Sector scorecard
Technology & Telecommunications

GLOBAL CHILD FORUM

In collaboration with:
BCG

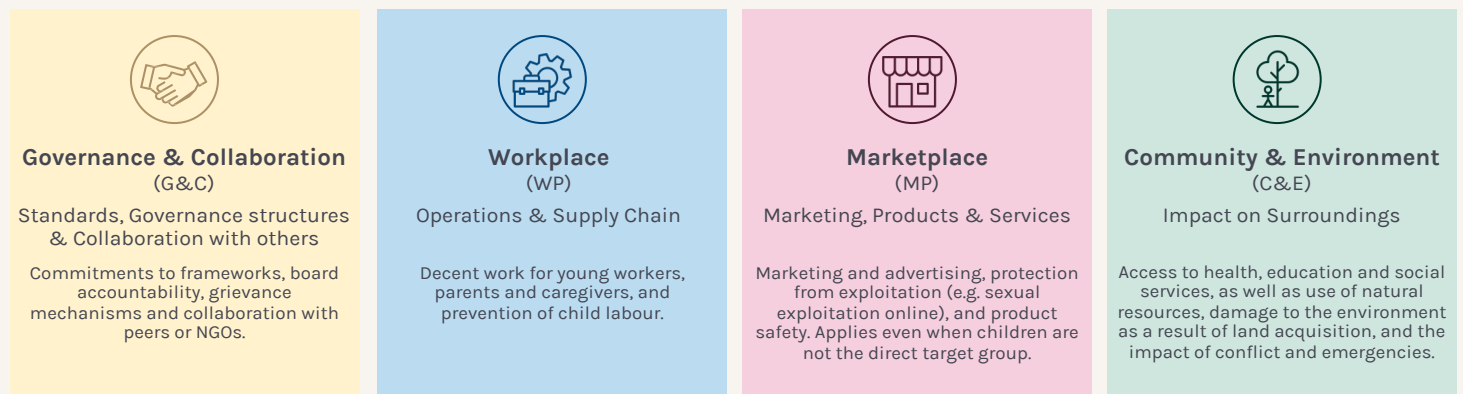### The State of Children's Rights and Business 2023
Part of the Global Child Forum Corporate Sector and Children's Rights Benchmark

About the scorecard

The set of indicators that companies in this scorecard have been benchmarked against align with the **Children's Rights and Business Principles**[1], and are organized into four impact areas: Governance & Collaboration, Workplace, Marketplace, and Community & Environment.
These impact areas provide an overview of what companies are doing in each of these spheres of influence, allowing them to identify areas of 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. 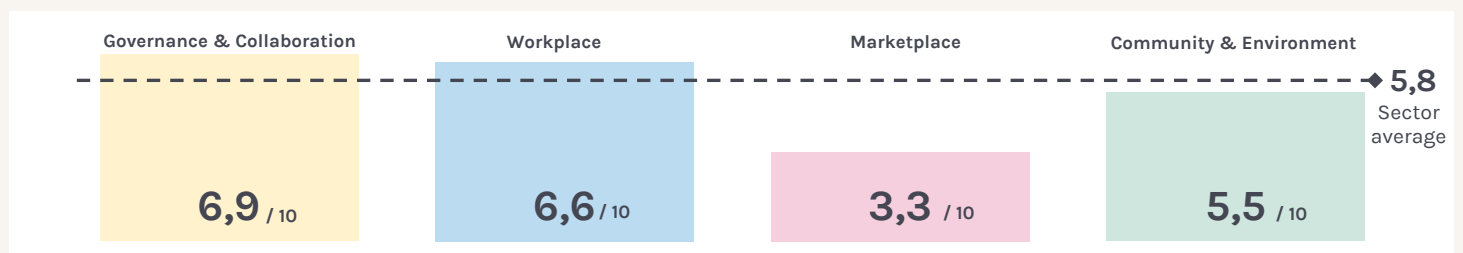Therefore, the impact areas are structured by three subcategories, namely, Policies & Commitments; Implementation; and Reporting & Actions, where these sub-categories are viewed as corporate responses to children's rights related issues. The boxes below present a short overview of what the different impact areas measure[2].

Governance & Collaboration
(G&C)

Standards, Governance structures & Collaboration with others

Commitments to frameworks, board accountability, grievance mechanisms and collaboration with peers or NGOs.

Workplace
(WP)

Operations & Supply Chain

Decent work for young workers, parents and caregivers, and prevention of child labour.

Marketplace
(MP)

Marketing, Products & Services

Marketing and advertising, protection from exploitation (e.g. sexual exploitation online), and product safety. Applies even when children are not the direct target group.

Community & Environment
(C&E)

Impact on Surroundings

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.
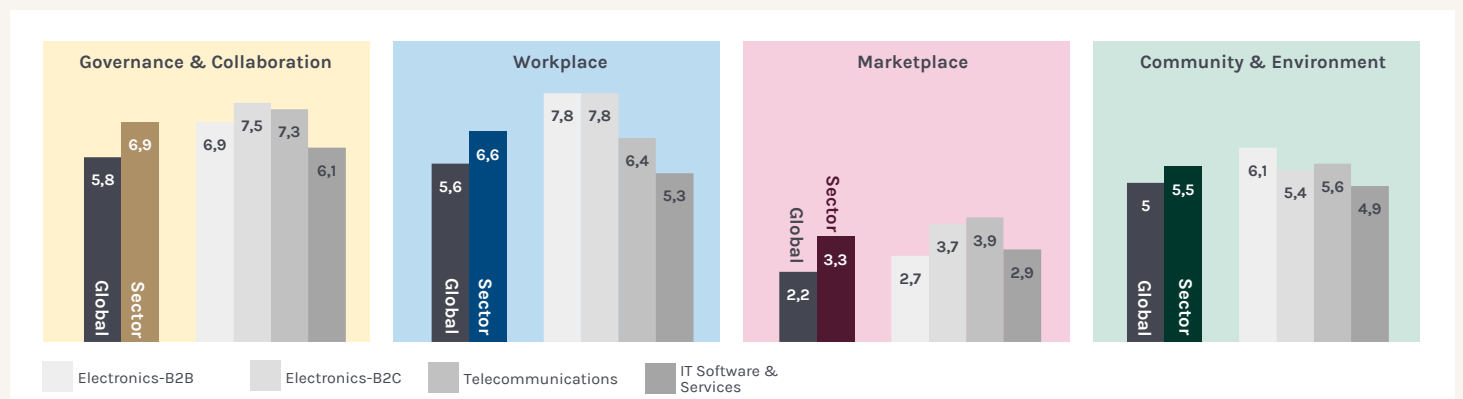
[1] A comprehensive framework for understanding and addressing the impact of business on the rights and well-being of children developed by UN Global Compact, UNICEF and Save the Children.
[2] To learn more about Global Child Forum's methodology, access it here.

1.1 Sector Average Score

Governance & Collaboration	Workplace	Marketplace	Community & Environment
6,9 / 10	6,6 / 10	3,3 / 10	5,5 / 10

◆ 5,8 Sector average

1.2 Industry vs Sector and Global[1]

Governance & Collaboration: Global 5,8; Sector 6,9; Electronics-B2B 6,9; Electronics-B2C 7,5; Telecommunications 7,3; IT Software & Services 6,1

Workplace: Global 5,6; Sector 6,6; Electronics-B2B 7,8; Electronics-B2C 7,8; Telecommunications 6,4; IT Software & Services 5,3

Marketplace: Global 2,2; Sector 3,3; Electronics-B2B 2,7; Electronics-B2C 3,7; Telecommunications 3,9; IT Software & Services 2,9

Community & Environment: Global 5; Sector 5,5; Electronics-B2B 6,1; Electronics-B2C 5,4; Telecommunications 5,6; IT Software & Services 4,9

Legend: Electronics-B2B | Electronics-B2C | Telecommunications | IT Software & Services

[1] More information on the Industries can be found on the second page of this Sector Scorecard.

Sector description

The Technology & Telecommunications sector covers companies that are primarily engaged with technology-enabling solutions such as distance communications and computer networking. Industries included in the sector are *Electronics-B2B, Electronics-B2C, Telecommunications, and IT Software & Services.*

No. of companies in sector	107
Electronics-B2B	22
Electronics-B2C	20
Telecommunications	37
IT Software & Services	28
Combined Sector Revenue	**5576.8 B USD**

About our weightings

Our methodology consists of four impact areas (Governance & Collaboration, Workplace, Marketplace, and Community & Environment). The Governance & Collaboration impact area covers topics we consider to be equally important, independent of sector. Hence, the **same weight is applied for this impact area across the board** when calculating the final score. However, this is not the case for the other three impact areas as **each sector face different risks and possibilities when considering their material reality caused by their operations**. For more information, see our [Methodology](#).

1.3 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 well-being. 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.

In the **workplace**, 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, lack of access to technologies 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.

1.4 Material Topics [3]

Impact	Where	What
Child labour	Supply chain	Work collaboratively with others against child labour in informal sector around supplier and/or beyond tier 1 (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.
Children's health and safety	Products	Promote and protect children's rights in technology development and online, including "Security by design".
Children's health and safety	Marketing	Create content that prioritize child safety, privacy, and well-being, while raising awareness about responsible digital practices among children and parents.
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:
- Workplace
- Marketplace
- Community & Environment

[3] Governance and Collaboration is not present here as it contains only generic topics

1.5 Performance distribution

17% Leader
54% Achiever
25% Improver
4% Beginner

Technology and Telecommunications
No. of companies: 107

Leader
The company has developed and implemented several policies and practices that address the organization's impact on children's rights across several important areas. The company has taken concrete steps to move beyond policies and has embedded children's rights into company practice. following up through monitoring, transparent reporting and programmes to create action for children's rights.

Achiever
The company has developed and implemented several policies and practices that address the organization's impact on children's rights. The company realizes that, while policies are important, in order to create change those policies need to be embedded into company practice, and followed up on through

monitoring, transparent reporting and programmes to create action for children's rights.

Improver
The company has developed and implemented some policies and practices that address the organization's impact on children's rights or human rights in general. The company realizes that having policies in place and/or contributing to children's rights through different initiatives is an important first step to demonstrate commitment.

Beginner
The company has developed a few policies and practices that address the organization's impact on children's rights or human rights in general.

1.6 Top 10 performing companies

Company name	Score	Collaboration & Governance	Workplace	Marketplace	Community & Environment	Country of HQ
Verizon	9,1	10,0	7,5	9,0	10,0	United States of America
Vodafone	8,9	10,0	10,0	9,0	6,1	United Kingdom
Cisco	8,5	9,4	10,0	4,8	6,1	United States of America
Zain	8,4	10,0	8,8	7,4	7,1	Kuwait
Samsung	8,3	10,0	10,0	5,4	7,4	Republic of Korea
Fujitsu	8,3	8,1	10,0	3,8	6,8	Japan
BT	8,3	10,0	8,1	6,8	8,1	United Kingdom
Singtel	8,2	10,0	8,8	6,1	7,8	Singapore
Swisscom	8,2	10,00	8,75	7,00	6,75	Switzerland
Telenor	8,1	10,0	10,0	6,0	6,1	Norway

1.7 Top three performing indicators

Indicator	Indicator number	Percentage of companies scoring 10/10	Corporate response
Is the company collaborating/making donations to NGOs with a focus on children's rights?	1.3.1	71%	Reporting & Actions
Does the company prohibit child labour?	2.1.1	93%	Policies & Commitments
Is the company actively working to reduce their environmental/community impact on children?	4.3.3	80%	Reporting & Actions

1.8 Three challenging indicators

Indicator	Indicator number	Percentage of companies scoring 10/10	Corporate response
Does the company report on positive impact on children or incidents of non-compliance with their product responsibility commitments?	3.3.2	3%	Reporting & Actions
Is the company committed to reducing their negative community impacts?	4.1.2	14%	Policies & Commitments
Does the company conduct audits with regard to their suppliers' environmental or community impacts on children?	4.2.2	2%	Implementation

Governance & Collaboration
Workplace
Marketplace
Community & Environment

For more information on our indicators, see our **Methodology.**

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.

To quote this report, please use the following reference: Global Child Forum, 2023, "Sector Scorecard Technology & Telecommunications", Stockholm.

GLOBAL CHILD FORUM

Founded in 2009 by the Swedish Royal Family, Global Child Forum is a leading forum for children's rights and business dedicated to innovative thinking, knowledge-sharing and networking. We believe in the power and responsibility of business, working in partnership with all parts of society, to create a prosperous, sustainable and just society for the world's children. In addition to our forums, Global Child Forum delivers research perspectives, best practices and risk assessment tools designed to unlock opportunities for business to integrate children's rights into their operations and communities.

Global Child Forum
Storkyrkobrinken 2, SE-111 28
Stockholm, Sweden
info@globalchildforum.org
www.globalchildforum.org

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