

Sector scorecard



TECHNOLOGY & TELECOMMUNICATIONS



In collaboration with:



The State of Children's Rights and Business 2024

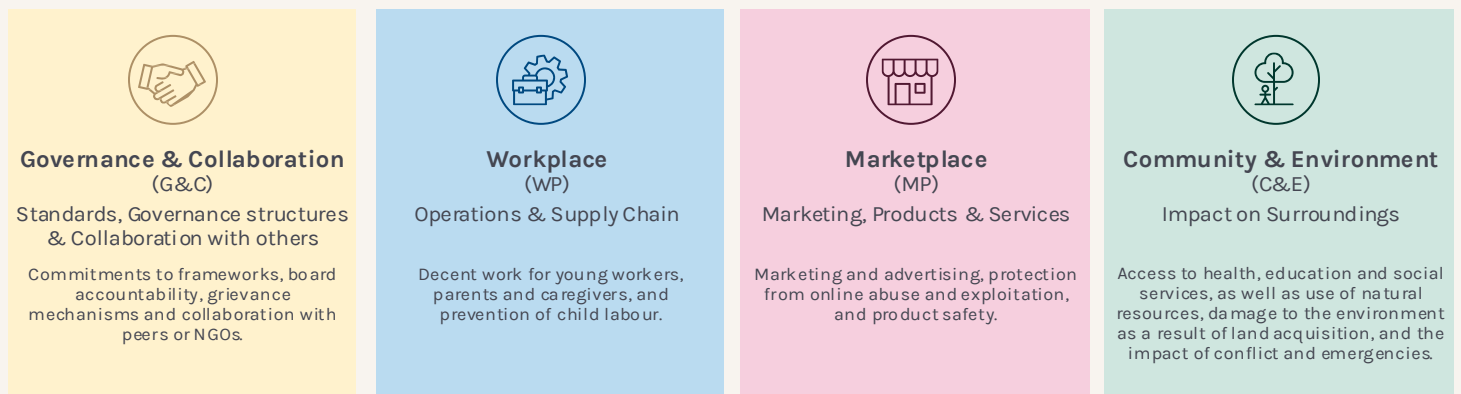
Part of the Global Child Forum Corporate Sector and Children's Rights Benchmark

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, 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

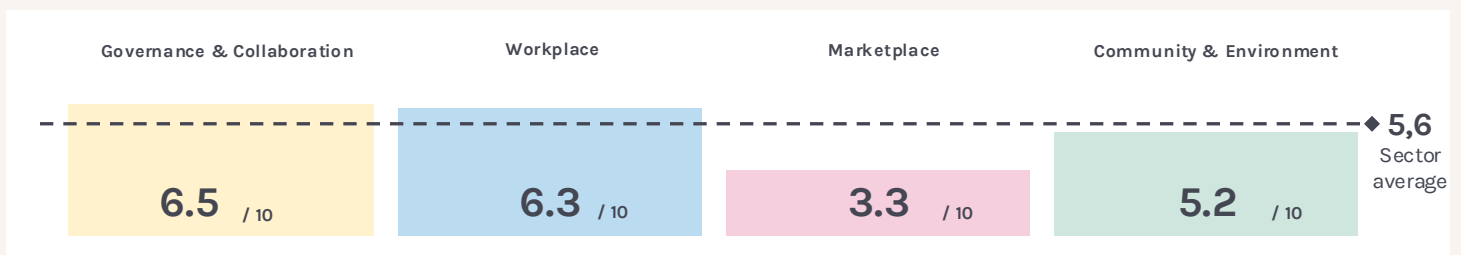
structured by three subcategories, namely, Policies & Commitments; Implementation; and Reporting & Actions, where these sub-categories are viewed as corporate responses to children's rights related issues. The boxes below present a short overview of what the different impact areas measure².



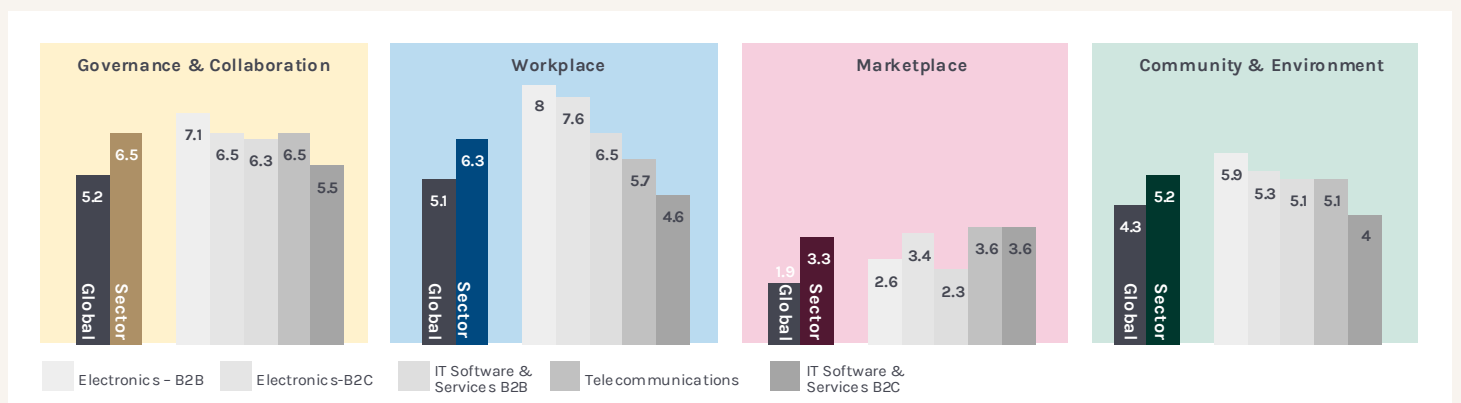
¹ A comprehensive framework for understanding and addressing the impact of business on the rights and well-being of children developed by UN Global Compact, UNICEF and Save the Children.

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

1.1 Sector Average Score



1.2 Industry vs Sector and Global



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*, *IT Software & Services B2B*, and *IT Software & Services B2C*.

No. of companies in sector	174
Electronics-B2B	33
Electronics-B2C	23
IT Software & Services B2B	15
Telecommunications	82
IT Software & Services B2C	21

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.

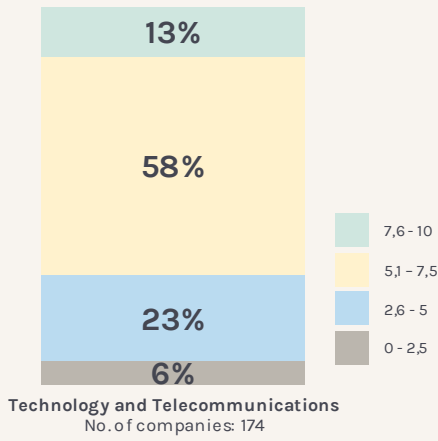
The key risks identified with the Technology & Telecom sector's impact on **local communities & the environment** concern their carbon footprint, suppliers' environmental and societal impact, and reduction of material waste in production (e.g. minerals and metals). These issues can be addressed through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

1.4 Material Topics³

Impact	Where	What	
Child labour	Supply chain	Work collaboratively with others against child labour in informal sector around supplier and/or beyond tier1 (minerals).	Workplace
Access to parents/child labour	Procurement / Supply chain	Ensure that purchasing practices (lead times and pay) are contributing to decent working conditions with suppliers.	Workplace
Children's health and safety	Products	Promote and protect children's rights in technology development and online, including "Security by design".	Marketplace
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.	Marketplace
Future wellbeing of children	Operations/ Supply chain	Reduce scope 1, 2, and 3 emissions, switch to renewable energy and recycle raw materials.	Community & Environment
Future wellbeing of children	Operations	Reduce use of plastics in manufacture of devices and equipment and promote recycling of raw materials.	Community & Environment

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

1.5 Performance distribution



Disclaimer

Global Child Forum's assessments are based on publicly available data and specific criteria established at the time of analysis. These assessments do not necessarily capture all aspects of a company's operations, including ongoing controversies, incidents, or updates that may occur after the data collection period.

Our rankings and insights are intended to reflect the information available at the time of assessment and are meant to drive positive change in business practices concerning children's rights. We encourage companies to publicly disclose their efforts to address and remedy any impacts on children's rights, especially in cases of adverse actions.

While a company may receive a favorable assessment, this does not imply the absence of areas needing improvement, particularly if there are concerns related to children's rights abuses. Global Child Forum uses its platform to call for increased transparency, accountability, and continuous progress toward safeguarding children's rights. We aim to act as a catalyst for change, advocating for responsible business conduct and the promotion of children's rights in all aspects of operations.

1.6 Top 10 performing companies¹

Company name	Score	Collaboration & Governance	Workplace	Marketplace	Community & Environment	Country of HQ
PLDT	9,9	10,0	10,0	10,0	9,4	Philippines
Telenor	9,1	10,0	10,0	6,8	9,4	Norway
Verizon	8,9	10,0	7,5	9,0	9,4	United States
Telia	8,8	10,0	10,0	8,8	6,1	Sweden
Tele2	8,7	10,0	8,8	9,0	6,8	Sweden
Nokia	8,6	10,0	10,0	4,0	6,1	Finland
Telefonica	8,5	10,0	10,0	7,0	6,8	Spain
Globe Telecom	8,5	10,0	8,8	8,4	6,8	Philippines
Zain	8,4	9,4	8,1	7,4	8,8	Kuwait
Ericsson	8,4	9,4	9,4	2,9	6,8	Sweden

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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



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.

Publication date: October 2024

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To quote this report, please use the following reference:

Global Child Forum, 2024, "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.

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