

# Agenda

- 9:30 Opening by Director-General Andrej Flogie  
Plenary speakers and discussion
- 13:30 Lunch
- 14:30 Parallel sessions
- |   |   |   |   |
|---|---|---|---|
| Marginalised<br>Young people<br>&<br>Cultural minorities<br>chair: Margit Sutrop<br><b>Room 1 (plenary)</b> | Elderly people<br>chair:<br>Simon Rogerson<br><b>Room 2</b> | Persons with<br>disabilities<br>chair:<br>Susan Scott-<br>Parker<br><b>Room 3</b> | Online<br>government<br>chair:<br>Philip Virgo<br><b>Room 4</b> |
|---|---|---|---|
- 16:30
- 16:45 Plenary discussion
- 17:45 Closing speech
- 20:00 Dinner at the Grad

# Ethics and e-Inclusion

Ethics & e-Inclusion High-Level Workshop  
12 May 2008, Bled, Slovenia

*Paul Timmers*  
*Head of Unit*  
*ICT for Inclusion*  
*European Commission*

# Why e-Inclusion?

- Social justice / quality of life
- Efficiency / cost concerns
- Economic opportunity

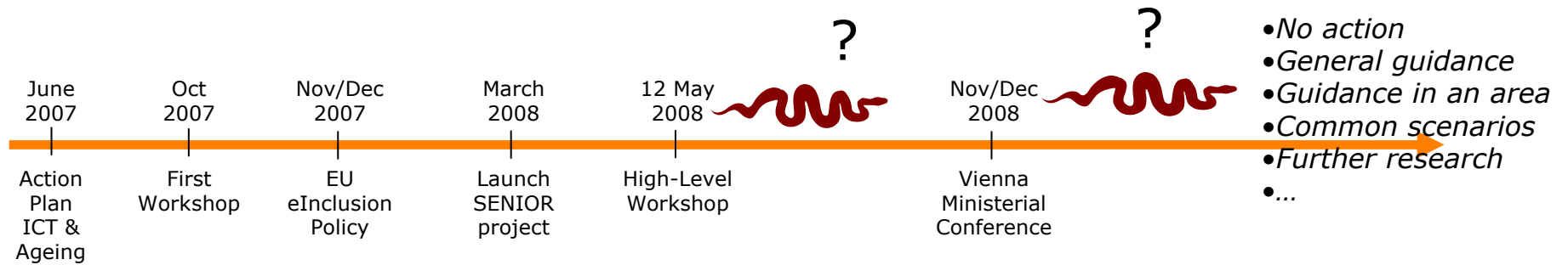
*triple win*

*triple balance*

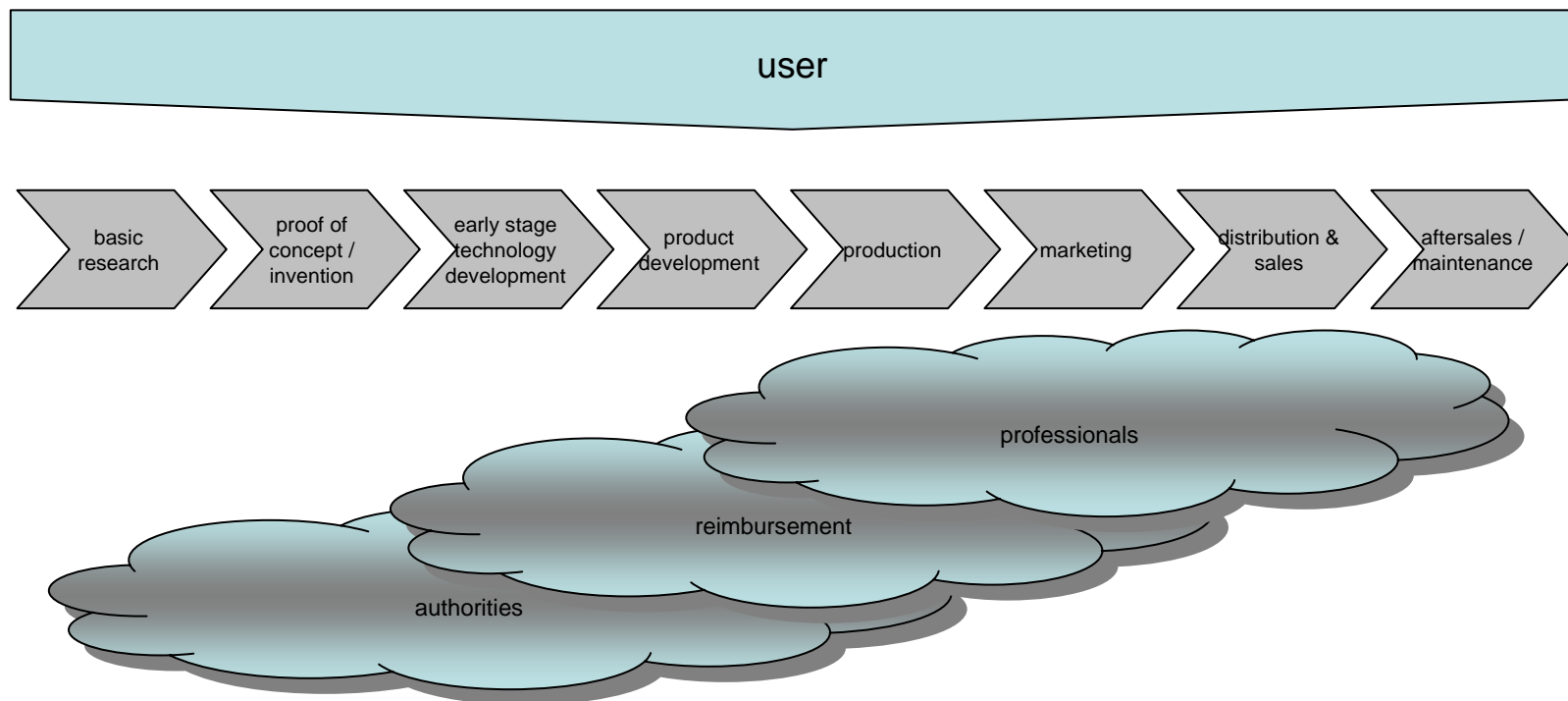
# EU e-Inclusion-related policy

- Nov 2000 Employment Equality Directive
- Sept 2001 eEurope 2002: Accessibility of Public Web Sites
- March 2004 Revised Public Procurement Directives
- March 2005 revised Lisbon jobs & growth
- June 2005 i2010, third pillar
- Sept 2005 e-Accessibility Communication
- July 2006 **Riga Ministerial Declaration**  
Structural Funds Regulation
- Oct 2006 Demographic change policy
- June 2007 **Action Plan Ageing well in the information society**  
**Ambient Assisted Living research programme**
- Dec 2007 Disability Action Plan update
- Nov 2007 **European e-Inclusion Initiative**
- Nov 2007 Single Market for the 21<sup>st</sup> Century + Renewed Social Agenda

# Timeline



# Innovation Stages & Actors



# Objectives for this workshop on ethics and e-inclusion

- For the subject of ethics & e-inclusion:
  - Identify key ethical issues
  - Provide ethical guidance where possible (on principles and for operational use)
  - For users, providers, authorities
- For the debate on ethics & e-inclusion
  - Provide advice for next steps

# Bringing thinking together key issues and guidance

		Concepts & Principles (policy contents and policy processes)	Operational (implementation in processes and products)
<b>General</b> (common core issues & guidance)		<b>1</b>	<b>2</b>
<b>Specific</b> (to inclusion area)	<i>Young/minorities</i>		
	<i>Elderly</i>		
	<i>Disability</i>	<b>3</b>	<b>4</b>
	<i>Inclusive govt services</i>		

# General

- Human rights are the foundation, also for the ICT world (Charter of Fundamental rights)
- Justice has to be ensured (distribute, procedural, retributive, restorative)
- Context matters and needs to be explicit: to balance rights/freedoms and responsibilities [...]
- Not providing the basics of affordability, access, accessibility, ... is discrimination
- Self-determination and autonomy are at the heart but how to address it is life-situation-dependent
- Privacy needs extra careful consideration wrt vulnerable groups, design-for-privacy
- Responsibilities and accountability should be made explicit
  
- *There is a positive right to opt-out from the information society, unless harm to others, unless unreasonable,....[...]: [duty for the provider to be transparent about the option offered]*
  
- ICT should empower vulnerable persons
- ICT is not a replacement for the human dimension
- *Standards needed to drive ethical behaviour*
- Detect e-inclusion market failures and use them positively
  
- Seek to design against mis-use but at the same time offer user choice / user appropriation
- Connect e-inclusion ethics-related actions to mainstream inclusion actions
- Education and benchmark is key: the IT profession; users; business; providers; policy-makers; about the win-win;
  
- Policy process:
  - Structured dialogue with users – business – providers - authorities
  - Principles need to be put in context with cases (going beyond the theory; to test/illustrate the policy)
  - Coordination of bodies in Europe and beyond
  - Avoid legal fragmentation / review legal frameworks / allow for flexibility
  - Put this debate in the wider context ('preamble')
  
- Actions:
  - Building a good/bad practice case set; this interpreted case set needs to be kept evolving
  - Measurement ?
  - Privacy to be interpreted wrt vulnerable people
  - Develop a standard for design requirements to achieve embedded ethics
  - Cross-cultural comparisons

# Specific Marginalised young people

- Ensure the basics are provided:
  - Every child to have a computer & Internet at home
  - In situations of high vulnerability (e.g. hospitalised children)
  - Provision of ICT: non-stigmatized + affordable + etc
- Education in ICT is a basic provision too and liberates; conversely lack of ICT education is a lack of justice
- Consider that ICT is a channel to teach ethics to young people
- But: mitigate the stronger risks of negative effects of ICT (due to poverty, lack of education or social structure)
- Self-determination and autonomy are part of growing up, so though not unbounded, this should be looked at positively (e.g. creativity)
- Actions:
  - Make an inventory of the basic must-haves, the positive impacts and the risks of negative impacts, the responsibilities
  - Research into virtual world counselling

# Disability

- Clarify exclusion versus discrimination as a 'hard' right
- No central medical databases that would enable eugenics
- Whistleblower support
- Right of access (employment, services, citizenship)
- More assertiveness of business to resolve accessibility
- Government and business are the primary ones to be influenced
- Governments to be exemplary in ICT-inclusion ethics (as influencers)

# Ageing

- Consider changing nature of home → design for all from cradle to grave
- Informed consent is paramount, and to consider level of comprehension
- In development consider needs, wishes and fears; seek out accepted intermediaries for elderly
- Support/strengthen personal identity rather than undermine
- Consider self-esteem and paying yourself as elderly
- Provide affordable training
- Product innovation with elderly may require support to overcome market barriers (e.g. legislative / regulatory)
- Providers – often the public sector - is in special role: develop two-way and active rather than top-down passive systems

# Inclusive e-Govt

- Govt to give incentives for citizens to go online rather than force
- Never to erode the quality of citizenship (e.g. risk of e-voting)
- Govt to provide e-literacy opportunities
- Data not to be used against citizens
- Risk of for smaller language groups being left behind
- What do we mean by empowerment
- Recommendations:
  - Programmes for access technologies that are fit-for-use for vulnerable people
  - Use citizens channel of choice preferably, and in their language, and no discrimination or obligation
  - Bring in trusted human intermediaries
  - Programmes to share good practice
  - Gradation of choice for datasharing (opt-in/-out is too coarse)
  - E-Participation for feedback on quality / relevance of service