability (4,9 per cent). Sexual orientation was slightly less common than disability-based hatred.

Forms of violence that emerged in the responses included shouting, name-calling, threats, outright violence (including sexual), shaming, and spitting. The most common of these were verbal insults and different forms of violence such as physical assault.

## Verbal insult and shouting

The verbal insults reported by the responders were primarily insults related to a person's ethnic background or religion. Situations were often surprising and unexpected. In some cases, there was also constant harassment. None of the respondents reported that outsiders intervened in the harassment happening in public spaces with other people also present.

*"A young man from a neighbouring house yelled at me several times and followed me inside shops if we were there at the same time. He shouted that he would never convert to Islam, and he would walk past me so close that he touched me."*

*"I was shopping when a man in his 50s shouted 'fucking raghead' to me between the shelves. Once I realised what he had just said, I walked up to him and told him that he can't insult people like that. The man who was shopping with his wife said, 'I can because that's how I think' and then told me to back to my country."*

*"I was going to Posti to send Christmas gifts. However, the post office was closed already that time, so I stood there for a while to wait for the bus. A young couple walked past me and the man called me 'fucking Chinese.'"*

## Being alone increases the threat

Several responses indicated that the person who experienced a hate act was by themselves in the evening at the time of the incident. However, threatening situations also occurred during the day and almost always in public places.

*"It was evening, and I was attacked by teenagers when I was cycling alone. They were saying racist slurs against Asians and holding onto my bike while riding electric scooters."*

The scene of the incident was usually one at which the targeted individual would normally spend time at. Park, retail space, city centre, bus stop, train station, and hospital are examples of environments mentioned by the respondents where they noticed or experienced inappropriate behaviour.

*"A white middle-aged male started shouting at me while walking on the street just out of nowhere. I'm female and visibly foreign. He didn't like me being in his country. His tone was very violent and threatening. There was no one else around."*

*"I was passing by when I witnessed the attack at a train station. Suddenly someone walking towards my direction picked up speed and tried to hit a dark-skinned man who was walking in front of me in the head with full force. The attacker was a young adult, fair-skinned. The two clearly did not know each other and there was no reason for the attack."*

## Target and perpetrator

In most responses, the target and perpetrator of the hate incident did not know each other, and the encounter was completely random.

*“I parked my van next to another man’s van and he didn’t like it because there was also space to park somewhere else. I told him that I could park my van anywhere and I can’t help it if he has a problem with it. At that moment he called me a derogatory Finnish name used to describe foreigners. My Finnish wife got very upset about it and confronted him. He responded that people like me should be killed with a knife. I was in shock and confused and everything happened so fast.”*

## Notifying the authorities

Based on the material gathered for this report, almost all respondents felt that reporting to the police did not help investigate acts of hatred. Some were afraid to report whereas others had not yet decided if it was worthwhile to report the experience to the authorities. There was also a case in which the authorities had recommended the respondent not to report a hate crime that had occurred, as it could lead to the victim’s later shaming.

*“I have reported [a hate crime] in my youth but I was told that if I bring it up it could make me a bigger target.”*

A small proportion of respondents wished that their case information would be passed on to Rikosuhripäivystys (Finnish Crime Victim Support Service).

According to the Organization for Security and Co-operation in Europe (OSCE), 900 hate crimes were reported to the police in Finland in 2019. This led to only 22 charges and 17 convictions. The number of reported hate crimes generally decreased in the 2010s but increased compared to 2018.

*“I do not believe in the ability of the authorities to fight this.”*

*“There was no one around and I was too scared to report it.”*

*“I was scared to report what had happened.”*

According to an extensive survey published by the European Union Agency for Fundamental Rights (FRA) in 2017, people belonging to ethnic minorities in Finland have more trust in the authorities than in other EU countries. Although most cases of discrimination, harassment and violence were not reported, those living in Finland reported the most experiences compared to other EU countries. Nearly one in three respondents reported their most recent case of discrimination. The background of all those surveyed in Finland was in sub-Saharan Africa.

What comes to hate crimes it is always worth filling an offence report with the police and contacting Rikosuhripäivystys (Finnish Crime Victim Support Service) if necessary.

# Other acts of hate

The cases mentioned below overlap in part with the other topics in this publication but are best suited to their own chapter.

## Graffiti

Racist graffiti or stickers and inscriptions in public and private spaces appeared in some of the responses. This consisted mainly of swastikas.

*“The atmosphere in our once calm and friendly building seems to have changed, young Finnish people spit when they see someone who looks different, are rude and unkind for no reason. This happens to me much more often when it didn’t happen at all a few years ago. Now I was surprised to see this swastika sign in the elevator.”*

## Spitting

Spitting was common among the respondents. What the cases had in common was that it was not an isolated case but a recurring phenomenon. Individuals also felt threatened in situations where they were not directly spat on but, on the ground next to them, for example.

*“I have noticed that a lot of times people stare at me and spit on the ground, sometimes in front of the supermarket, or just on the street, so it is something like emotional abuse. This afternoon I went to the supermarket shopping and as I took my bicycle when I was leaving, a male around 30 or 40 years looked at me with an angry face and spat on the ground.”*

## Discrimination and racism from a witness perspective

Most respondents did not report hostility or discrimination directed at themselves, but about situations they witnessed. Witnessing discrimination had caused anxiety, astonishment, and compassion for the person who had experienced the discrimination. This reflects the wider impact that acts of hate have not only on the witness and the targeted individual or group but also the whole community.

A respondent described how they had participated in a peer support group after which during a discussion the group leader began to insult and ridicule an employee who had suffered an accident at work due to human error. The group leader used a derogatory term directed at people with Arabic background and belittled the employee’s intelligence. They had also imitated the stereotypical way of speaking and behaving they associated with the employee’s ethnic group. Afterwards, the discussion continued to other topics as if nothing had happened. The target of the hate speech was not present, according to the respondent.

*“I was deeply troubled by the discussion, and I don’t really want to attend the peer support group anymore because of that. Racism pretty much shattered the sense of a safe space and the accepting atmosphere, even though I wasn’t the target of the hate speech. The way our group leader talked about the worker with an immigrant background was derogatory and inappropriate. [sic] The group leader also placed the worker’s background on the spike in a way that was clearly different from what it would have been like if they were a white person with Finnish background.”*

# Hate speech in discussion forums

Approximately 12 million comments and webcasts in Finnish were collected between September – October 2020 for the report *Utilisation of artificial intelligence in monitoring hate speech* (Laura Kettunen, Mari-Sanna Paukkeri) published by The Ministry of Justice in April 2021. During the period under review, 298,032 different hate speech messages as defined in the report were recognized. A combination of human work and machine learning was used to compile the results.

The report noted that a small percentage of users appear to produce most messages containing hate speech. It is also worth noting that hate speech covers only a small fraction of all communication on social media platforms.

On the other hand, even if the hate speech on discussion boards is downplayed as insignificant or considered humour, it is still a socially worrying and growing phenomenon. Hate speech is an instrument of power designed to incite suspicion, threat, and contempt. Othering groups of people gnaws at societal trust and may even create tensions between different groups. Hate speech is not reciprocal or truthful.

Responses to this publication highlighted two forums, Ylilauta and TechBBS.

## Ylilauta

Ylilauta is a popular photo forum founded in February 2011. The discussion board is based on anonymity, which means anyone can start or participate in discussions (“threads”) without a unique or registered username on the page. Apart from clearly illegal content, discussions are practically not moderated at all. The site justifies the practice with free speech.

According to the *Utilisation of artificial intelligence in monitoring hate speech* report, 96 per cent of all messages identified as hate speech on the platforms included were posted on Ylilauta. This makes Ylilauta the most significant platform for publishing hate speech in Finland.

In most of the responses sent through the form, which mentioned ylilauta.org, hate speech was most described as the usage of the n-word or in terms that insulted sexual and gender minorities. However, the hate speech on the site is very widespread and online shaming also seems to be a fairly common phenomenon. The anonymity of the conversations, the general culture of conversation and the lack of moderation make it difficult to eradicate hate speech on Ylilauta.

Ylilauta was also clearly highlighted in the responses sent for trolling purposes. These responses were identified as troll messages mainly because of the language they contained.

## TechBBS

Another website highlighted negatively in the responses was the discussion forum TechBBS (bbs.io-tech.fi), which operates in connection with the io-tech.fi website and was launched in 2017. It is one of the largest technology-focused websites in the Nordic countries. Unlike Ylilauta, publishing on TechBBS requires a username. There are currently more than 35,000 registered users, and in 2019, according to its own analytics, the discussion forum and the io-tech.fi website were visited by an average of more than 300,000 unique visitors per month.

Respondents reported insults and threats against themselves or that they had witnessed on the forum. The motive in these cases was the presumed ethnic origin or religion of the target. Hate speech against Muslims and Jewish people was highlighted in the responses, but hostility was also directed at other groups of people.

*“There’s constant daily hate speech on the site. The site is encrypted from unregistered users and requires a 30-day membership to read the subsite. [There are] vulgar expressions about different ethnic groups and fantasies about violence.”*

For example, users believed to belong to ethnic minorities have been viewed with suspicion. In one case, a user of the site threatened Muslims and Jewish people with violence if there were any defects in the computer parts they had purchased from another user.

*“Even with threats of massacre, the moderators are doing nothing about it! [There is] incomprehensible use of language and a completely vulnerable group of people is attacked.”*

In its rules, TechBBS prohibits, among other things, incitement against ethnic groups and derogatory and inappropriate messages. However, the disclosure of hate speech comments did not lead to their removal. Overall, respondents considered the moderation of the forum to be a failure.





# Hate speech in community services

According to Statistics Finland's 2020 Population Use of Information and Communication Technologies survey, 69 per cent of Finns aged 16–89 followed an online community service in the past 3 months.

## Facebook

Facebook is the world's largest online community service with nearly 3 billion users. According to a study by Statistics Finland, Facebook is also the most widely used community service in Finland. In 2020, it was followed by 58 per cent of 16–89-year-olds. Facebook is part of the media conglomerate Meta, Inc., which also owns several other social media services.

Founded in 2004, the site has been repeatedly criticized for allowing hate speech and deliberately or unintentionally misleading information to be spread on its platform. The responses to this shadow report referred groups or pages on Facebook that distribute, among other things, images that clearly insult ethnic minorities, as well as derogatory allegations. Responses also reported fake profiles used to publish hateful content.

Respondents felt that it was not helpful to report pages or individual publications, or they did not know to whom the offensive content could be reported outside Facebook. Some respondents described how the existence of these sites and groups caused fear and concerns for the general safety of visible minorities.

“I'm not sure who to report to except Facebook.”

The actual amount of hate speech spread on Facebook is difficult to estimate because outsiders do not have access to private groups and user profiles.

## Twitter

Launched in 2006, the community and microblogging service Twitter had 186 million annual users worldwide in 2020. In Finland, Twitter was followed by 13 per cent of 16- to 89-year-olds. The service is especially popular with 16–24-year-olds.

In the responses, Twitter appeared less frequently than discussion forums and Facebook as a platform for spreading hate speech. Some of the responses were difficult to verify because the tweet to which the person referred had been removed from the platform.

According to the report *Utilisation of artificial intelligence in monitoring hate speech*, the most common online platform for publishing hate speech after discussion forums was Twitter. Twitter was the publishing platform for 2,5 per cent of messages identified as hate speech. A large number of retweets among the online writings identified as hate speech was significant. This supports the estimate that the number of people producing hate speech may be small, but with the effective redistribution, the phenomenon of hate speech may appear more widespread. However, it should be noted that Facebook's closed groups and non-public accounts are not included in the material.

# Glossary

## Ableism

Ableism is a system in which groups of people are held to be inferior on the basis of disability. Ableism may be manifest in various walks of life as intentional or unwitting interactions between individuals and groups based on prejudice and fear of the unfamiliar, or as discriminatory practices within the structures of society. Ableism perpetuates inequality, harming not only its targets but society as a whole.

## Antisemitism

Antisemitism is a certain view of Jewish people that can manifest as hatred of Jewish people. The verbal and physical manifestations of antisemitism are targeted at Jewish people and/or their property as well as the institutions and religious spaces of the Jewish community.

## Antiziganism/Antigypsyism/Romaphobia

Antiziganism refers to discriminatory and racist attitudes towards Roma, and to conduct based on prejudices and stereotypes concerning Roma people. Antiziganism leads to the exclusion and dehumanisation of Roma, hampering their access to such benefits as employment and housing.

## Equity

Equity refers to the equal value of all people regardless of origin, sex, gender identity, gender expression, age, ethnic or national origin, citizenship, language, religion or personal conviction, opinion, disability, medical condition, sexual orientation, sexual orientation or other personal characteristics.

## Discrimination

Treating a person less favourably than others or affording them a disadvantaged status due to some personal characteristic without an acceptable reason. Discrimination takes various forms:

*Direct discrimination:* Treating someone less favourably than someone else for no acceptable reason. For example, a trader denying a dark-skinned person admission to business premises.

*Indirect discrimination:* A seemingly equitable rule, rationale or practice that disadvantage someone for no acceptable reason. For example, requiring advanced language competence when hiring, even where this is not necessary for performing the work.

*Harassment:* See definition (**Harassment**)

*Refusal of reasonable accommodation:* Public authorities, providers of education and training, employers, and suppliers of goods and services must make reasonable accommodation for disabled persons. Accommodation ensures the equitable status of the disabled in individual circumstances. Refusing reasonable accommodation constitutes discrimination.

*An instruction or order to discriminate:* It is illegal to instruct or order someone to discriminate. For example, a supervisor who instructs shopworkers not to serve prospective customers of foreign origin is guilty of discrimination. This is also discrimination even if the employee has not yet complied with the instruction. Complying with an order or instruction to discriminate is also discrimination.



## Harassment

Harassment is discrimination contrary to the Finnish Non-Discrimination Act. This law defines harassment as conduct that intentionally or effectively violates the dignity of a person. Such conduct creates a humiliating, threatening, hostile or offensive atmosphere associated with a prohibited reason for discrimination.

Section 7 of the Finnish Act on Equality between Women and Men prohibits harassment based on sexual and gender identity or gender expression.

## Hate crime

At present, there is no criminal code in Finnish law. However, the motive for hatred may serve as a ground for aggravating the sentence under the Finnish Penal Code. Such factors include ethnic or national origin, skin colour, gender identity, sexual orientation, disability, and religion or belief. Most hate crimes reported by the police are racist by motivation.

According to Rikosuhripäivystys (Finnish Crime Victim Support Service), hate crime is most often assault, defamation or damage to property. Incitement against a group of people may also be a criminal offence. Hate crime can have serious consequences for the victim, those close to them and, in some cases, the community. The victim may experience mental or physical symptoms, fear of becoming a victim of a new crime, or become isolated.

It is always advisable to report a hate crime to the Police and, if needed, contacting Rikosuhripäivystys (Finnish Crime Victim Support Service).

## Hate incident

In the context of this report, a hate incident refers to a hostile situation that does not necessarily meet the characteristics of a crime, but whose perpetrator has a detectable motive for hatred. The words hate incident can also be used as a synonym for a case of hatred. A case of hatred can have similar effects to an actual hate crime.

## Ethnic group

A group of people whose members share some common factor, such as cultural heritage, religion, language, origin, or appearance.

## Ethnic profiling

Ethnic profiling usually refers to measures taken by security authorities that target individuals based on characteristics deriving from their origins, such as skin colour, language, or a mode of dress that indicates a particular religion or culture.

## Islamophobia

Islamophobia is a specific form of racism that motivates acts of violence, discrimination and racist hate speech targeting Muslims, or individuals, groups or communities who are assumed to be Muslim. The triggers for islamophobia include negative stereotypes and special traits associated with Muslims as a group, and with the religion of Islam. Islamophobia leads to the exclusion and dehumanising of Muslims.

## Microaggression

A microaggression is often an unintentional remark or act that reinforces and perpetuates racist or otherwise discriminatory stereotypes. Microaggressions exclude people and make them feel like outsiders.

## Minority stress

Minority stress is a psychological phenomenon that describes a chronic state of stress resulting from minority status, due to perceived, cumulative experiences of discrimination, the anxiety and fear that these experiences cause, feelings of difference, and experiences of otherness. Minority stress can negatively impact physical and mental health and well-being, and change a person's social behaviour.

## Multiple discrimination

Multiple discrimination refers to discrimination on two or more grounds. Belonging to visible minorities, in particular exposes individuals to multiple discrimination. We may identify three forms of multiple discrimination:

Ordinary multiple discrimination is a situation where a person experiences discrimination on more than one occasion for different reasons. For example, a disabled person of immigrant origin may suffer discrimination in job seeking due to their disability and be discriminated against in the housing market due to their ethnicity.

Cumulative multiple discrimination is a situation where a person experiences discrimination for multiple reasons on the same occasion. For example, a job applicant may be discriminated against based on their ethnic origin and sexual orientation.

Intersectional multiple discrimination is a situation where different grounds converge and intersect, forming a particular reason for discrimination. For example, a Swedish-speaking disabled person may face discrimination in health services that would not be experienced by a Swedish-speaking non-disabled person or a non-Swedish-speaking disabled person.

## Polarization

Polarization refers to confrontations between groups as well as tensions at the level of attitudes, speech, and actions. It is a pattern of thought that involves us and them confrontation. In society, polarization becomes a problem when it gains too much power and serves as a good platform for various conflicts. The phenomenon needs instigators and fuel, such as hate speech, to intensify.

Depolarization means dismantling confrontations and promoting effective people-to-people contacts through dialogue and mediation.

## Prejudice

Prejudice refers to an impression that has formed before getting to know a person, condition or phenomenon. Prejudices may arise from stereotypes, ignorance, or in other ways. They can also be implicit and unconscious. Prejudices are often directed at entire groups of people, for example, according to minority status or religion.

## Racism

Racism is a way of thinking in which groups of people are held to be inferior on the basis of such characteristics as ethnic origin, skin colour, citizenship, culture, native language or religion. Racism may be manifest in various walks of life as intentional or unwitting interactions between individuals and groups based on prejudice and fear of the unfamiliar, or as discriminatory practices within the structures of society. Racism perpetuates inequality, harming not only its targets but society as a whole.

## Structural racism

Structural racism is discrimination that arises covertly in the functioning of society, such as in laws, services, and institutions. Structural racism is often unconscious and may be manifest in seemingly neutral practices that actually exclude people who are perceived as different from the mainstream population, or as non-white.

Exclusion leads to cultural, economic, and social marginalisation. Racism is accordingly not always something that arises consciously or between individuals but is also present in the structures of society. While structural discrimination may be difficult to point out or recognise in individual cases, it becomes evident in a broader context, and in studies, surveys, and statistical reviews.

### For example:

- Structural discrimination at work may be manifest in remuneration or other employment-related benefits, such as access to further training.
- Structural discrimination in education may arise when young people of presumed immigrant origin are directed towards certain fields at school, regardless of their own interests.
- An unusual name may also affect access to opportunities in the housing market.

## Racialisation

Racialisation is a process whereby society attaches assumptions, stereotypes and prejudices to people concerning their abilities, customs and morals on account of such characteristics as skin colour or presumed ethnic origin. Racialisation leads to racist and discriminatory practices, with people either consciously or unwittingly treated in an inequitable way based on stereotypical characterisations.

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Publisher of the Shadow report  
Anti-Racist Forum ry  
2021  
Illustration: Ilmari Hakala  
Layout: Sanna Pyykkö



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against  
hate**