



6.4.7 Technology & Telecom

The explosion of information and communication technology has created unprecedented opportunities for children to communicate, learn, share and access information. But wider and more easily available access to the Internet and associated technologies also pose significant risks to children's rights – both offline and online. Industry has a key role to play in ensuring the provision of safer and more secure products and services, while at the same time driving innovative solutions that expand positive opportunities for children.

The Technology & Telecom sector covers companies that are primarily engaged with new technology, enabling technological solutions such as distance communications and computer networking. Industries included in the sector are Electronics, Software, IT Services & Platforms and Telecommunications.

Technology & Telecom has a big divide in terms of the results where Telecommunications are at the top of the group, and companies in Technology are some of the lowest scoring of the entire benchmark. As an aggregate this sector still has the highest result for product safety policies. However, despite being the highest scoring sector, only 10% of the companies have a product safety policy that includes children, and only 10% of the companies report on including children's rights in the marketplace, as part of their materiality analysis.

A third of the companies in the study report that they collaborate with peers and/or through private-public partnerships on children's rights issues. There is an opportunity for companies to increase collaboration and increasingly address important children's rights issues, such as online safety through industry initiatives.

76% of the companies in this sector have a general commitment to reducing their environmental impacts, but only 24% have set specific reduction targets. While it seems as though those who have set specific reduction targets report on them to a great extent, those that have only a general commitment report to a lesser extent. Setting specific reduction goals and reporting transparently on results is a way to focus efforts towards lowering emissions.

A large share of companies in this sector don't have a child labour policy. Compared to the other sectors in this study, Technology & Telecom has the second lowest share of companies with a child labour policy (38%).

Industry has a key role to play in ensuring the provision of safer and more secure products and services

Examples of the main impacts on children's rights:

| Impact | Where | Example |
|-------------------------------------|--------------------------|--|
| Child labour | Supply chain | Child labour in informal sector around supplier and/or beyond tier 1. |
| | Products | For some mobile network operators, there might also be a risk of child labour in sales of sim-cards etc. |
| Online safety and digital inclusion | Products | The internet and other technologies pose risks to children's rights in terms of online safety, but equally important is what the sector can contribute with in terms of creating access, i.e. promoting digital inclusion. |
| Access to parents | Employees | Opportunity to provide and promote flexible work, parental leave etc. |
| Children's safety and wellbeing | Employees / Supply chain | Offer childcare to ensure that children are being looked after when their parents are at work. |

Sector statistics

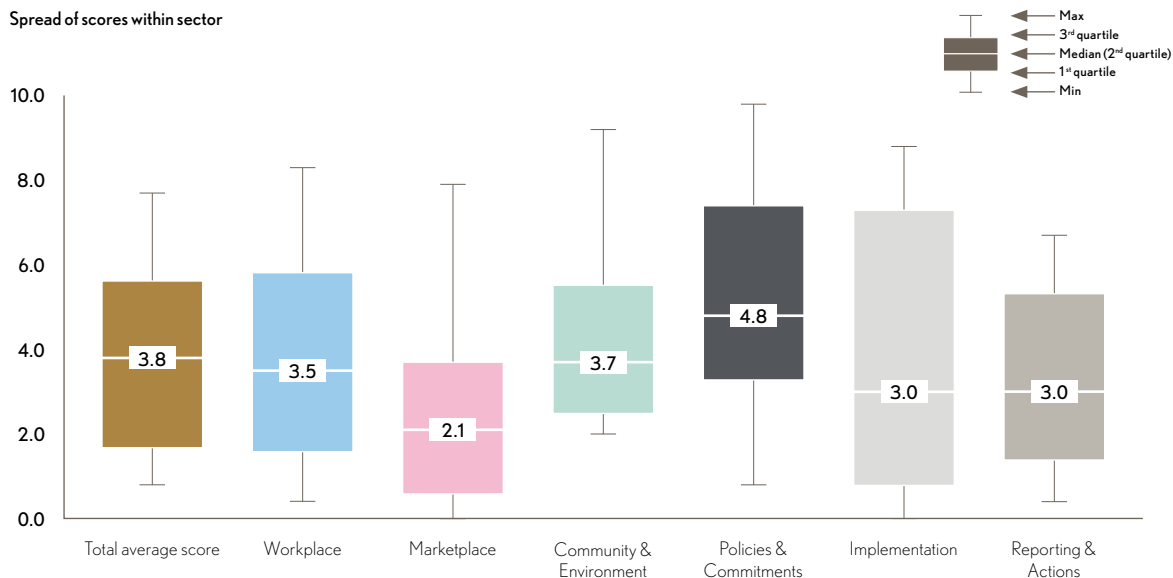
| | |
|-----------------------------------|----------------|
| Companies in study | 21 |
| Electronics | 7 |
| Software, IT Services & Platforms | 2 |
| Telecommunications | 12 |
| Average sector revenue | \$2.19B |



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Sector results

Spread of scores within sector



Top 3 companies with highest score 2020

| Company name | Industry | Overall score (max score 10) | Performance group |
|-----------------------------------|--------------------|---------------------------------|-------------------|
| Singapore Telecommunications Ltd. | Telecommunications | 7.7 | Leader |
| True Corporation PCL Ltd. | Telecommunications | 7.6 | Leader |
| Starhub Ltd. | Telecommunications | 6.9 | Achiever |

Top-mover since 2016²³

| Company name | Industry | Score 2016 (max score 9) | Score 2020 (max score 10) | Change |
|---------------------------|--------------------|-----------------------------|------------------------------|--------|
| True Corporation PCL Ltd. | Telecommunications | 1 | 7 | +6 |

²³ For the 2016-2020 comparison, we have applied a previous methodology, meaning that these scores are not directly comparable to the 2020 benchmark scores. For more information about conversion and scoring, please see the [Comparing 2016 to 2020 Results Section](#).