



GeSI
GLOBAL e-SUSTAINABILITY
INITIATIVE

A photograph showing several hands of different skin tones clasped together in a circle, with a small globe of the Earth centered in the middle. The hands are positioned around the globe, symbolizing global unity and shared responsibility.

HUMAN RIGHTS AND THE ICT SECTOR: A THOUGHT LEADERSHIP AGENDA FOR ACTION FOR GESI

Human Rights and the ICT Sector: A Thought Leadership Agenda for Action for GeSI

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Summary

This paper reports on the process and outcomes of the work of GeSI in early 2014 to produce a thought leadership programme and action plan to provide leadership in addressing human rights issues in the ICT sector. With the support of management consultants twentyfifty ltd., its preparation involved interviews with GeSI members and expert stakeholders, gathering stakeholder input at ICT industry events including the Tallinn Freedom-on-line Conference and the Stockholm Internet Forum, on-going discussions with GeSI's human rights working group, and finally, a workshop in Helsinki in June 2014.

This paper sets out the context, approach and key focus areas identified, together with next steps. Next steps include formulating specific projects and partnerships in each key focus, and the establishment of stakeholder advisory bodies to provide on-going stakeholder input to GeSI's work and help to ensure that the action plan and projects remain pertinent and credible.

The key focus areas for the thought leadership program were identified as:

- Identifying the saliency of human rights impacts in the ICT sector
- Applying a human rights lens to emerging technologies and their application
- The future of responsible sourcing in the ICT sector
- Building management capacity to operate responsibly in emerging markets

Other areas where opportunities were identified for GeSI to take action were interacting with the Ranking Digital Rights Initiative (www.rankingdigitalrights.org) and its potential to drive positive change, and the need for good practice guidance for host governments on policies related to data protection.



Foreword by Luis Neves, Chairman of GeSI

The corporate responsibility to respect human rights has received much attention in recent years both within the ICT industry, and by its stakeholders. Following the publication of the UN Guiding Principles on Business and Human Rights in 2011, GeSI made substantial contributions to the preparation of the European Commission's guidance on their implementation within the ICT sector. This was not the first time the GeSI membership had tackled human rights matters; we have been working on human rights topics for over a decade with an established track record for leadership and innovation, particularly within supply chains in relation to labour standards and conflict minerals.

Recently, public discourse has shifted to focus on the consumer end of our activities and the questions of individual privacy versus public security. These discussions have shown how dramatically ICT is reshaping society and how the applications of our technologies can get ahead of protecting human rights. Our members are also operating more often in countries where the legal frameworks and protection of human rights are not as well established. As companies, we seek effective foresight of the human rights challenges that technological developments and social changes present. Other initiatives in the sector have started to tackle the challenges which have unfolded to date, but in GeSI we wanted to take a step back and explore how we can establish leadership across the spectrum of human rights challenges, support our members to identify and implement good practices and further the concepts of due diligence advanced by the UN Guiding Principles.

. In early 2014, we commissioned the consultancy twentyfifty ltd to support GeSI in engaging with human rights stakeholders and develop a human rights program for the years 2014-2016 which will give leadership to the industry. The process has involved dialogues amongst GeSI members, human rights experts and industry stakeholders. The result is the identification of four key focus areas for our human rights program going forward, and a structure for continuing dialogue with our stakeholders in shaping and implementing this program.

I wish to thank everyone who has contributed to this Thought Leadership Agenda, in particular to our expert and stakeholder friends who made the journey to meet with us in Helsinki in June, and will be continuing on this journey with us.



An Industry in the Public Spotlight “A foreword from John Morrison, Executive Director of the Institute of Human Rights and Business”

The full keynote speech given by John Morrison to the GeSI stakeholder meeting, held in Helsinki in June 2014 can be found at <http://www.ihrb.org/publications/speeches/>

Year on year, the impact of the ICT sector on human rights becomes more profound. The ability to communicate freely is a major factor in the realisation of a range of civil, political, economic, social and cultural rights. A growing number of people around the world are able to enjoy these rights thanks in significant part to the investment and innovation of ICT companies. There has been a 70% growth in mobile data traffic over the past year. This shows ever-greater connectivity, expanded communication, and an opportunity for us all.

The relationship between ICT companies and human rights has been overwhelmingly positive over the past twenty years. ICT companies remain instrumental in delivering a wide-range of benefits that contribute to the enjoyment of human rights, particularly in developing countries. There remains much scope to develop communications in many markets, and the challenge lies in getting the next billion people connected and online. There are of course challenges as well.

Much has changed in the ICT space in just the past 12 months, not least driven by the revelations in documents leaked by Edward Snowden to several newspapers concerning mass collection and sharing of phone and internet data by the National Security Agency in the US and Government Communications Headquarters (GCHQ) in the UK. These revelations have heightened consumers’ awareness of the need for care and thought in the way they use technology now available to them. They have also put the ICT industry in the public spotlight. These are not just western pre-occupations, nor are violations of the right to privacy, network shutdowns, or unlawful interception new, but the policy implications will be with us for at least a generation.

A year on from that disclosure, it is important to concentrate on leadership and solutions, which will benefit users and the industry. Companies that are, and aspire to be international leaders, will be expected to live by the highest standards, and push for change.

During the past fifteen years, consensus has grown on how the international human rights framework should apply to business. We saw this through the evolution from the broad

principles of the UN Global Compact to the more precise due diligence framework found in the UN Guiding Principles on Business and Human Rights, which were endorsed unanimously by the UN Human Rights Council in 2011. The Guiding Principles are now also incorporated into the OECD Guidelines for Multinational Enterprises, the European Union CSR Communication, the ISO 26000 social responsibility standard and increasingly within the Global Reporting Initiative amongst other standards.

The European Commission ICT Sector Guide on Implementing the Guiding Principles on Business and Human Rights, in which many GeSI members took an active role, summarises what the UN Guiding Principles expect of companies in the ICT sector within each component of the corporate responsibility to respect, including companies' human rights due diligence, provides a range of ideas and examples for how to put them into practice, and links to a wealth of additional resources to further support companies' efforts. It recognizes that each company is different and requires flexibility in "translating" respect for human rights into their own systems and cultures. My organization, the Institute is developing further guidance to the sector through our Digital Dangers project, identifying best practice responses to some of the key human rights dilemmas in the ICT sector which occur at the interface between business and government.

If the revelations of the past year have taught us anything, it is the value of being prepared. The Guiding Principles do not provide specific answers to the many difficult challenges ICT companies may face. What the Guiding Principles do is provide companies with the tools to put in place ongoing and systematic policies and processes that can help them make difficult decisions and assess results over time – to be proactive in identifying and managing such challenges.

GeSI's members incorporate a broad range of ICT companies that face key operational dilemmas in many parts of the world - whether these are connected to manufacturing in the supply chain and the labour rights of their employees, to challenges regarding freedom of expression and privacy of users. As an organisation GeSI, and its members are well placed to provide leadership in addressing such challenges.



Introduction

The rapid development of the ICT industry over the past four decades has transformed the lives of many – and will continue to do so for the foreseeable future. It has furthered widespread economic development, enabled global trade and helped realize human rights such as the rights to education, health and social security. Yet the benefits of rapid technological development have not come without some costs. The ICT sector has faced numerous human rights challenges including: poor labour practices; the use of ‘conflict minerals’ from the Great Lakes Region; child pornography; and more recent challenges related to on-line privacy; censorship and surveillance.

The industry has sought to develop responses to these challenges as they have emerged (appendix 1 to this paper maps many of these initiatives). While some progress has been made, the UN Guiding Principles on Business and Human Rights (UNGPs) set the expectation that companies will conduct human rights due diligence across their entire operations, and their business relationships – a proactive process.

GeSI, with its broad membership across the industry and mandate, is ideally placed to provide leadership on the overall human rights framework. GeSI approached twentyfifty ltd. for help to develop a programme of ‘thought leadership activities’ to support GeSI members in areas of specific need related to human rights and the implementation of the UNGPs, and help to drive good practices across the industry.

Methodology

The action plan framework presented is the product of an engagement process with GeSI members, and the Human Rights Working Group in particular, and external expert stakeholders (see appendix 2 for details). twentyfifty has:

- Undertaken 1-to-1 interviews with all members of the GeSI Human Rights WG (Alcatel Lucent, Verizon, Telenor, Deutsche Telekom, Vimpelcom, and Ericsson) to gather insight into existing practices, the needs of members and the opportunities for GeSI.
- Distributed a questionnaire to the entire membership of GeSI seeking similar input.
- Engaged with a range of external expert stakeholders including representatives of the global association for the mobile telecoms industry (GSMA), Telecoms Industry Dialogue (ID), Electronics Industry Citizenship Coalition (EICC) and Global Network Initiative (GNI), as well as NGOs, unions and investor organizations.

- Engaged with external stakeholders including governments at the Freedom On-Line conference in Tallinn and the Stockholm Internet Forum.
- Held a workshop with external stakeholders and GeSI members at the GeSI AGM in Helsinki.

Prior to the Helsinki workshop, initial findings were presented and developed with input from members of the GeSI Board and Human Rights WG at a meeting in Brussels in April.



Key Findings

The major themes arising from company and stakeholder interviews and discussions were:

- Companies would value GeSI helping them to move from reacting to human rights challenges brought by civil society, to **being proactive in identifying and managing the human rights impacts of their activities.**
- Matters related to privacy and freedom of expression, and the governance of communication technologies in general are so core to the impacts of the member companies that GeSI should be working on them and **must avoid duplication with existing initiatives.**
- **GeSI has played an important role in advancing supply chain practices in the sector** via initiatives such as E-TASC, the Joint Audit Committee and collaborating with EICC in relation to conflict minerals. Companies and expert stakeholders see **further opportunities for GeSI to demonstrate action leadership through capacity building and breakthrough projects tackling persistent issues in ICT supply chains.**
- **Many GeSI members are operating in emerging markets and developing countries.** The development of communications infrastructures brings many social benefits, but can also facilitate human rights abuses where the legal framework or its enforcement is lacking, where political or social change has brought conflict, or where corruption and social inequalities remain pervasive. **Such countries present significant opportunities but also risks of contributing to, or being linked to human rights abuses.** GeSI members have learnt through experience about these risks and how to mitigate them, and **some best practices could be identified and shared.**
- GeSI members and stakeholders are keen for GeSI to **explore opportunities to enhance the positive impacts of the ICT sector on development, the realization of basic human rights, and the inclusion of vulnerable or disadvantaged groups.**
- There were strong messages about 'no more principles or guidelines' and to avoid duplication with other initiatives.



Opportunities for thought leadership

Based on the above findings, at the stakeholder and member workshop in Helsinki, inputs were sought on the following proposed activities. Additional opportunities were also solicited and their priority in seeking to move forward the ICT industry's application of human rights due diligence. Proposed activities were:

1. Strategic focus: from reactive to proactive

a. Materiality map of human rights issues in the ICT sector

An ever wider range of human rights impacts are being identified and ICT Corporate Responsibility teams with limited resources to hand, cite the need to prioritise, focus, and demonstrate to their colleagues and external stakeholders that they are working on the most material issues. The aim would be to establish a common approach to evaluating 'human rights' materiality or saliency, seeking expert input from stakeholders, and to create a materiality mapping. This could involve building on [the EU Human Rights ICT Sector Guidance](#) to populate a matrix of human rights impacts, and using existing data where available e.g. from company or industry audits as well as company health and safety statistics, to feed into the materiality assessment.

b. Vulnerable groups and grievance mechanisms

Member companies have already developed a number of responses to the adverse impacts which particular vulnerable groups are at risk from e.g. protecting children from child pornography. However, there is no industry overview of

- the groups (e.g. disabled, human rights activists, migrant workers) that are particularly vulnerable to adverse human rights impacts through the use of technology,
- how those impacts can be mitigated or
- whether grievance mechanisms are adequate to meet the particular needs of these groups.

Such a study would provide members with a benchmark and good practices against which they can check their own practices.

c. Foresight expert/ stakeholder panel on the human rights impacts of technology

The development of technologies and their application by the industry (and users) can lead to human rights impacts (both positive and adverse) unforeseen by the industry, sometimes running ahead of legal protection. This panel comprised of technology and human rights experts would provide a forum for the impacts of new products and services to be understood at an early stage, pro-actively with GeSI members and with the aim of identifying opportunities to further and protect human rights. Examples of the areas this panel might investigate include the use of 'big data' technologies, the right to privacy in business-to-business (B2B) data sharing and the potential rights implications of the 'internet of things'. This panel could oversee product or service specific 'human rights impact assessments'.

2. Strategic focus: Benchmarking of company practices

GeSI has a wide membership and there exist potential opportunities to support its members raise their performance in line with best practice expectations. These include:

- Exploring opportunities to engage with the Ranking Digital Rights initiative (see <http://rankingdigitalrights.org>) with the object of informing the development of the ranking methodology and developing formats of feedback to GeSI members.
- Sharing experience and learning amongst members in 'privacy by design' processes, and developing best practices and industry case studies.

- Ensuring GeSI presence at key meetings etc. and providing regular briefings to GeSI members on key developments in the dialogue.

3. Strategic focus: ICT Supply chain

Stakeholders and companies report that despite extensive assessment and audit programmes some persistent issues remain in the ICT industry, especially beyond the first tiers of supply. A number of opportunities were identified where a group of companies could set up a project to seek breakthrough results, with a view to replicating this on a wider scale. These might be characterized as leadership in action projects. The areas identified are:

- Developing supplier metrics and benchmarks so that purchasers can start to give preference to better performing suppliers.
- Partner with a global union or relevant NGOs or organisations active in this area such as ILO (International Labor Organisation) to address a specific challenge such as working hours, health and safety in a particular country, or identifying and eradicating child labour from a supply chain.
- With some years' experience now acquired, lead a multi-stakeholder review of the effectiveness of current approaches to conflict minerals due diligence.
- Providing skills development and capacity building to industry suppliers (beyond tier one).

4. Strategic focus: Operating in higher risk countries

There is a wide range of human rights-related challenges and opportunities when operating in emerging markets and developing countries where there is political instability, conflict, social unrest or less effective legal protection. For instance, issues of health and safety or land acquisition in network rollout, protection of human rights defenders and control of hate speech. GeSI members have learnt by experience over the past decade, and there is an opportunity to share this learning, develop case studies and identify best practices – the IHRB is undertaking similar work through its Digital Dangers initiative. Further developments could be:

- Undertaking a review of the provisions in operating and legal frameworks in such countries.
- Providing training and capacity building for country managers.

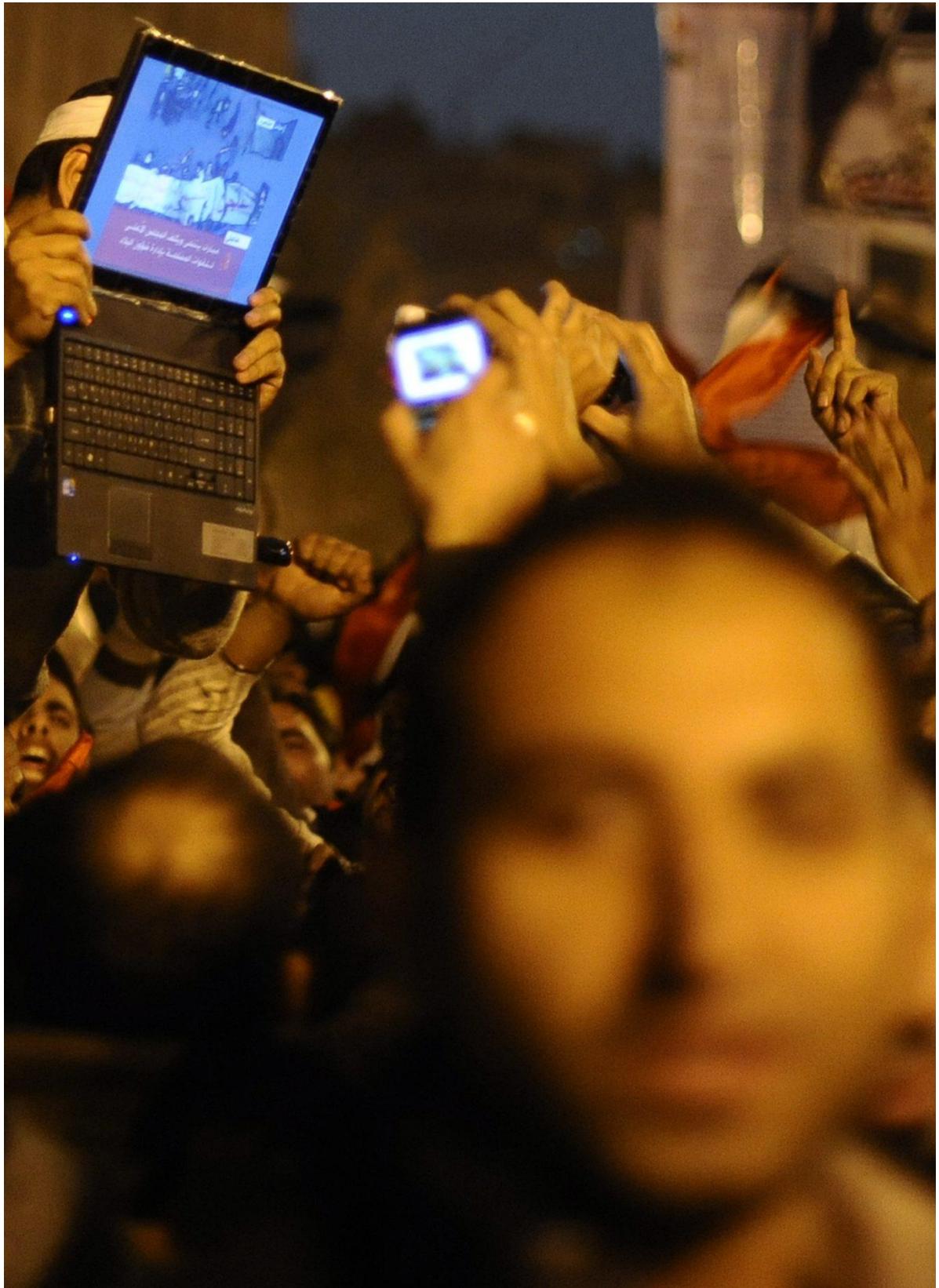
- Sharing of best practices.

5. Strategic focus: ICT for development

There remains much scope for ICT to facilitate access opportunities for individuals, small traders and business, and to enhance human rights and facilitate humanitarian services in emerging markets. GeSI members and stakeholders are keen for GeSI to make a contribution here. Possibilities are:

- Gathering and publishing a series of case studies from members illustrating how economic, social and cultural rights are being met through the use of communication technologies.
- Identifying a development organization such as UNDP (United Nations Development Programme) to partner with in focusing on priorities in the development world, and identifying possible solutions using communication technologies.





Focusing down: Final outcomes from the Helsinki workshop

The Helsinki workshop opened with a keynote speech by John Morrison, Executive Director of the Institute of Human Rights and Business, reflecting on progress (and the new challenges) in the ICT sector since the EC Guidance on implementing the UN Guiding Principles for the ICT sector was published 12 months earlier. Participants, member companies and stakeholders then discussed the above proposals in a series of roundtables. They concluded with the agreement to focus on the following areas:

1. Identifying the saliency of human rights impacts in the ICT sector

Build on the table in [the EU Human Rights ICT Sector Guidance](#), and the updated GeSI Materiality Assessment (to be published in November 2014) to create a comprehensive view of human rights impacts across the ICT value chain, with stakeholder input and validation. Include identification of vulnerable groups and develop an approach to identifying the saliency of the impacts to enable member companies to prioritise their responses.

2. Applying a human rights lens to emerging technologies and their application

Use a multi-stakeholder approach bringing together technology and human rights experts to pro-actively develop human rights assessments for emerging technologies and their applications. The technologies in the GeSI Smarter2020 report can provide a starting point.

3. The future of responsible sourcing in the ICT sector

Seek to identify the learning from the current generation of responsible sourcing practices in the ICT industry leading to the development of a vision of the future of responsible sourcing in the sector, identifying the need for changes to existing practices and new practices, and develop an agenda for GeSI to lead the development of the next generation of responsible sourcing practices in the sector.

4. Building management capacity in emerging markets

The objective is to identify ways in which GeSI and its members can support management training for suppliers and operators in emerging markets to operate with respect for human rights (including the development of case studies), share best practices and also, in partnership with others, help to build the capacity of governments and citizens to gain access and benefit from ICT.

The implications of the broader GeSI strategy or available resources have not been taken into account at this stage, but will need to be considered in finalizing a thought leadership

action plan. Activities associated with the above framework will be scheduled to take place over the next 2-3 years.

5. Multi stakeholder oversight and support for implementation

To maintain ongoing multi-stakeholder input and support in the development and implementation of the human rights thought leadership program, the GeSI Board subsequently agreed to establish a high-level advisory panel and a stakeholder advisory group comprising external experts:

- The High-level advisory panel will provide strategic advice, direction and oversight with a membership of individuals who have significant status and a broad overview of Human Rights Issues and the role of business
- Stakeholder advisory group:
 - i. Function – To help GeSI members identify and develop the content of projects, especially the human rights lens on emerging technologies, and for operationalizing the EU guidelines.
 - ii. Membership – drawn from NGOs, expert organisations and others with a common interest and relevant specific knowledge and technical expertise.

GeSI will drive the process, with external inputs as necessary, including developing the advisory panel and group terms of reference; listing membership candidates; sounding out potential funders; and identifying stakeholder partners for each of the key focus areas above.

Next steps

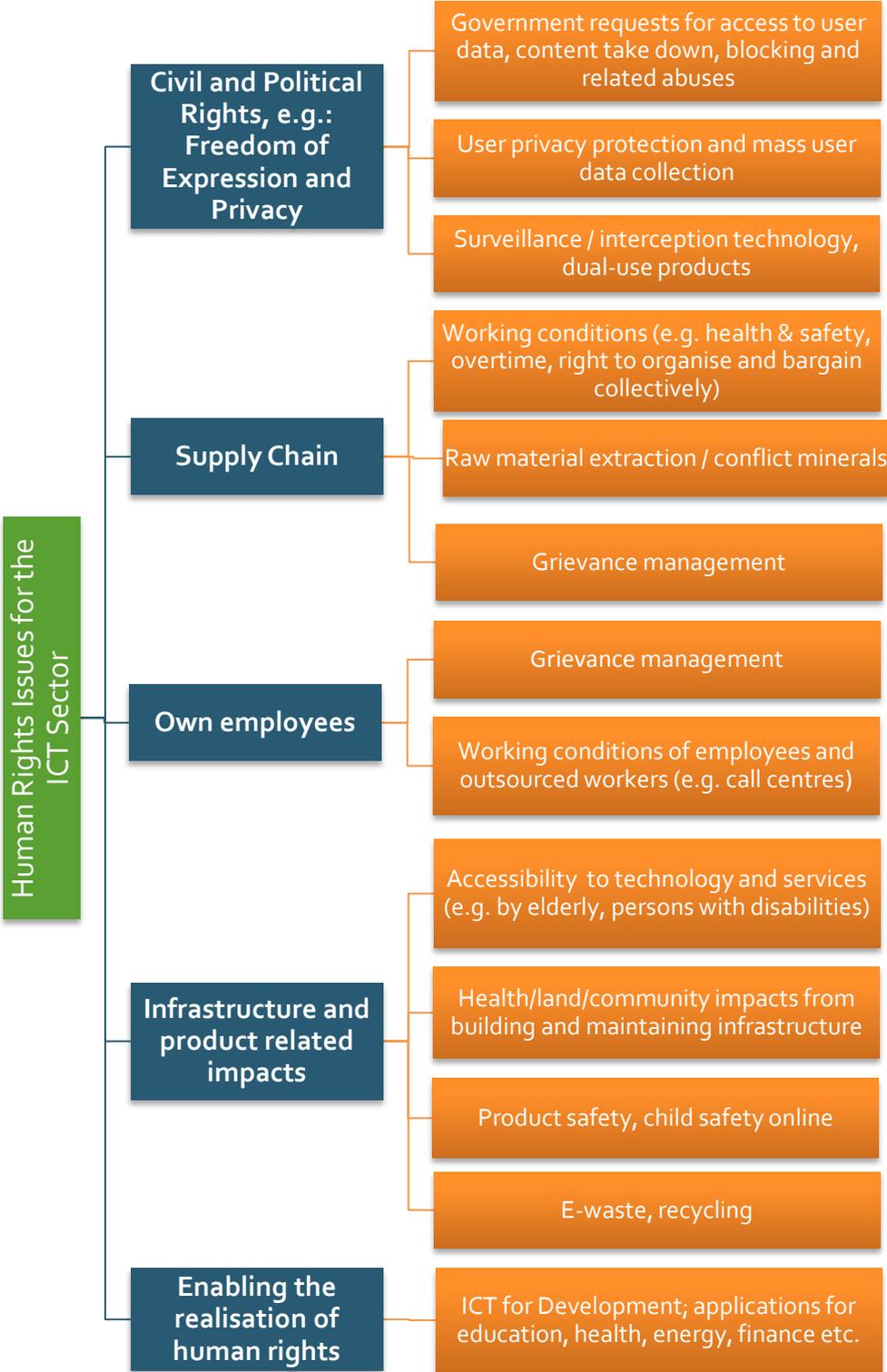
The immediate next steps to get the thought leadership program up and running are:

1. Identify potential members for the high level advisory panel and stakeholder advisory group and prepare terms of reference, invitation letters etc. and confirm participation in advance of the next GeSI meeting (Dallas, November 2014)
2. Work with the GeSI Human Rights working group to develop the project plans in each key focus area.
3. Dialogue with GeSI members, stakeholders and potential external partners to develop and refine the project plans and identify project partners (for example, at the Dallas meeting in November 2014).
4. Explore potential funding streams to support project implementation.

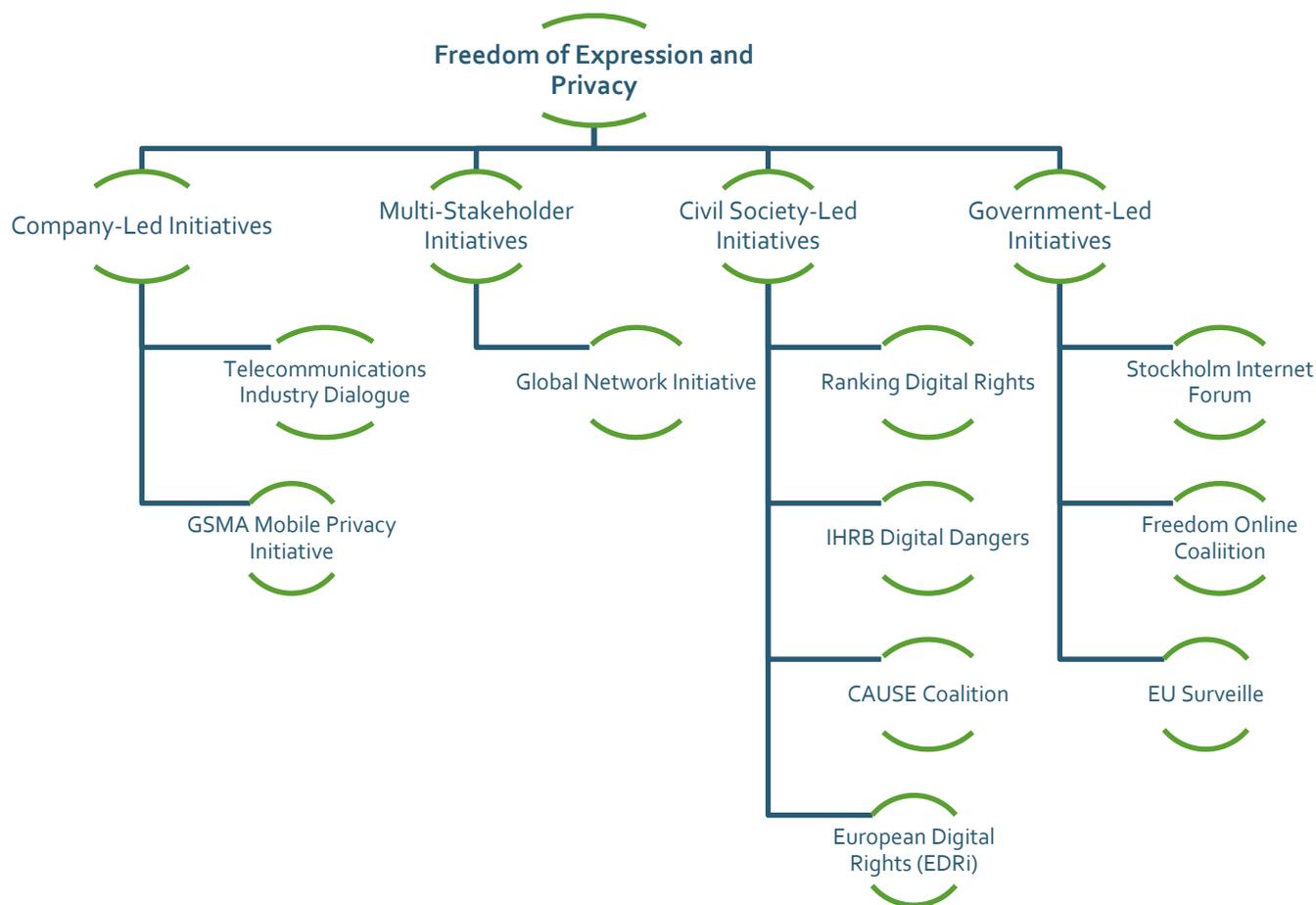


Appendixes

1. Overview of human rights issues in the technology sector



Map of existing initiatives



Initiative	Members	Focus, goals	Activities, progress, results, plans	More information
Tele-communications	Alcatel-Lucent, AT&T, Millicom, NSN, Orange,	<ul style="list-style-type: none"> Corporate human rights due diligence with regard to 	<ul style="list-style-type: none"> Developed Guiding Principles on FoE/privacy 	http://www.telecomindustrydialogue.org/

Industry Dialogue	Telefonica, Telenor Group, TeliaSonera, Vodafone	<p>freedom of expression /privacy</p> <ul style="list-style-type: none"> • Work on boundaries/ interaction between government's duty and business responsibility with regard to FoE/privacy 	<ul style="list-style-type: none"> • 2-year cooperation with GNI • Participants share good practice and tools to respond to government requests, grievance mechanisms, transparency reporting • Dialogue with stakeholders • Participation in public debates • In 2014 will compile guidance on laws, regulations and standards telecommunications companies operate under 	
GSMA Mobile Privacy Initiative	GSMA members are 800 of the world's mobile operators and 250 companies in the broader mobile ecosystem	<ul style="list-style-type: none"> • Privacy challenges in the mobile sector 	<ul style="list-style-type: none"> • Engage across the sector • Establish universal guidelines and approaches that address consumer concerns and foster confidence and trust for mobile users • 2011 Mobile Privacy Principles • 2012 Privacy Design Guidelines for Mobile Application Development • Research into mobile users privacy attitudes 	http://www.gsma.com/publicpolicy/mobile-and-privacy/gsma-mobile-privacy-initiative
Global Network Initiative	Facebook, Google, LinkedIn, Microsoft, Procera, Yahoo, NGOs, academics, investors	<ul style="list-style-type: none"> • Freedom of expression and privacy especially in relation to government demands, laws and regulations 	<ul style="list-style-type: none"> • GNI principles provide a framework for companies to operate under • Conduct independent assessments of member company action against GNI principles including review of specific cases • Provide opportunities shared 	http://globalnetworkinitiative.org/

			<p>learning across stakeholder boundaries</p> <ul style="list-style-type: none"> • Advocacy towards US and other governments • Published research on human rights responsibilities of telecoms ('Opening the Lines') 	
European Digital Rights (EDRI)	36 privacy and civil rights organisations from 21 countries in Europe	<ul style="list-style-type: none"> • Voice for the rights of European citizens in the digital environment 	<ul style="list-style-type: none"> • Campaigning, lobbying and awareness raising on EU and international level (e.g. on privatized enforcement, data protection reform, network neutrality, cybercrime, IP rights) 	http://edri.org/
CAUSE (Coalition Against Unlawful Surveillance Exports)	Privacy International, Human Rights Watch, Digitale Gesellschaft, FIDH, Amnesty International, Reporters Without Borders, Open Technology Institute	<ul style="list-style-type: none"> • Focus on sales and use of mass and intrusive surveillance systems 	<ul style="list-style-type: none"> • Launched only in April 2014 and only one public workshop held so far • Want to coordinate an international call for action from national governments and regional institutions • Raise awareness of the privatised surveillance industry and the damaging impact of such technologies on human rights 	http://www.globalcause.net/
IHRB Digital Dangers	Institute for Human Rights and Business (IHRB) in collaboration with the School of Law at the University of	<ul style="list-style-type: none"> • embed the UN Guiding Principles on Business and Human Rights more firmly in the ICT sector • disruption of network 	<ul style="list-style-type: none"> • Identify and analyse threats to human rights, in particular freedom of expression and privacy, arising from the use of Information and Communication Technologies 	http://www.ihrb.org/about/programmes/digital-dangers.html

	Washington in Seattle	access, blocking/monitoring content, selling dual-use technology, government surveillance requests, handing over user data to states	(ICTs) and to recommend actions companies, civil society and governments can take to protect human rights in the digital realm <ul style="list-style-type: none"> • Develop an online global database of cases from around the world where rights are infringed to identify patterns and trends • Series of ICT company case studies (e.g. Safaricom in Kenya) • Final report with lessons to be prepared at the end of the project 	
Ranking Digital Rights	International researchers and advocates led by Rebecca MacKinnon at New America Foundation	<ul style="list-style-type: none"> • Measuring and comparing corporate performance on privacy/FoE 	<ul style="list-style-type: none"> • Developing a methodology/index to evaluate and rank the world's major ICT companies on policies and practices related to free expression and privacy in the context of international human rights law • Methodology discussion draft launched in February 2014 	http://rankingdigitalrights.org/
Internet Rights and Principles Coalition	320 active participants from government departments, intergovernmental organisations, the private sector, civil society organisations, individuals, academics	<ul style="list-style-type: none"> • How to uphold human rights on the internet and root internet governance processes and systems in human rights standards • Founded in 2009 	<ul style="list-style-type: none"> • Provide a space for multi-stakeholder dialogue • Based on IRP Charter • Raise awareness of fundamental human rights and what they mean on the internet • Discuss and anchor global public policy principles to preserve 	http://internetrightsandprinciples.org

	and the technical community		<p>openness of internet</p> <ul style="list-style-type: none"> • Promote a people-centric discourse and policy formulation in the internet governance space • Identify ways in which human rights can be applied to the Internet and other ICT technologies, and evaluate the applicability of existing formal and informal guidelines and regulatory frameworks • Describe the duties and responsibilities of internet users and other stakeholders 	
Stockholm Internet Forum	Led by Swedish government, attended by policymakers, civil society representatives, activists, business representatives and technical community representatives	<ul style="list-style-type: none"> • Privacy, transparency, control, surveillance, big data, equal access 	<ul style="list-style-type: none"> • Annual conference to deepen the discussions on how freedom and openness on the internet can promote economic and social development worldwide 	http://www.stockholminternetforum.se
Freedom Online Coalition	23 States (European governments, US, Canada, Costa Rica, Ghana, Japan, Kenya, the Republic of Maldives, Mexico, Moldova, Mongolia,	<ul style="list-style-type: none"> • Intergovernmental coalition committed to advancing Internet freedom 	<ul style="list-style-type: none"> • Based on joint commitment Hague Declaration (2011) • Member States are committed to working together diplomatically to voice concern over measures to restrict Internet freedom • Consultations to coordinate 	http://www.freedomonline.ee/

	Tunisia)		<p>member's endeavour for internet freedom in institutions such as the Internet Governance Forum, the United Nations Human Rights Council etc.</p> <ul style="list-style-type: none"> • Annual multi-stakeholder meeting (Tallinn 2014) 	
EU Surveille	Consortium of different universities	<ul style="list-style-type: none"> • Cross-disciplinary collaborative research project funded by the EC analysing the ethical issues, legal limitations and efficiency of the use of surveillance technologies for the prevention, investigation and prosecution of serious crime 	<ul style="list-style-type: none"> • Survey on type of surveillance technology deployed in Europe • Assess benefits and costs of surveillance technology • Identify main ethical issues • Research results reports available on website 	http://www.surveille.eu
World Economic Forum Dialogue on Personal Data	Inputs from leadership in industry, governments, civil society and academia (e.g. AT&T, Google, Telecom Italia, Telefonica, Vimpelcom etc.)	<ul style="list-style-type: none"> • Deepen the collective understanding of how a principled, collaborative and balanced personal data ecosystem can evolve • Focus on trust, transparency and privacy in personal data collection and usage 	<ul style="list-style-type: none"> • Established in 2010 • Work through different working groups • Launched a series of reports including the most recent from May 2014 Rethinking Personal Data: A new Lens for Strengthening Trust, http://www3.weforum.org/docs/WEF_RethinkingPersonalData_ANewLens_Report_2014.pdf 	http://www.weforum.org/issues/rethinking-personal-data

To round out the list of organizations that are doing work in the human rights/ privacy space, please consider IAPP: <https://privacyassociation.org/learn/>. Verizon along with other GeSI members participate in this organization

Topics currently less addressed by existing initiatives:

- Privacy by design (apart from mobile applications)
- Big data / Use of user data for commercial purposes
- Response to ICT trends and what they mean for freedom of expression/privacy (e.g. cloud computing, rise of smartphones)
- Communication/exchange with users on freedom of expression/privacy (empowering users to manage their privacy rights).

Initiatives related to other human rights impacts

Conflict minerals	<ul style="list-style-type: none"> • Conflict Free Smelter Initiative (CFSI) • Conflict Free Tin Initiative • Solutions for Hope Program 	<ul style="list-style-type: none"> • ITRI Tin Supply Chain Initiative (ITSCI) • Public Private Alliance for Responsible Minerals Trade
Factory working conditions	<ul style="list-style-type: none"> • Electronic Industry Citizenship Coalition • Company initiatives such as Joint Audit Cooperation (JAC) • Global Framework Agreements between individual companies and trade unions (or their federations) • IDH Electronics Program • NGO campaigns such as Make IT Fair 	
Child protection online	<ul style="list-style-type: none"> • UNICEF Child Safety Online • EU Safer Internet Program e.g. European Strategy for a Better Internet for Children, Safer Social Networking Principles, CEO Coalition to make the internet a safer place for kids • ICT Coalition for the Safer Use of Connected Devices and Online Services by Children and Young People • GSMA Mobile Alliance Against Child Sexual Abuse Content • ITU Guidelines for Industry on Child Protection Online 	
Accessibility	<ul style="list-style-type: none"> • Global Initiative for Inclusive ICTs (G3ICT) • Events, research etc. by ITU, International Disability Alliance • Action by individual companies 	
ICT 4 Development	<ul style="list-style-type: none"> • GSMA Mobile for Development Intelligence • GSMA Pan-African mHealth initiative • Individual company projects • Events and research by different international organisations: World Bank, UN ICT Task Force, Global Alliance for ICT and Development 	
Grievance Management	<ul style="list-style-type: none"> • Access Now Telco Remedy Plan 	

Currently less addressed by existing initiatives:

- Reaching deeper levels in supply chains beyond 1st tier

- Grievance management in ICT sector
- Human rights impact assessment approaches for ICT sector
- Community engagement / land issues
- Sector-wide action on positive human rights impacts (development, health, education)

Define relevant indicators for reporting on human rights by ICT companies

2. List of Contributors

* Core group member

** External interviewees

Henning Andersen	TDC
Allon Barr	Digital Rights Ranking Project
Guy Berger	UNESCO
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Katrina Destree*	Alcatel-Lucent
Christine Diamente	Alcatel-Lucent
Kate Elliot **	Rathbone Investors
Fabian Etter	Swisscom
Annette Fergusson	Vodafone
Gabrielle Giner	British Telecom

Camilla Goldbeck-Löwe*	Ericsson
Caroline Hammarberg	UNESCO
Mija Hapuoja	Microsoft
Cecilie Hersleth*	Telenor
Eija Hietavu	UNICEF
Jenny Holdcroft**	IndustriALL Global Union
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