



TELECOMMUNICATIONS
INDUSTRY DIALOGUE

The
Telecommunications
Industry Dialogue
at **Two Years:**

**Advances in respecting freedom of
expression and privacy in 2014**

May 2015

<https://telecomindustrydialogue.org/>

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h I G H L I G H T S

9 companies published reports on how they have implemented the ID Guiding Principles on Freedom of Expression and Privacy

9 stakeholder dialogue sessions held in the past year

6 shared learning sessions focusing on operational-level grievance mechanisms, human rights due diligence, transparency reporting, and other matters

44 countries' laws governing freedom of expression and/or privacy in telecommunications featured in reports by participating companies

2 Learning Forums exploring Transparency and Human Rights in the Digital Age held with a diverse range of stakeholders

5 contributions provided to consultations aimed at developing international principles and standards; one common position regarding government access to communications data

5 international conferences featured Industry Dialogue Advisory Panel speakers

3 companies published transparency reports on government requests for communications data

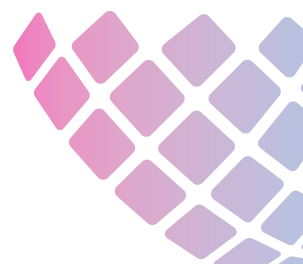
Introduction

Freedom of expression and privacy rights of users are increasingly important issues for companies across the information and communications technology (ICT) sector. Telecommunications technologies enable the exchange of ideas and access to information in a way that supports economic and social opportunity, advances knowledge, and increases openness and transparency. At the same time, these technologies can be misused by governments in a way that can impact the freedom of expression and privacy of their citizens. Over the past decade, public debate has increased about the responsibility of ICT companies to appropriately respond when they are faced with government demands to shut down communications networks, block and filter online content, and provide access to communications data.

Launched in March of 2013, the Telecommunications Industry Dialogue is a group of telecommunications operators and vendors who jointly address freedom of expression and privacy in the telecommunications sector in the context of the UN Guiding Principles on Business and Human Rights. The companies that are currently participating in the Industry Dialogue (ID) are Alcatel-Lucent, AT&T, Millicom, Nokia, Orange, Telefónica, Telenor Group, TeliaSonera, and Vodafone Group. Together these companies have a global footprint, providing telecommunications services and equipment to consumers, businesses, and governments in nearly 100 countries worldwide.

The foundation for the Industry Dialogue is a set of **Guiding Principles** which explore the interaction and boundaries between a government's duty to protect human rights and the corporate responsibility of telecommunications companies to respect human rights. The Principles, available in eight languages, set out a number of measures that companies can take to minimize negative impacts on freedom of expression and privacy, including creating policies and processes to evaluate and handle government requests that may have an impact on these rights, conducting human rights impact assessments and using due diligence processes to identify and mitigate risks to these rights, and examining options for implementing relevant grievance mechanisms, among other commitments.

Through their participation in the Industry Dialogue, companies share best practices and tools for implementing the Guiding Principles in their company operations. The Industry Dialogue engages in constructive dialogue with stakeholders aimed at seeking globally applicable solutions to better respect freedom of expression and privacy. Furthermore, in 2013, the Industry Dialogue entered into a collaboration with the multi-stakeholder **Global Network Initiative** (GNI) aimed at finding a shared and practical approach to promoting freedom of expression and privacy around the world.





Telecommunications Industry Dialogue Advisory Panel members at the 2014 GNI-ID Learning Forum in Geneva.

Implementing the Principles

In 2014, all nine companies participating in the Telecommunications Industry Dialogue reported publicly on the progress they have made in implementing the ID Guiding Principles in their business operations. Links to these reports are publicly available on the [ID Web Site](#). Participating companies will update these reports throughout 2015. In many cases, the reports form a part of the company's sustainability reporting, which is subject to external validation by independent sustainability assurance providers, who base their work on international standards such as the ISAE 3000 and the AA 1000. As part of this process, assurance providers verify the claims made by the company by interviewing key company personnel and reviewing supporting documents. The reports contain a statement of assurance, as well as recommendations from the assurance provider.

For the first time in 2014, **AT&T**, **Vodafone Group**, and **TeliaSonera** published transparency reports outlining some of the companies' policies and procedures for responding to law enforcement demands for access to communications data. The reports provide statistics related to government demands for certain types of data, as well as information on the legal basis upon which the demands were made. The reports published by Vodafone Group and TeliaSonera included information about the laws regulating government access to communications data in several of the countries in which they operate, and Vodafone Group subsequently published information on laws related to content restriction. AT&T and TeliaSonera have undertaken to publish these reports on a bi-annual basis, and Vodafone Group will publish reports annually.

In 2014, the Industry Dialogue drove proactive dialogue with a variety of stakeholders in order to understand how transparency reports are used and what kind of transparency stakeholders find most useful, with the aim of collecting best practices for its participating companies. At the same time, the Industry Dialogue position is that transparency on the number and nature of government requests is primarily the responsibility of government authorities. Laws in companies' local markets often prohibit the disclosure of this information¹, and governments naturally have a more complete picture of communications surveillance practices than do individual companies.

¹ For example, Vodafone Group's Law Enforcement Disclosure Report indicated that in 15 of the 29 countries of focus, the law either prohibited disclosure of the number of demands for lawful interception and/or communications data or the law was unclear and the company was awaiting or unable to obtain guidance from the authorities.

In order to contribute to public discussion on this subject, the Industry Dialogue plans to publish a report on the key legal powers available to government authorities seeking to access communications data or to restrict the content of communications in five of the markets in the ID companies' footprint. This report will complement information that individual ID members have published and serve as a basis for dialogue with stakeholders. Industry Dialogue companies aim to expand upon the report in the future. Furthermore, the ID has engaged and will continue to engage with governments in the Freedom Online Coalition in order to advocate for greater government transparency on the use and scope of surveillance of communications and on actions that have the effect of restricting the content of communications, in keeping with our Principles.

Examples of how the Principles are implemented

In the second year of the collaboration, companies participating in the Industry Dialogue continue to make progress in implementing the Principles. A few examples are provided here, and links to reports outlining the steps taken by each company can be found on the [ID Web Site](#).

Principle 1 of the Industry Dialogue Guiding Principles establishes that companies will create policies outlining their commitment to prevent, assess and mitigate risks to freedom of expression and privacy associated with their business. To this end, the **TeliaSonera Group Policy on Freedom of Expression in Telecommunications** was introduced at the Board level in all TeliaSonera majority-owned companies, followed by local Board decisions to adopt the policy. Most local companies have now also published the policy on their respective websites. The policy was originally published in December of 2013 and is in large part based on the Industry Dialogue Guiding Principles.

Nokia's new **Human Rights Policy** was approved in February 2015 by the Group Leadership Team and by the CEO. The policy extends the company's commitment to due diligence across the Nokia group, covering its three business units.

CASE STUDY



Alcatel-Lucent's CEO signed and published an updated **Global Human Rights Policy** in 2013 acknowledging the company's commitment to freedom of expression and privacy. The company's Chief Compliance Officer (CCO) is the designated executive for human rights, freedom of expression and privacy activities. In 2014, the CCO and Corporate Investigation Services progressively deployed company-wide implementation measures including screening for commercial due diligence, legal clauses for resellers, employee-wide training, implementation across the supply chain, advocacy and stakeholder engagement via the Industry Dialogue, the company's Sustainability Advisory Panel as well as dedicated sessions with investors, civil society and public authorities.

Principle 2 establishes ID companies' commitments to conduct regular human rights impact assessments and use due diligence processes to identify, mitigate and manage risks to freedom of expression and privacy.

CASE STUDY



During 2014, Telefónica continued to integrate the findings of the human rights impact assessment that took place across its business units in 2012. This included an assessment of how its operating businesses respond to government requests for users' personal data or for the restriction of content, as well as the circumstances and contexts in which these requests are generally received. As part of this process, Telefónica is developing guidance for its operating businesses on how to respond to government requests. The company is also conducting employee training on human rights issues which include freedom of expression and privacy.



CASE STUDY

NOKIA

Nokia was the first telecommunications vendor to define and to implement a human rights due diligence process to cover the sales of its products. The company uses this process to identify potential risks for product misuse and to investigate ways to mitigate these risks. In case a high risk is identified which cannot be mitigated, the company may decline the sale. To ensure all relevant cases are handled accordingly, flagging of the potential cases is embedded in the company's sales tool as an automated feature, thus minimizing the risk of missing any cases due to human error. Nokia finalized an extensive review of the due diligence process for its Networks business in December 2014, and the company is currently updating the process to improve it further. In the spirit of the Industry Dialogue best practices sharing, Nokia presented its due diligence approach at Industry Dialogue events to a diverse range of stakeholders in Washington D.C., London, and Stockholm in 2014.

In 2014, Orange worked with Maplecroft to implement a customized risk index encompassing the 30 countries in which it is present as a mass market operator. The index determines risk scores on the basis of indicators that take into account freedom of expression and the unique characteristics of Orange's business, such as the number of customers and employees in each market.

Principle 3 focuses on companies' operational procedures for handling government requests that may affect customers' freedom of expression or privacy.

CASE STUDY

 **at&t**

At AT&T, such requests are evaluated by employees (including AT&T lawyers and, where necessary, local counsel familiar with applicable law) who are trained to confirm that requests are duly issued by an appropriate entity, under valid legal authority and are otherwise in compliance with applicable requirements. The company rejects government demands that do not satisfy these requirements. Where appropriate, it will seek clarification or modification of a request or object to a government demand or court order in the appropriate forum. These efforts help minimize the potential impact that government requests may have on AT&T customers' privacy and on their ability to communicate and access information of their choice.

Principle 4 lists some of the strategies that participating companies might use to anticipate, respond to, and minimise the potential impact on freedom of expression and privacy in the event that a government demand or request is received that is unlawful or where governments are believed to be misusing products or technology for illegitimate purposes. In one of its African markets, Millicom received a request to block a Web site considered by local authorities to present a threat to national security. The original blocking request did not fulfill the requirements for a lawful request, as it did not clearly originate from the competent authority. While the request itself followed local law, Millicom only acted on the request once the official format and process had been followed. This delayed the action by two days.

CASE STUDY



In one of its African markets on June 1, 2014, government authorities contacted Orange by telephone and requested that it suspend SMS services throughout the country. In order to verify the legal basis for this request, Orange asked that the order be submitted in writing. On the following day, the country's four telecommunications operators received a written order, which cited the pertinent law, was signed by the authority with jurisdiction, and indicated that sanctions could result from noncompliance. The order was subsequently published in a Pan-African newspaper. The companies complied with the order, resulting in the suspension of SMS services until July 24. The company learned several lessons as a result of this event, including the importance of cooperation among peer companies in responding to government demands that present irregularities, and that transparency can aid a company in responding to these demands.

Per **Principle 5**, Industry Dialogue companies will “[a]lways seek to ensure the safety and liberty of company personnel who may be placed at risk.” The policies or practices of all participating companies reflect this Principle, and more details can be found by following links to individual companies’ reports on the **ID Web site**.

According to **Principle 6**, companies will raise awareness of and train employees in relevant policies and processes. In 2014, Alcatel-Lucent deployed various mechanisms to raise awareness regarding employee training and visibility on human rights. A dedicated, standalone employee and supplier training module on human rights was created and deployed through Alcatel-Lucent University in September 2014 in English, French and simplified Chinese. The announcement and awareness of the Human Rights Program and training were communicated via the Company intranet and management newsletter, with an additional all-employee accessible video on the Company’s Human Rights program and initiatives by the Chief Compliance Officer and Head of Brand and Corporate Sustainability. In 2015, in line with the company’s public commitments regarding human rights, all employees and non-employee contract workers will be required to do mandatory Business Integrity training on the Alcatel-Lucent Code of Conduct, including dedicated material on its human rights activities and grievance mechanisms.

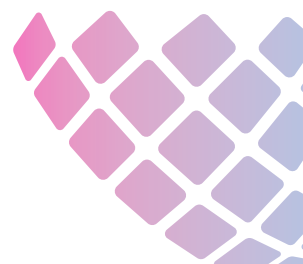
During 2014, Orange developed a training course for managers and an e-learning course for a large number of employees, both of which include sections on freedom of expression and privacy.

According to **Principle 7**, companies will share knowledge with stakeholders to improve understanding of applicable legal frameworks and the effectiveness of the Principles in practice.

CASE STUDY



As part of Vodafone Group’s inaugural Law Enforcement Disclosure Report, the company published a **Legal Annexe** outlining some of the most important legal powers available to government agencies and authorities seeking to access customer communications across the 29 countries of operation covered in the report. In February of 2015, the Annexe was updated to include a review of three further categories of legal power which may be used by government agencies and authorities to restrict the use of communication networks or to restrict access to certain content or services. Those categories are the shut-down of network or communication services, the blocking of URLs and IP addresses, and the taking control of a telecommunications network.



Telefónica has undertaken a project to map local stakeholders for whom freedom of expression and privacy are key issues. The company will then use this data to determine how to engage with different stakeholders and improve the company's responsiveness to stakeholder inquiries.

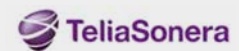
Principle 8 indicates that companies will report externally on their progress on implementing the Principles and as appropriate on major events related to the Principles.

CASE STUDY



In 2014, Telenor Group launched telecommunications services in Myanmar. Prior to making the investment, the company conducted sustainability due diligence, and the key areas identified have since been followed up systematically. The company shared how this has been done in practice in a [sustainability update](#) by the Group and Myanmar CEOs in August 2014, which included details about how Telenor Myanmar works with issues of privacy and freedom of expression.

CASE STUDY



TeliaSonera has started to report publicly on unconventional requests and demands with potentially serious impacts on the right to freedom of expression (for example, see [here](#) and [here](#)). TeliaSonera aims to report on such events as they occur but also, as such communication is often not possible due to confidentiality provisions, to add some further information on such 'major events' in its bi-annual Transparency Reports. In most cases, TeliaSonera has promoted freedom of expression by applying a practical point-of-challenge, such as requesting a government request to be put in writing or postponing implementation inasmuch as the law allows, lobbying legislative initiatives and requesting blocking decisions to be put in writing. On those occasions when TeliaSonera was required to suspend services, the company did not state that this was the result of technical problems.

Principle 9 provides that companies will help to inform the development of policy and regulations to support freedom of expression and privacy, and both the Industry Dialogue and its individual members have taken actions in this regard. In July of 2014, the ID published a [statement outlining its commitment to respect user privacy](#). For the Industry Dialogue, intrusions on the right to privacy should meet the requirements of legality, necessity, and proportionality that have been established in international human rights law. The ID expressed the view that government surveillance programs should be subject to ongoing review by an independent authority and that governments should not conduct any type of registry, search, or surveillance by means of direct access to companies' infrastructure without any technical control by the company or without the company controlling the scope of the data collection. This statement has guided the Industry Dialogue in its conversations with government authorities and its inputs to public consultations on matters involving the Principles.

In October of 2014, Vodafone Group provided [evidence](#) to the United Kingdom's Investigatory Powers Review, establishing the company's position that "the scope and use of surveillance powers must be subject to the principles of legitimacy, necessity and proportionality." The company further stated that "the use of surveillance powers must only be permitted following lawfully authorized prior approval and independent oversight mechanisms."

CASE STUDY



In Paraguay, a proposal for a new data retention law was introduced to support law enforcement efforts in investigations, including for organized crime and for the distribution of illegal child sexual abuse material. Millicom has engaged with the authorities and civil society to propose alternative language, which would reduce the time and scope of the data retention to what is needed to achieve the law's objective. While the Senate approved the original version of the bill, in March 2015 the Paraguayan Chamber of Deputies rejected the proposal in its present form, largely due to privacy and human rights concerns. The law is still under review, and final congressional voting is expected to take place later in 2015.

The Norwegian Government sought input from stakeholders for a new White Paper on Human Rights as well as a national action plan for human rights and business. Telenor Group provided input to both processes. The Industry Dialogue is featured in the **White Paper**, which was published in December 2014, as an example of industry collaboration based on the UN Guiding Principles on Business and Human Rights.

Sharing lessons on implementing the Principles

As per Principle 10, participating companies have worked as a group to explore the implementation of operational-level grievance mechanisms that are consistent with the UN Guiding Principles on Business and Human Rights. With regard to the former, every Industry Dialogue company currently has a mechanism by which an individual or group can lodge a complaint alleging failure to respect freedom of expression or privacy, generally as part of an existing ethics and compliance reporting system for whistleblowers or through customer service channels. The corporate social responsibility, compliance and legal departments are typically involved in the resolution of these complaints, and most companies have a formal escalation procedure for handling complaints that appear to raise a significant human rights issue. A few companies have formal procedures by which remedial action can be taken, and several track complaints in order to analyze trends and systemic issues.



Telecommunications Industry Dialogue Advisory Panel members meet at Vodafone Group's offices in London, July 2014.



To provide an example, Alcatel-Lucent's Compliance Hotline is available in 114 countries — 24 hours a day, seven days a week — and it integrates human rights related grievances. Employees can use a multilingual web interface available in 11 languages to make a report. The non-retaliation policy specifically prohibits adverse action against employees who report, in good faith, suspected violations of law or company policy. In 2014, 679 issues/allegations were reported to the Compliance Hotline; however, none related specifically to freedom of expression and privacy.

Over the past year, Industry Dialogue companies devoted portions of two quarterly meetings to discussing best practices for implementing operational-level grievance mechanisms. The Industry Dialogue also held a learning call in which specialists from the Organisation for Economic Co-operation and Development's (OECD) Responsible Business Conduct unit provided a tutorial on the specific instances mechanism before OECD National Contact Points.

The Industry Dialogue also dedicated parts of quarterly meetings to discussions of companies' processes for responding to "major events" affecting freedom of expression and privacy. While all participating companies have a process in place, many are currently being formalized. Company procedures include the requirement that a demand that may affect freedom of expression or privacy be presented in written form by the authority with proper jurisdiction over the matter, holding an ongoing dialogue with government authorities as to the proper form and scope of government demands, and engagement with stakeholders in response to specific demands. This is an ongoing work-stream for the Industry Dialogue, meaning that discussions of good practices on this matter will take place on a periodic basis.

Engagement as a group

Since April of 2014, the Industry Dialogue's quarterly meetings have been extended to include space for a roundtable discussion with local stakeholders, including investors, government officials, members of civil society and academia, and other companies. During these conversations, Industry Dialogue companies have shared details regarding the type of due diligence that they perform with regard to freedom of expression and privacy, as well as how policies and procedures guide their responses to specific government requests. Twenty representatives of all of the aforementioned stakeholder groups participated in the Industry Dialogue's April 2014 quarterly meeting in Washington, D.C. The ID was joined by eight stakeholders in London in July; 12 government officials, investors, and members of civil society in Stockholm in October; and five experts on freedom of expression in Latin America in Madrid in January 2015.

As part of the Industry Dialogue's efforts to recruit new companies as members, non-member telecommunications companies have been invited to observe and join shared learning sessions during quarterly meetings. Four telecommunications companies did so in 2014.

Learning Forums explore transparency



Jovan Kurbalija, Milka Pietikainen, and Mark Stephens make introductory remarks at the GNI-ID Learning Forum at the Geneva Internet Platform in December 2014.

The Industry Dialogue and the Global Network Initiative held two joint learning forums in 2014 on the theme of Transparency and Human Rights in the Digital Age. Each event was attended by approximately sixty participants from the ICT sector, civil society, academia, investors, governments, and international organizations. Both featured panel discussions on transparency reporting and broader ways in which companies can communicate with users in response to specific events.

On November 6, the **first event** took place at LinkedIn headquarters in Mountain View, California, and Jeffrey Dygert of AT&T and Patrik Hiselius of TeliaSonera represented the Industry Dialogue as speakers. Participants stated the view that transparency allows stakeholders to understand the policies and practices of both companies and governments and to hold them accountable for making progress on human rights. Speakers expressed the concept that transparent business practices engender consumer trust and that transparency reports have helped companies to define and strengthen their standards on responding to government requests. At the same time, members of civil society indicated that these reports still omit relevant details, particularly with regard to numbers of requests for content removal. Participants emphasized that companies' efforts to communicate with users about how surveillance occurs or why a company made a particular decision are generally well-received, and that more such efforts were needed to build trust between companies and their users.

On December 1, the **second event** was hosted by the **Geneva Internet Platform** in Geneva, Switzerland, to coincide with the UN Forum on Business and Human Rights. Milka Pietikainen of Millicom and Annette Fergusson of Vodafone Group spoke on panels that also featured GNI participants and representatives of government and civil society. Panelists highlighted the lack of clear and accessible information on laws and practices regarding government access to communications data and indicated that transparency reports by companies play an important role in illuminating public debate about this issue. Greater government and corporate transparency were also thought to contribute to openness in less democratic states. Participants expressed the ideas that current transparency reporting should include information about government access to communications data for national security reasons, content restriction, enforcement of company terms of service, and implementation of self-regulatory regimes. Participants also remarked that companies should employ a range of tools for communicating with users about specific events that impact freedom of expression and privacy, as well as company decisions that may affect these rights. These tools might include confidential discussions with stakeholders, direct dialogue with bloggers and individually affected users, and modes of sharing information that are more versatile than current transparency or sustainability reports.



Anna Lekvall and Annette Fergusson speak at the GNI-ID Learning Forum in Geneva.





Patrik Hiselius speaks at the 2014 Freedom Online Conference in Tallinn, Estonia.



Yves Nissim at the 2014 Internet Governance Forum in Istanbul, Turkey.

Industry Dialogue participation in international debates

The Industry Dialogue Advisory Panel members have taken part in discussions on issues affecting freedom of expression and privacy in the ICT sector in a number of international forums. In March of 2014, ID Chair Yves Nissim of Orange and Patrik Hiselius of TeliaSonera spoke on panels exploring freedom of expression and telecommunications at RightsCon in San Francisco, California. Yves and Patrik also spoke about conducting human rights impact assessments on freedom of expression and privacy at the Freedom Online Conference in Tallinn, Estonia in April. At the Stockholm Internet Forum in May, ID representatives of Millicom, Nokia, Telenor, and TeliaSonera engaged with stakeholders, and Milka Pietikainen of Millicom spoke on a panel dealing with increasing access to the Internet in developing countries and the freedom of expression issues implicated in these policies.

Yves Nissim, Patrik Hiselius, and Facilitator Lisl Brunner attended the Internet Governance Forum in Istanbul, Turkey in September, where Patrik spoke about transparency reporting and Yves participated in a human rights roundtable. Yves Nissim spoke as a representative of the ICT sector and the Industry Dialogue before the UN Human Rights Council as a panelist regarding the right to privacy in the digital age during the Council's 27th regular session. In November, ID Chair Milka Pietikainen and Patrik Hiselius spoke at the Swedish International Development Agency's Development Talk on the ICT sector and human rights. The Industry Dialogue was pleased to participate in the third annual UN Forum on Business and Human Rights, where Lisl Brunner and Yves Nissim spoke on panels exploring the right to privacy, embedding the corporate responsibility to respect human rights, and stakeholder engagement. Representatives of Nokia and Telefónica also attended the Forum and took part in discussions on freedom of expression and privacy in the ICT sector. All of these events provided valuable opportunities for the Industry Dialogue to engage with members of civil society and other stakeholders from around the world.

The Industry Dialogue also had the opportunity to present its work at a series of smaller events. In May of 2014, Christine Diamente of Alcatel-Lucent and Yves Nissim took part in the Ethical Corporation Responsible Business Summit. In October, Yves spoke about



Laura Okkonen, Yves Nissim, Lisl Brunner, and Paloma Villa Mateos at the 2014 UN Forum on Business and Human Rights.



Lisl Brunner at the UN Forum on Business and Human Rights.

respect for customer privacy in a webinar organized as part of the UN Global Compact's Human Rights and Business Dilemmas forum. In November, TeliaSonera and Nokia were invited to speak about the UN Guiding Principles on Business and Human Rights, with a special focus on remedy, at an event hosted by the Finnish Human Rights Centre on "Addressing actual adverse impact: Focus on direct remediation." Finally, in February of 2015, Lisl Brunner represented the ID at a dialogue on the U.S. National Action Plan on Responsible Business Conduct focusing on the ICT sector. For more information on these events, please visit our [Web site](#).

Industry Dialogue positions on matters involving its Principles

On several occasions over the past year, the Industry Dialogue has provided input to debates that touched on its Guiding Principles. A [statement outlining the ID companies' commitment to respect user privacy](#) was published in July of 2014. The Industry Dialogue provided written input to the Office of the UN High Commissioner for Human Rights in preparation for its report on The Right to Privacy in the Digital Age, to the drafters of the African Declaration for Internet Rights and Freedoms, and to the World Bank Group in the context of its consultations on a draft Environmental and Social Framework. Statements were also provided to the European Parliament in advance of a hearing on Human Rights and Technologies and to the Ranking Digital Rights project as its methodology was developed. Links to these documents are available on our [Web site](#).

Governance: How the Industry Dialogue works

The business of the Industry Dialogue is conducted by its Advisory Panel, on which each participating company has at least one representative. The Industry Dialogue has a rotating chairmanship, whereby a Chair leads its work during the six-month period for which he or she is elected. Milka Pietikainen of Millicom was Chair of the Industry Dialogue from October of 2014 until April of 2015, and Annette Fergusson of Vodafone Group served as Chair from April to October of 2014. Christine Diamente of Alcatel-Lucent assumed the Chair of the Industry Dialogue in April of 2015. Former Chairs are Yves Nissim of Orange (September 2013 to April 2014) and Patrik Hiselius of TeliaSonera (March to September of 2013). Lisl Brunner is the Facilitator for the Industry Dialogue and is based at the GNI in Washington, D.C.

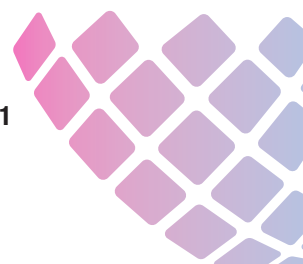
Milka Pietikainen said, "It has been a real pleasure for me to have been part of the journey of the Industry Dialogue from its very first meetings in 2011. What stands out the most for me is the progress the member companies have made since those first meetings, stemming from different stakeholders having the courage to discuss openly, build trust and share challenges from their point of view. In the beginning it was important to do that among the companies and establish the common goals we wanted to achieve. In the past two years, the Industry Dialogue has matured to

“In the past two years, the Industry Dialogue has matured to have that engagement with a wide variety of stakeholders and become its own voice in the debate.”

- Milka Pietikainen
ID Chair
October 2014-2015

“Privacy and freedom of expression and the relationship between companies and law enforcement agencies continues to be the focus of public debate and it is critical that our industry contributes constructively to these discussions.”

- Annette Fergusson
ID Chair
April-October 2014





Current Industry Dialogue Chair Christine Diamente of Alcatel-Lucent at the 2014 GNI-ID Learning Forum in Geneva.

have that engagement with a wide variety of stakeholders and become its own voice in the debate. During my six months as Chair, we have dedicated a lot of time to working towards a future setting for the ID that would allow such interaction to continue in a multistakeholder setting for the benefit of freedom of expression around the world.”

According to Annette Fergusson, “Privacy and freedom of expression and the relationship between companies and law enforcement agencies continues to be the focus of public debate and it is critical that our industry contributes constructively to these discussions. Respecting customers’ privacy and freedom of expression is one of our highest priorities and the Industry Dialogue plays an important role in enabling us to share experiences, seek guidance and engage in a dialogue with governments, industry, civil society, investors and other stakeholders. The collaboration with the GNI has helped the Industry Dialogue member companies further their understanding of the challenges and serves as an important forum for us to explore how we can work together to help advance

freedom of expression and privacy rights in the information communications technology sector.”

The work of the ID is carried out according to the terms of a Memorandum of Understanding, which states each member’s commitment to work together to create tools and due diligence mechanisms on freedom of expression and privacy issues as they relate to the telecommunications sector. The Industry Dialogue’s Advisory Panel consists of Christine Diamente (Alcatel-Lucent, @cdiamente), Jeffrey Dygert (AT&T), Milka Pietikainen (Millicom, @milkapie), Laura Okkonen (Nokia, @laokkonen), Yves Nissim (Orange, @ynissim) and Francois Bach (Orange, @fbach75), Paloma Villa Mateos (Telefonica, @villamateos) and Nuria Pizarro (Telefonica, @nupizarrocas), Sidsela Nyebak (Telenor Group), Patrik Hiselius (TeliaSonera, @Patrik_Hiselius), and Annette Fergusson (Vodafone Group).

The Industry Dialogue holds weekly conference calls open to all participating companies, bi-weekly calls with the GNI, and meetings of working groups dedicated to communications, stakeholder outreach, and the development of policy tools for companies. The Industry Dialogue holds in-person meetings on a quarterly basis hosted in turn by each member, and it uses these opportunities to share best practices and to discuss joint initiatives and policy matters. Face-to-face meetings were held in April 2014 at AT&T’s offices in Washington, D.C.; July 2014 in Vodafone Group’s London offices; October 2014 in Millicom’s Stockholm offices; and January 2015 at Telefónica’s offices in Madrid. The GNI joined ID quarterly meetings in April and October of 2014 to discuss the way forward for the two initiatives.

“GNI’s diverse membership of technology companies, civil society organizations, investors, and academics has appreciated the opportunity to learn from and with the Telecommunications Industry Dialogue. The human rights challenges facing the ICT sector are complex and can only be solved by greater collaboration between industry and a wide set of stakeholders.”

- Mark Stephens
Chair of the GNI Board



Collaboration with the GNI



Lisl Brunner, Milka Pietikainen, and Mark Stephens at the GNI-ID Learning Forum in Geneva.

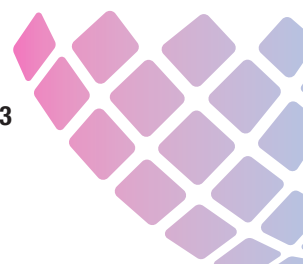
In March 2013, the Telecommunications Industry Dialogue signed a two-year collaboration with the Global Network Initiative, according to which the GNI houses the work of the Industry Dialogue and provides a common platform to exchange best practices, learning and tools. The Industry Dialogue has benefited from the GNI's expertise as a multistakeholder organization, and the collaboration has aimed at finding a shared and practical approach to promoting freedom of expression and privacy rights in the ICT sector.

During the past year and a half, the two initiatives have come together at meetings, joint learning forums and stakeholder events.

At the Freedom Online Conference in Tallinn, the ID and the GNI organized a panel discussion on **The Role of Human Rights Impact Assessments in Advancing Freedom Online**. Joint meetings between the initiatives took place in April and October of 2014, and the two groups held several conference calls to explore how they might continue their collaboration. At all times, discussions have aimed to increase awareness about the various issues and challenges that companies face in trying to embed respect for freedom of expression and privacy in their respective business operations. In March of 2015, the collaboration between the ID and the GNI was extended for an additional six-month period as discussions aimed at finding a shared and practical approach continued.

The Year Ahead

Over the next year, we anticipate that robust public debate across the world will continue about freedom of expression and privacy rights, as well as the tools that ICT companies can employ to respect those rights. The Industry Dialogue's forthcoming report outlining the key legal powers available to government authorities seeking to access communications data or to restrict the content of communications in five of the countries within our companies' footprint is one way in which the initiative will seek to contribute to this debate. Industry Dialogue companies will also continue to prioritize the sharing of lessons and best practices in implementing the ID Principles and dialogue with stakeholders around these issues. Furthermore, the Industry Dialogue will focus on discussions with the Global Network Initiative aimed at finding a common way forward for ICT companies that presents the best outcome for the freedom of expression and privacy of users and customers.



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There are 9 companies currently participating in the Industry Dialogue. These companies have a global footprint, providing telecommunications services and equipment to consumers, businesses and governments worldwide.



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