



# UNICEF CHILD RIGHTS AND BUSINESS

CHILDREN'S RIGHTS AND ICTS – TOOLS OF THE TRADE WORKSHOP

MICROSOFT SOUTH AFRICA

JOHANNESBURG, 23 FEBRUARY 2016



Information and communications technologies are profoundly changing the ways in which children interact with and participate in the world around them. ICTs provide children with opportunities to learn, share and communicate. At the same time, children can encounter a number of risks which include exposure to inappropriate content, inappropriate contact including from potential sex abusers, or more invasive forms of harassment and bullying from peers.

The industry has a major key role to play – alongside governments, parents, caregivers, teachers, community leaders, civil society and where possible, children themselves – to ensure online safety. ICT industry is increasingly taking steps to ensure their products and services do not adversely affect children, and to promote children's positive use of ICTs. Such efforts have not only resulted in increased protection for children but have also made sound business sense – mitigating potential risks whilst boosting reputation and brand value.



In recent years, UNICEF Children's Rights and Business has been engaging with the ICT sector to build capacity on children's rights and to develop guidance and tools for companies to better integrate children's rights to their policies and operations. In 2014, the UNICEF ITU COP Guidelines for Industry were released setting a global standard for companies to address challenges and opportunities relating to children and the internet. Now with the help of industry, UNICEF has developed a benchmarking tool, with related training materials, to help companies to identify their strengths and weaknesses in relation to children and the internet.

Following the release of the UNICEF child rights and business due diligence tools, UNICEF has also worked with mobile network operator (MNO) partners to develop a Child Rights Self Impact Assessment tool which is also now in consultation. Parallel to this, our industry collaboration partner GSMA has also further developed guidance on child rights related themes to their members.

## PROGRAMME

9.00 Registrations

9.30 **Welcome** UNICEF Representative South Africa, Herve Ludovic de Lys

10:00 **Introduction to UNICEF Child Rights and Business Tools for the ICT Industry**

Maria Alfaro Lara, CSR Specialist, UNICEF HQ

10.45 **Child Online Protection and Empowerment**

Maria Alfaro Lara, CSR Specialist, UNICEF HQ; Shola Sanni, Policy Manager Africa, GSMA

11.30 Coffee break

11.45 **Impact of the Digital World on Children's Rights in South Africa**

UNICEF South Africa

12.15 Lunch

13:00 **Road to safe online environment for children (content, contact, conduct, commerce)**

Panel discussion: Microsoft (Nqobile Dlamini, Citizenship Lead), Vodacom (Thabo Sihlangu), Film and Publications Board (Abongile Vanda), GSMA (Shola Sanni)

14:00 **Open discussion on private sector collaboration and action on COP in South Africa**

14.45 **Conclusions and Actions**

15.00 End (Networking)



## Notes on Workshop

**Introduction Herve Ludovic de Lys:** country priorities, children as a change agent, child protection, early childhood development (social transformation), results for adolescents. Risks on online usage. Child as a victim of abuse – same child can become abuser. Poverty as a predictor of abuse. 7 out of 9 provinces in drought – what are implications of drought. How can connectivity support children's rights?

### Children and Business Tools for the ICT Industry:

- *CRB and ICTs:* Introduction to CRB team and development of CRBP. Impacts on workplace, marketplace and community & environment. 5 areas of impact of COP guidelines – policies and management processes, combatting child sexual abuse material, safer and age appropriate environment, educate children, parents and teachers, promote civic engagement.
- *Multistakeholder Initiatives:* Working from different companies, from different initiatives. Working at global and national level. COPA legislation: below 13 years. EU: directive that looks at different age rates. What are norms and standards in terms of practicality? Child Protection embedded in the constitution – social grants to 11 million children per month. Progress is of use to the rest of the continent. Evidence based on defining age rates. Methodological framework for countries. Model National Action Plan – how to respond to child sexual abuse online. Notice and takedown procedures, communications data, innovations solutions and CSR.
- *UNICEF ICT CSR strategy and tools:* Role of UNICEF can include tools, training, advocacy, capacity building. Tools we have developed: COP guidelines, COP benchmark, MO-CRIA. What are benefits for the company? Easy to use. Each tool has excel component + accompanying PDF guidance document. Various departments are available. In each tab, no more 15 questions. Two types of questions: baseline expectations and further action. Column of policies and evidence supported. Integrated optional element, risk assessment – for companies to define if the issue is high risk to company or not (what is material or not). Output is given per department. On output: look at output per department and determine
- *Case Study Millicom:* journey, scare of child labor in value chain. Risk that children were involved in selling sim-cards. Being a decentralized company, policies are not always implemented at the local level. Desk research and interviews. 6 month process. DRC country visit: personnel at HQ, freelancers and agents, NGOs, peer companies, Tigo offices and shops, market and street activity. Request from companies to share good practices.

### GSMA

Children and Mobile Technology. Partnering with members to drive self regulation. Government, policy makers, to develop frameworks. Children accessing their basic rights. Right to information – engage in play – freedom of exploitation. Balancing act! Striking the balance between child protection and their right to access to information and expression. Lets work together to make the use as safe as possible. Research is key. Research will inform policy. Legislation, reporting hotline, law enforcement. ICT world is constantly changing – innovation is very quick. Recommended by GSMA: agree on high level principles. Once agreed, internalize and agree on next steps. Support entities who are ready to self-assess and find out where there are further gaps, needs.

### Comments on Practical Examples of COP Guidelines

Apps development: how to ensure the experience is safe. Telenor and UNICEF app to report issues of bullying online. Vodacom with digital parenting checklist. Using technology to teach. Example of how to start off: multi-stakeholder approach, multistakeholder workshop. What is the situation in the country for COP? Based on that – high level principles. No legislation of removal of sexual abuse material and no hot line. Commitment to work together.



Panel Discussion

