



World Benchmarking Alliance

Digital Inclusion Benchmark 2021

Scoring guidelines

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1 Overview

The World Benchmarking Alliance (WBA) Digital Inclusion Benchmark (DIB) consists of 16 indicators equally divided into four measurement areas: access, skills, use and innovation. More details can be found in the methodology report.¹ This document describes how the indicators and measurement areas are scored to result in an overall benchmark score. Scoring guidelines are for the 2021 DIB and data refers to activities in the 2020 fiscal year. Companies whose fiscal year ends before June 2021 should base evidence on reports or activities taking place during the fiscal year ending in 2021; all others should base evidence for the year of their reporting period ending in 2020.

1.1 Indicator scoring

The 16 indicators are scored on a scale of between 0 - 2. Each indicator consists of several elements. Each element is assigned a certain number of points, which sum to a value between 0 - 2 for the indicator.

There are examples of all the indicator elements being publicly available in company reports. Hence, if a company provides no relevant information on an indicator the score is zero.²

The following principles hold for company initiatives relating to six indicators in the access and skills measurement areas (A.1, A.2, S.1-S.4):

- Group or subsidiary initiatives are treated in the same manner.
- Company initiatives that fit the scope of multiple indicators are counted under every indicator where they apply. For instance, if a company has a digital literacy training programme exclusively for women and girls it can be included under both indicator A.2 and indicator S.1.

Company scores are evaluated by multiple analysts to ensure consistency. Companies that choose not to complete the questionnaire, or participate in other engagement opportunities, are evaluated based solely on publicly available information that was identified during the benchmark time period from main public disclosures (e.g., company reports and websites). Companies are also invited to provide information which can be considered public.

1.2 Measurement area scoring

Stakeholders suggested that all indicators and measurement areas are considered equally important for digital inclusion. Therefore, each of the four indicators per measurement area carries the same weight. Measurement areas are scored as a simple average of the indicator scores. Since every indicator scores in the range between 0 - 2, the measurement area average will also fall between 0 - 2.

1.3 Company benchmark score

Given that each measurement area is considered equally important for achieving digital inclusion, they are all assigned the same weight in calculating the overall benchmark score. A company's overall score will equal the average of the scores received for each measurement area, resulting in a score of between 0 - 2 with two significant digits. A 100 scale score is calculated by multiplying by 50.

¹ World Benchmarking Alliance. 2020. *Digital Inclusion Benchmark Methodology Report*. <https://www.worldbenchmarkingalliance.org/research/methodology-digital-inclusion-benchmark-covers-four-critical-themes/>

² There may be exceptions for some indicators in the case of companies that do not provide consumer products.

2 Access

A.1 The company contributes to digital technology access

Scope	This indicator covers company efforts to contribute to the universality and affordability of access to digital technologies for vulnerable populations. Such efforts include programmes that help connect previously unconnected populations and maintain or improve those already connected through affordable digital goods or services. Programmes must go beyond company's legal or contractual requirements and standard business practices. Hence, they should involve some financial, staff or other commitment by the company in support of the programme. Zero rated access to a company's own services is not included.
Scoring	Addition of elements
	1. Programme type
0	No evidence was found or the company does not have a programme that fits the scope of the indicator.
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator, or
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party, or
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme details
+0.25	The programme is intended specifically for vulnerable groups (see Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	4. Programme impact
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

A.2 The company supports digital inclusivity for women and girls

Scope	This indicator covers company efforts that support digital inclusivity of women and girls through the provision of digital opportunities. Such efforts must be specifically targeted to women and girls, excluding efforts that are targeted to company's employees. Commercial offerings are also excluded unless specifically targeted to women and girls for free or at a discounted price. Digital opportunities include increased access to digital products that improve women and girls well-being, as well as digital skills programmes for women and girls. Support for the programme should involve financial, staff or other commitment by the company.
Scoring	Addition of elements
	1. Programme type
0	No evidence was found or the company does not have a programme that fits the scope of the indicator.
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator.
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party.
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme details
+0.25	The programme is intended specifically for vulnerable groups among women and girls (see Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	4. Programme impact
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

A.3 The company facilitates digital access for diverse users

Scope	This indicator covers company efforts that facilitate digital access. This iteration of the benchmark looks specifically at support for persons with disabilities. The indicator considers whether universal disability design standards are adhered to and special product features for users with disabilities. It also considers the company's employment of persons with disabilities as well as inclusive workplace adaptations such as wheelchair ramps and sign language interpreters at company meetings. The definition of disabilities follows the framework set by the Web Content Accessibility Guidelines (WCAG), ³ which includes auditory, cognitive, neurological, physical, speech, and visual disabilities.
Scoring	Addition of elements ⁴
	1. Design
0	No evidence was found that the company shows commitments to accessible design principles for their products.
+0.4	The company commits to integrate accessible design principles for their products.
	2. Accessible Products
0	No evidence was found that the company has products that accommodate users with disabilities.
+0.4	The company has products that accommodate users with disabilities.
	3. Employment
0	No evidence was found that the company discloses metrics on employment of people with disabilities, or that it has built accessible, barrier-free workplaces.
+0.2	The company discloses metrics on employment of people with disabilities. If national legislation does not allow collecting these data, please indicate this. Note that companies could conduct voluntary self-reported surveys.
+0.2	The company shows evidence of building accessible, barrier-free workplaces. Accessible, barrier-free workplaces refers to physical or operational changes to the workplace made by the company to benefit people with disabilities.
	4. Stakeholder Engagement
0	No evidence was found that the company engages with the disability community.
+0.4	The company shows evidence of soliciting feedback on their products from users with disabilities. This excludes hotlines or general statements on welcoming feedback.
+0.4	The company initiates or partners with initiatives focused on accessibility.

³ <https://www.w3.org/TR/WCAG22/>

⁴ Pure-play, non-consumer hardware and data centre companies should disclose element 3. If they do not disclose element 3, they will be assigned a zero for this indicator.

A.4 The company discloses its direct economic contribution

Scope	This indicator covers company disclosures on information across global operations where it has a customer base in order to assess value creation for each stakeholder (i.e., suppliers, employees, providers of capital, governments and communities). International guidelines for reporting this type of information are relevant (i.e., GRI 201-1) ⁵ . Information on the creation and distribution of economic value provides a basic indication of how an organization has created wealth for stakeholders. Indirect economic impacts are also relevant in this context.
Scoring	Addition of elements
	1. Economic Value Generated and Distributed (EVG&D)
0	No evidence was found that the company reports the main elements to compile Economic Value Generated and Distributed (EVG&D) and does not disclose community investments nor reports on its indirect economic impacts.
+0.25	The company discloses all of the EVG&D elements except community investments.
+0.25	The company discloses community investments.
+0.75	The company discloses in one table most of the elements to compile EVG&D at the group level.
	2. Country breakdown
+0.25	The company discloses taxes paid for main countries of operation.
+0.25	The company discloses employment in main countries of operation.
	3. Indirect impacts
+0.25	The company reports its indirect economic impacts.

⁵ Disclosure 201-1 Direct economic value generated and distributed
<https://www.globalreporting.org/standards/media/1039/gri-201-economic-performance-2016.pdf>

3 Skills

S.1 The company supports basic digital skills development

Scope	This indicator covers company programmes that aim to teach basic digital skills that allow users to communicate with others and access online commerce, public services, and financial services. This excludes skills programmes that are: 1) only for the company's employees, 2) focused only on how to use company products, 3) conditional on purchase of company products, 4) revenue-earning and 5) STEM programmes which do not describe the specific digital skills they teach. Programmes must include an in-person component. Programmes must be operational during the period of benchmark assessment. Basic digital skills refer to the proficiencies needed to carry out fundamental digital tasks such as using a computer keyboard or smartphone touchscreen, managing privacy settings and sending email, searching the web or filling out an online form. They also include media literacy programmes, programmes teaching basic online safety as well as programmes teaching technical digital skills, such as coding to children. The programme can be delivered by the company or by a subsidiary.
Scoring	Addition of elements
	1. Programme type
0	No evidence was found or the company does not have a programme that fits the scope of the indicator, or
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator, or
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party, or
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme details
+0.25	The programme is intended specifically for vulnerable groups (see Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	4. Programme impact
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

S.2 The company supports intermediate digital skills development

Scope	This indicator covers programmes that teach digital skills useful for employment or entrepreneurship including in non-digital sectors. This excludes digital literacy programmes and technical skills programmes such as coding or networking; those programmes should be entered in indicator S.1 or S.3. This also excludes skills programmes that are: 1) only for the company's employees, 2) conditional on purchase of company products and 3) revenue-earning. Programmes may be delivered in-person or online, however, online skills programmes that are free and accessible to the general public at no additional cost to the company are excluded . Programmes must be operating in the period of benchmark assessment. Programmes may include teaching how to use company products, as long as the learning acquired is transferable to non-company products. Intermediate digital skills include but are not limited to: word processing and spreadsheet competencies used in offices, web design, desktop publishing, digital marketing, podcasting or other skills that prepare individuals for jobs in these areas or help entrepreneurs to publicise and grow their businesses. The programme can be delivered by the company or by a subsidiary.
Scoring	Addition of elements
	1. Programme type
0	No evidence was found or the company does not have a programme that fits the scope of the indicator, or
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator, or
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party, or
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme details
+0.25	The programme is intended specifically for vulnerable groups (see definition in Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	3. Programme impact
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

S.3 The company supports technical digital skills development

Scope	This indicator covers company programmes that teach technical digital skills required to become a specialist in digital professions such as software programming, data analysis, network management and hardware design. This excludes skills programmes that are: 1) only for company's employees, 2) focused only on how to use company products, 3) conditional on purchase of company products, 4) intended for hiring programme participants, and 5) revenue-earning. Programmes may be delivered in-person or online, however, online skills programmes that are free and accessible to the general public at no additional cost to the company are excluded . Programmes must be running or finishing in the period of benchmark assessment. Technical digital skills include but are not limited to the following: UX/UI design skills; networking and programming skills; and digital product development and management skills. The programme can be delivered by the company or by company subsidiary.
Scoring	Addition of elements
	1. Programme type
0	No evidence was found or the company does not have a programme that fits the scope of the indicator, or
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator, or
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party, or
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme metrics
+0.25	The programme is intended specifically for vulnerable groups (see definition in Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	4. Programme impact
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

S.4 The company supports school connectivity

Scope	This indicator covers company programmes that enable or improve connectivity in primary and secondary schools. This excludes school connectivity programmes that: 1) target universities, 2) focused on the use of company products for educational purposes (unless offered at a discounted price), 3) require additional equipment to access contents of the programme, 4) are revenue-earning and 5) teach digital skills. Programmes must be operating in the period of benchmark assessment. Examples of programmes that fit the scope of this indicator include but are not limited to those that involve provision of internet access and/or computers to schools, donation of digital devices to students and teachers for educational purposes or providing multimedia educational content to schools. The programme can be delivered by the company or a subsidiary.
Scoring	Addition of elements
0	No evidence was found or the company does not have a programme that fits the scope of the indicator, or
+0.125	The company has a one-off programme (one-day/one-week) that fits the scope of the indicator, or
+0.25	The company provides funding to a programme in terms of grants or scholarships but the programme is carried out by a third-party, or
+0.5	The company has an ongoing programme that it operates or actively participates in and fits the scope of the indicator.
	2. Programme details
+0.25	The programme is intended specifically for vulnerable groups (see definition in Section 6.1). If the programme includes vulnerable groups but is not specifically intended for them, no points are awarded for this element.
+0.25	The programme has been in operation for more than one year.
+0.25	The programme is delivered in multiple locations or the company has more than one programme.
	3. Programme metrics
+0.25	The company reports metrics on its contribution to the programme (cash, time or in-kind).
+0.25	The company reports metrics on programme participation (number of beneficiaries, number of schools, etc.).
	4. Impact assessment
+0.125	The company reports impact metrics of the programme, or
+0.25	The company provides a third-party report dedicated to the impact assessment of the programme.

4 Use

U.1 The company assigns accountability for cyber security at a senior level

Scope	This indicator relates to high-level commitment to, leadership of and accountability for cyber security. Steps include clearly committing to cybersecurity, identifying cyber security as a senior-level concern and how high-level responsibility for cyber security within the company is carried out.
Scoring	Addition of elements
	1. Cyber security commitment
0	No evidence was found that the company has senior-level oversight and accountability for cyber security.
+1	The company has a high-level commitment to cyber security in its business codes, governance statements or similar documents.
	2. CISO & cyber security committee
+0.25	The company has a Chief Information Security Officer (CISO). For companies that do not use this title, it refers to the senior level position responsible for information and data security in the company including informing the board and specifically oversight of security operations covering analysis of threats and cyber security risks, data loss and fraud prevention and security hardware and software.
+0.25	The company has a committee with clear responsibility for cyber security. The committee should have specific responsibility for cyber security and report directly to the Board, a Board committee or equivalent governing body.
+0.25	The company discloses who the CISO and committee report to.
	3. Cyber security document
+0.25	The company has a standalone security document which details how cyber security is managed. This is related to SASB TC-SI-230a.2 "Description of approach to identifying and addressing data security".

U.2 The company monitors, remedies and reports cyber security incidents

Scope	This indicator captures various implementations surrounding information security. One measure is the existence of a security incident response team and evidence of global cooperation in this area. Another measure is compliance with international frameworks for protecting information assets. A third measure refers to reporting on data breaches.
Scoring	Addition of elements
	1. Security response team Commonly referred to as a Computer Emergency Response Team (CERT), Computer Security Incident Response Team (CSIRT) or Product Security Incident Response Team (PSIRT).
0	No evidence was found that the company has a security response team.
+0.5	Company has a security response team (can be for a specific part of the company and does not explicitly have to be named CERT/CSIRT/PSIRT but must have the same functionality and responsibility).
+0.15	Company is a member of Forum of Incident Response and Security Teams (FIRST) ⁶ or any other national, regional, or international organization involved with information security monitoring and response or is involved in cooperation at a national, regional, or international level on information security monitoring and response.
	2. ISO 27001 certification ⁷
0	No evidence was found that the company reports having a ISO/IEC 27001 certification.
+0.5	The company has a valid ISO/IEC 27001 certification.
+0.25	The ISO/IEC 27001 certificate is publicly available and within the period of validity.
	3. Data breaches See GRI 418-1b: Substantiated complaints concerning breaches of customer privacy and losses of customer data ⁸ , or the relevant SASB topic on data security. ⁹
0	No evidence was found that the company discloses the number of data breaches.
+0.5	Company discloses the number of data breaches.
+0.1	Company discloses the number of accounts affected.

⁶ Forum of Incident Response and Security Teams, <https://www.first.org>

⁷ ISO/IEC 27001 Information Security Management, <https://www.iso.org/isoiec-27001-information-security.html>

⁸ GRI 418 Customer Privacy, <https://www.globalreporting.org/standards/media/1033/gri-418-customer-privacy-2016.pdf>

⁹ SASB standards, <https://www.sasb.org/standards/download/>

U.3 The company applies responsible practices for personal data

Scope	This indicator measures the company approach to responsible practice for personal data. This indicator is informed by indicators used by Ranking Digital Rights. ¹⁰ It considers the degree of importance the company attaches to data privacy. Existence of a consistent approach towards personal data across company subsidiaries and regardless of the user location is also considered. A third measure regards transparency in respect to the company disclosing information about government requests for user data.
Scoring	Addition of elements.
	1. Data privacy importance
0	No evidence was found that the company considers privacy a key topic.
+0.25	The company considers data privacy a key topic in its materiality analysis or has a high-level public policy statement.
	2. Group data privacy policy
0	No evidence was found that the company has a group privacy policy.
+0.25	The company has a group privacy policy with principles applicable to all subsidiaries and all locations.
+0.25	The group privacy policy discloses the types of user information the company collects.
+0.25	The group privacy policy discloses the types of third parties information is shared with.
+0.25	The group privacy policy allows users to retrieve a copy of personal information collected by the company.
	3. Transparency report
0	No evidence was found that the company has a transparency report (i.e., a report detailing government requests for user information collected by the company).
+0.25	The company publishes a transparency report at least once a year detailing government requests for user information.
+0.25	In the transparency report, the company details the number of government demands it receives by country. In cases where companies are not legally allowed to report on government requests, this should be explained in a note including the countries to which this refers.
+0.25	In the transparency report, the company details the number of government demands with which it complied.

¹⁰ <https://rankingdigitalrights.org>

U.4 The company mitigates digital risks and harms

Scope	Digital technologies have introduced a range of risks and harms which discourage use or incite overuse. This version of the benchmark focuses on online child protection. It covers whether companies have a high-level commitment to child online safety. This indicator is informed by indicators used by UNICEF and ITU. ¹¹ The indicator also asks if companies have a mechanism in place for reporting online abuse and a process to act upon these reports. It also asks about alignment of company internal processes with international standards, participation in initiatives promoting online protection and content control.
Scoring	Addition of elements ¹²
	1. High-level commitment to child online safety
0	No evidence was found of a high-level commitment to child online safety.
+0.5	The company has a high-level commitment to child digital safety in business codes, human rights policies or risk assessment frameworks.
	2. Reporting online harms to children
0	No evidence was found of a company mechanism for reporting online harms to children or cooperation with authorities on reporting children online abuse.
+0.25	Evidence was found that the company has a mechanism for reporting online harms to children.
+0.25	Evidence was found that the company cooperates with authorities on reporting children online abuse.
	3. Partnerships on child online safety
0	No evidence found of the company partnering on child online safety or content control.
+0.25	Evidence was found that the company partners with third parties on child safety.
	4. Content control
0	No evidence was found that the company provides content control for its products.
+0.25	Evidence was found that the company provides content control for its products. This can include blocking access to certain content or product features that control or restrict access.
	5. Educational and other initiatives on child online safety
0	No evidence found of company educational initiatives on child online safety.
+0.25	Evidence was found that the company has a child safety website.
+0.25	Evidence was found that the company supports educational initiatives for child online safety.
+0.25	Evidence was found the company has other significant initiative(s) not covered above (e.g., online child safety programs for parents, online child safety training for employees, child online safety team, etc.). Note this element is not considered if the company has fulfilled all of the other elements.

¹¹ See: UNICEF. 2014. *Children are Everyone's Business: Workbook 2.0*.

https://sites.unicef.org/csr/css/Workbook_2.0_Second_Edition_29092014_LR.pdf and ITU. 2020. *Guidelines for Industry on Child Online Protection*. https://8a8e3fff-ace4-4a3a-a495-4ea51c5b4a3c.filesusr.com/ugd/24bbaa_967b2ded811f48c6b57c7c5f68e58a02.pdf

¹² Except for commitment to child online safety, other elements may possibly not apply for pure-play, non-consumer hardware and software development companies.

5 Innovation

I.1 The company practices open innovation

Scope	This indicator is designed to capture evidence of openness and cooperation in innovation. This includes participation in standards organizations, support for open source and collaboration with universities.
Scoring	Addition of elements
	1. Membership in standards organizations
+0.5	Either company is a member of ITU and/or company is a member of W3C and/or a member of Linux Foundation and/or a member of another relevant international standards body (See section 6.3). Other standards bodies should be involved in developing software and hardware specifications and not advocacy groups. They should also have company and not individual membership.
	2. Support for open source/standards
0	No evidence was found that the company has a commitment to open source/standards.
+0.5	Evidence was found that the company has a high-level commitment to open source/standards.
	3. Open source/standards projects
0	No evidence was found of open source/standards projects.
+0.5	Evidence was found that the company has current open source/standards projects.
	4. University collaboration
0	No evidence was found that the company collaborates with universities.
+0.5	Evidence was found that the company partners and collaborates with universities on open source/standards or in other technical research areas.

I.2 The company supports technology innovation ecosystems

Scope	Support for this indicator includes venture capital investment. Other measures include supporting innovation facilities such as incubators and accelerators. Providing start-ups with affordable access to relevant company goods and services is another example of support, as is assistance for social entrepreneurship and start-ups founded by persons from underrepresented groups (e.g., women, ethnic minorities, etc.).
Scoring	Addition of elements
	1. Venture capital
0	No evidence was found that company makes venture capital investments.
+0.25	Company makes venture capital investments. Venture capital investments can be made through their own fund or through a 3 rd party fund.
+0.5	Company has a specific programme for venture capital investments into start-ups founded by persons from underrepresented groups.
	2. Start-up support
0	No evidence was found that company supports start-ups.
+0.25	Company supports start-ups, through accelerators, incubators, innovation hubs or other start-up facilities or programmes (e.g., competitions).
+0.5	Company has a specific programme supporting social and/or non-profit start-ups/entrepreneurs. Examples of this should include a named programme or a relevant metric on the programme's impact.
+0.5	Company has a specific programme supporting start-ups founded by persons from underrepresented groups, for example a special female entrepreneurship programme.

I.3. The company supports sustainable development

Scope	This indicator measures support for sustainable development. This includes initiatives for sharing data sets or processing, storing and computing facilities for sustainability research. It also includes a commitment to the Sustainable Development Goals (SDGs) alongside company sustainability goals and innovation to reduce indirect environmental impact.
Scoring	Addition of elements
	1. Support for sustainable development research
0	No evidence was found that the company contributes to research related to sustainable development.
+0.25	Company contributes resources for non-profit or university research on sustainability issues and/or company provides publicly available data sets.
	2. Support for SDGs
0	No evidence was found that the company supports the SDGs.
+0.5	Company has a commitment to the SDGs.
+0.25	Company uses SDG framework for measuring goals and progress.
	3. SDGs and the environment
0	No evidence was found the company has an emissions reduction target or discloses emissions and energy data.
+0.25	Company has a target to reduce Scope 1&2 emissions against a baseline year.
+0.25	Company discloses renewable energy share. ¹³
+0.25	Company discloses breakdown of CO2 emissions by scope. ¹⁴
	4. Innovation to reduce environmental impacts
0	No evidence was found that the company is innovating to reduce environmental impacts.
+0.25	Company is innovating to reduce environmental impacts.

¹³ Related to SDG Target 7.2.1

¹⁴ Related to SDG Target 9.4.1

I.4 The company applies inclusive and ethical research and development

Scope	This indicator captures the degree to which company practices reflect the participation of diverse groups and consideration of ethics in product development. Diversity is reflected by a high percentage of technical and R&D staff of different genders, ethnicities, and nationalities. Another measure of diversity is the distribution of research in different countries. Consultation with ethics bodies within the company as well as wider stakeholder dialogue on the ramifications of product design is another good practice. Dedicated committees for ethics and published AI guidelines are other good practices.
Scoring	Addition of elements
	1. Sex-disaggregated employment metrics
0	No evidence was found of overall sex-disaggregated employment available.
+0.125	Overall sex-disaggregated employment available.
+0.5	Tech/engineering/R&D sex-disaggregated employment available. Tech/engineering/R&D staff are defined as roles which require technical knowledge and/or specialisation. These could include, but are not limited to, staff engaged in research and development; product testing, software development and other IT/computing functions.
	2. R&D facilities
0	No evidence was found about location of R&D facilities.
+0.125	The company discloses some information about its R&D facilities locations.
+0.5	The company discloses all R&D locations outside the headquarters country.
	3. Ethics committee
0	No evidence was found about ethics responsibility or consideration in R&D.
+0.10	Company has a committee dedicated to ethics.
+0.15	Committee explicitly considers ethics in R&D/AI.
	4. AI guidelines
0	No evidence was found that the company has a publicly available ethical AI framework.
+0.25	Company has a publicly available ethical AI framework.
+0.25	AI framework includes human rights considerations.

6 Annexes

6.1 Vulnerable groups

Vulnerable groups in the Digital Inclusion Benchmark include:

- children
- elderly
- jobless
- low-income
- people living in rural areas
- people with disabilities
- racial or ethnic minorities
- refugees
- women

6.2 Commitment statements

Examples of accepted wording

- We commit to / are committed to XX
- We support XX
- Commits to respect XX convention
- We follow the principles of the XX convention
- The company is committed to implementing the UNGPs
- We adhere to the XX convention
- We uphold the XX right/convention, etc.
- We support the right to XX
- We are committed to respecting the rights under the XX convention
- We fully endorse and support the principles enshrined in the XX convention
- We recognise our obligation to respect XX
- We abide by XX

Examples of wording NOT accepted

- Working towards XX
- Consistent with XX
- In line with XX
- Informed by XX
- Striving to ensure / striving towards XX
- Recognises the principles of XX (acknowledgement of an obligation is not a commitment)
- Aligned with XX
- Guided by XX
- Based on XX
- In accordance with XX
- Comply with XX
- We base our requirements XXX ('basing requirements on...' is not a commitment)

A requirement to uphold rights "where legally required", or "recognise legal requirements" in respect of a particular right DOES NOT count.

6.3 Standards organizations

The following organizations have been identified as standards organizations for the digital sector where there is a company membership category.

Name	Website
ETSI	https://www.etsi.org
Institute of Electrical and Electronic Engineers Standards Association (IEEE SA)	https://standards.ieee.org
International Telecommunication Union (ITU)	https://www.itu.int
Linux Foundation	https://linuxfoundation.org
O-RAN Alliance	https://www.o-ran.org
OpenID Foundation	https://openid.net/foundation
Payment Card Industry (PCI)	https://www.pcisecuritystandards.org
PRPL Foundation	https://prplfoundation.org
Telecom Infrastructure Project	https://telecominfraproject.com
World Wide Web Consortium (W3C)	https://www.w3.org