

Updates on Industry Guidelines for Child Online Protection

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Digital Safety & Protection – A Strategic Priority

In 2013, Telenor commissioned the study, “Impact of Building Digital Resilience” in cooperation with Boston Consulting Group & other stakeholders.

100 million children will be coming online in Telenor Markets alone by 2017

80% of these kids would be coming online via cellphones

14 million of the kids coming online in future may potentially be exposed to harmful content

KEY Findings

As many as 35 million kids may have experienced some form of cyber-bullying

Markets exposed to greatest online risks have the greatest resilience

Markets least exposed to online risks have the least resilience

SAFE Internet: *Towards Responsible & Safe Digital Societies*

Telenor has forged a long-term strategic partnership with UNICEF on Child Rights and Protections and collaborated with ITU & GSMA in evolving COP frameworks

5 focus areas under SAFE Internet portfolio

Reach out to schools to grow awareness and provide education to children, parents, guardians and teachers

Availability of meaningful and easy-to-use parental controls

Access to toll-free child helplines to support children who have been exposed to harm



Effective mechanisms for reporting illegal and harmful content

Effective mechanisms to prevent the spread of child sexual abuse

Updates on Industry Guidelines for Child Online Protection

Policies & management processes	Child Sexual Abuse (CSA) content	Safer and age appropriate environment	Educate children, parents and teachers	Promote positive use of ICTS
<p>Organizational adherence to Child Protection Laws, Regulations and Conventions.</p> <p>Integration of Stringent Responsible Business Conduct, Supplier Principles and Compliance Codes.</p> <p>SAFE Internet Policy and Manual</p>	<p>Deployment of Child Sexual Abuse (CSA) filter at DNS level in collaboration with PTA and Interpol</p> <p>Blocking of URLs through CSA filter confirmed by an appropriate authority</p>	<p>User friendly Parental control mechanisms</p> <p>Clear terms of service and acceptable use guidelines for all product & services</p>	<p>SAFE Internet Guide for parents in 9 languages</p> <p>Awareness campaigns for teachers, communities and students in Norway, Malaysia, Thailand, Serbia, Myanmar, Bangladesh, India,</p> <p>Pakistan School Outreach Program with Plan international: outreach to 5 Districts, 50 public institutions, More than 11000 students</p>	<p>Mobile Birth Registration with UNICEF</p> <p>Digital Learning Program</p> <p>Establishment of ICT labs in underprivileged areas</p> <p>“Stop Cyber Bullying Day” to be observed across Asian BUs on 29th September 2016</p>

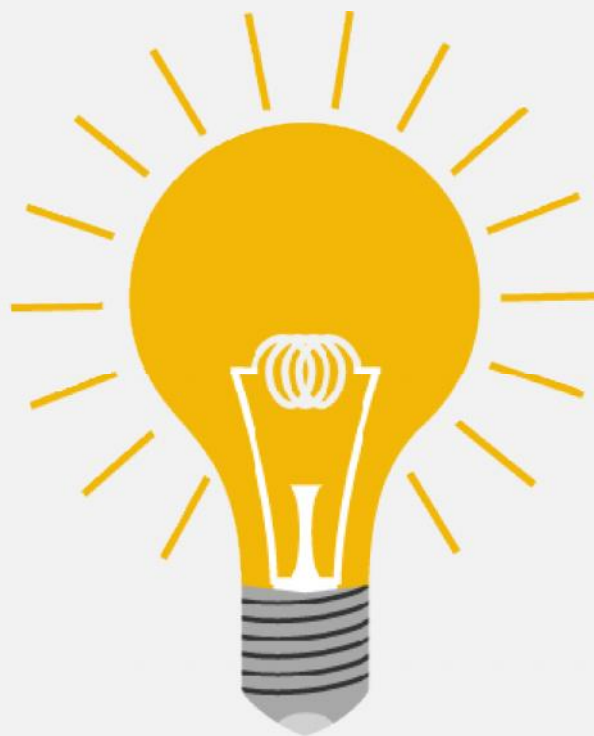
Recommendations for Industry

Legal Measures

- Dialogue Consultation b/w policy-makers & stakeholders to enact laws and regulations
- Balance b/w Online Safety & Protection, Censorship, Access to information & Freedom of Expression

Capacity Building

- Inform customers including guardians & children
- Engage with broader issues around SAFE digital citizenship
- School Engagement & Outreach programs through CSR & partners



Technical & Procedural Measures

- Universal collaboration mechanism to handle & report illegal/criminal content or behavior
- Transparent Terms of Service and Usage Condition communication to prohibit illegal use
- Centralized “Notice and take down process” to remove illegal content as reported
- Provision of User friendly technical controls
- Promotion of national support services (helpline, hotlines, portal)

Recommendations for Industry

Organizational Structures

- Designation of dedicated teams to champion COP across the company
- Development of Child protection policies
- Adherence to international standards, UN Resolutions and GSMA guidelines
- Internal compliance, grievance and reporting mechanisms



International Cooperation

- Regional Frameworks & Guidelines relevant to specific markets
 - Periodic Workshops/Symposiums for knowledge sharing and transfer



Thank You