Sector scorecard

Technology & Telecommunications

THE STATE OF CHILDREN'S RIGHTS AND BUSINESS 2021
PART OF THE GLOBAL CHILD FORUM CORPORATE SECTOR AND CHILDREN'S RIGHTS BENCHMARK
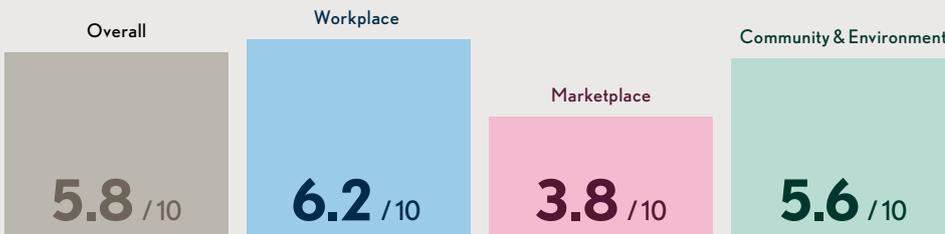
GLOBAL CHILD FORUM

In collaboration with:

BCG

About the scorecard

The set of indicators that companies in this score-card have been benchmarked against are in accordance with the Children's Rights and Business Principles[1], where the indicators are divided into three different impact areas called Workplace, Marketplace, and Community & Environment. These impact areas provide an overview of what companies are doing in each of these spheres of influence and it gives companies an opportunity to identify areas for improvement in relation

to their operations. The corporate response of companies is important when assessing the degree of influence as well as areas of improvement for each impact area. Therefore, the impact areas are structured by three subcategories, namely, Policies & Commitments; Implementation; and Reporting & Actions, where these sub-categories are viewed as corporate responses to children's rights related issues. The boxes below present a short overview of what the different impact areas measure[2].

Workplace (WP)
Operations & Supply Chain

E.g. decent work for young workers, parents and caregivers, and prevention of child labour.

Marketplace (MP)
Marketing, Products & Services

E.g. marketing and advertising, protection from online abuse and exploitation, and product safety.

Community & Environment (C&E)
Impact on Surroundings

E.g. access to health, education and social services, as well as use of natural resources, damage to the environment as a result of land acquisition, and the impact of conflict and emergencies.

Sector average score

Overall	Workplace	Marketplace	Community & Environment
5.8 / 10	**6.2** / 10	**3.8** / 10	**5.6** / 10

Sector description

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, IT Services & Platforms and Telecommunications*.

No. of companies in study	120
Electronics	57
Telecommunications	22
IT Software & Services	41
Combined Sector Revenue	**4863.6 B USD**

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[1] **A comprehensive framework** for understanding and addressing the impact of business on the rights and well-being of children developed by UN Global Compact, UNICEF and Save the Children.

[2] To learn more about Global Child Forum's methodology, access it here.

1.1 Technology & Telecommunications

The availability of information and communication technology has paved the way for almost limitless possibilities for children to interact, learn and access information. However, these possibilities also present significant risks to children's rights and wellbeing. The Technology & Telecom sector has a far-reaching responsibility to create safe environments online while concurrently driving innovation which will benefit children and societies globally.

The Technology & Telecom sector is dependent on suppliers who have recognized risks of child labour (e.g. minerals and metals), so it follows that supply chain assessments and policies on decent working conditions of suppliers' employees constitute two crucial **workplace** issues. Furthermore, family-friendly policies serve to enhance the work-life balance for parents, which ultimately serves to make them more accessible to their children.

Children spend an increasing amount of time online, and it is evident that the Technology & Telecom sector plays a key role in ensuring a safe environment for their users. Safety in this context mainly refers to protecting children in the **marketplace** from inappropriate content online by implementing and reporting on product safety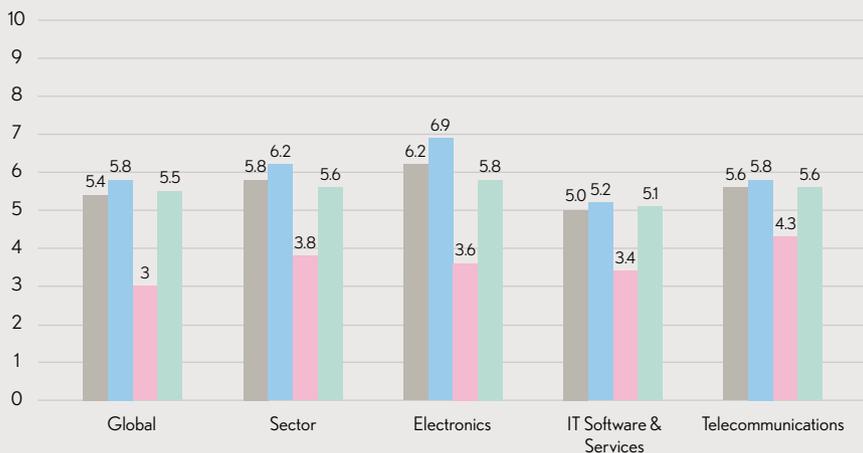 and responsible marketing policies. These policies should address issues such as online bullying, hate speech, personal integrity, and sexual exploitation.

The key risks identified with the Technology & Telecom sector's impact on local **communities & the environment** concern their carbon footprint, suppliers' environmental and societal impact, and reduction of material waste in production (e.g. minerals and metals). These issues can be addressed through policies as well as monitoring and reporting on compliance with these policies.

1.2 Material topics

Impact	Where	What
Child labour	Supply chain	Work collaboratively with others against child labour in informal sector around supplier and/or beyond tier 1 (e.g. minerals)
Access to parents/child labour	Procurement/Supply chain	Ensure that purchasing practices (lead times and pay) are contributing to decent working conditions with suppliers
Access to parents	Employees	Provide and promote flexible work, parental leave etc
Online safety and digital inclusion	Products	Promote and protect children's rights in technology development and online, including "Security by design"
Future wellbeing of children	Operations/Supply chain	Reduce scope 1, 2, and 3 emissions, switch to renewable energy and recycle raw materials
Future wellbeing of children	Operations	Reduce use of plastics in manufacture of devices and equipment and promote recycling of raw materials

Legend: Overall, Workplace, Marketplace, Community & Environment

1.3 Industry vs Sector & Global

	Overall	Workplace	Marketplace	Community & Environment
Global	5.4	5.8	3	5.5
Sector	5.8	6.2	3.8	5.6
Electronics	6.2	6.9	3.6	5.8
IT Software & Services	5.0	5.2	3.4	5.1
Telecommunications	5.6	5.8	4.3	5.6

1.4 Top three performing companies

Company name	Industry	Average score	Workpace	Marketplace	Community & Environment	Country of HQ
Vodafone	Telecommunications	9.3	10.0	7.9	8.4	United Kingdom
Telenor	Telecommunications	9.2	10.0	6.7	8.3	Norway
Deutsche Telekom	Telecommunications	9.1	10.0	6.5	8.3	Germany

1.5 Top three performing indicators

Indicator	Indicator number	Percentage of companies scoring 10 / 10	Corporate response
Community programmes supporting children's health, development and education in local communities	3.3.3	91%	Reporting & Actions
Child labour policy	1.1.1	82%	Policies & commitments
Workplace programmes supporting parents, caregivers, and family-friendly initiatives	1.3.3	78%	Reporting & Actions

1.6 Three challenging indicators

Indicator	Indicator number	Percentage of companies scoring 10 / 10	Corporate response
Disclose actual cases of, or significant risk of child labour	1.3.1	26%	Reporting & Actions
Responsible marketing policy or labelling considering children	2.1.1	6%	Policies & commitments
Reporting on non-compliance with product safety commitments	2.3.2	0%	Reporting & Actions

About our Sector Scorecards:

This scorecard is based on data collected by Global Child Forum in partnership with Boston Consulting Group. The results are based on publicly available data. However, we don't evaluate actual compliance with policies or outcomes of policies and/or programmes.

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GLOBAL CHILD FORUM

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