IGF BEST PRACTICE FORUM ON GENDER: GENDER AND ACCESS (2016):

OVERCOMING BARRIERS TO ENABLE WOMEN'S MEANINGFUL INTERNET ACCESS

This is the final resource produced as an output an intersessional, multistakeholder and community-driven best practice forum of the IGF aimed at investigating challenges and opportunities for promoting women's meaningful access to the Internet.

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EDITOR'S NOTE

This is the final output resource produced by a community of participants in this Internet Governance Forum (IGF) best practice forum (BPF) on gender and access in 2016. This is also the second resource produced by the IGF BPF on Gender, which in 2015 published an extensive resource on online abuse and gender-based violence.[1] The BPF Gender's outputs are considered living resources that will be updated and changed as additional input and comments are received.

How was this resource produced?

The IGF provides a unique platform for the collaborative work of this BPF, which aimed to collect the views of the broader Internet governance community on the topic of how to overcome barriers to enable women's meaningful access to the Internet. The IGF strives in all of its work to provide a neutral and open platform that ensures that all interested parties in the multistakeholder Internet governance community can contribute in a bottom-up fashion.

This outcome resource was produced as a reflection of this open, iterative and bottom-up process in which people from diverse regions and stakeholder groups participated by completing a survey, attending regular virtual meetings, submitting input on the mailing list, sharing reports of relevant/linked events and workshops on gender and access, and contributing background research. This resource also contains references to discussions facilitated at regional and national IGFs' (NRI) meetings and other events, including Brazil IGF (Fórum Brasileiro), LACIGF, APrIGF, and workshop in Bangkok, and input received during the BPF's session at IGF 2016 in Guadalajara, Mexico.[2]

For additional background and information on how to participate in the IGF's intersessional activities, please visit the IGF website.

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[1] IGF BPF Online Abuse and Gender-Based Violence (2015). *Final report.* Available: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].

[2] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

INTERPRETATION NOTES

The designations employed and the presentation of the material in this resource do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. The term 'country' as used in the text of this publication also refers, as appropriate, to territories and areas.

The designations 'developed' and 'developing economies' are intended for statistical convenience and do not necessarily imply a judgment about the stage reached by a particular country or area in the development process.

Mention of the name of any company, organization, product or website does not imply endorsement on the part of the United Nations.

For the purposes of this resource, unless specifically otherwise defined:

- All references to '**women**' should be construed as including 'girls' and anyone identifying as women, unless otherwise specifically noted. Women of diverse sexualities and gender identities are also included in relevant sections of the resource.

- '**Girls**' is defined as female individuals from birth to the age of 18.

- '**Gender**' refers to the social attributes and opportunities associated with being male and female and the relationships between women and men and girls and boys, as well as the relations between women and those between men. These attributes, opportunities and relationships are socially constructed and are learned through socialisation processes. They are context/time-specific and changeable. Gender determines what is expected, allowed and

valued in women or men in a given context. Gender is part of broader socio-cultural contexts, intersecting with other factors such as class, race, poverty level, ethnic group and age[3].

- References to '**access**' should be construed as referring to 'meaningful Internet access' unless otherwise construed.

- '**Meaningful Internet access**' should be construed as pervasive, affordable connection (of sufficient quality and speed) to the Internet in a manner that enables the user to potentially benefit from Internet use including to participate in the public sphere, exercise human rights, access and create relevant content, engage with people and information for development and well-being, etc.; irrespective of the means of such access (i.e. whether via a mobile or other device; whether through private ownership of a device or using a public access facility like a library).

[3] From IGF BPF Online Abuse and Gender-Based Violence (2015). *Final report*. Available: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].

ACRONYMS AND ABBREVIATIONS

A4AI	Alliance for Affordable Internet
APC	Association for Progressive Communications
BPF	Best Practice Forum (IGF)
Broadband Commission	Broadband Commission for Sustainable Development (UN)
BCWG	Broadband Commission Working Group on Broadband and Gender (2013)
CSTD	Commission on Science and Technology for Development (UN)
ICT(s)	Information and Communication Technology/ies (ICTs)
IGF	Internet Governance Forum
IGO	Intergovernmental Organization
ISOC	Internet Society
ITU	International Telecommunication Union (UN)
LDC(s)	Least Developed Countries
MAG	IGF's Multistakeholder Advisory Group
NRI	National and Regional IGF initiatives
SDG(s)	Sustainable Development Goal(s)
UN	United Nations
UNDESA	United Nations Department of Economic and Social Affairs
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNGA	United Nations General Assembly
USF(s)	Universal Service and Access Fund(s)
Web Foundation	World Wide Web Foundation
WSIS	World Summit on the Information Society

PART A: FINDINGS

1. INTRODUCTION

While the Internet and broadband have been cited by many as potentially important enablers of sustainable development, significant discrepancies persist that impact who can actually access and benefit from the Internet. According to recent International Telecommunication Union (ITU) estimates, for instance, more than a half of the world's population, or approximately 3.9 billion people, will still be offline by the end of 2016.[4] A large proportion of the unconnected population is made up of women, as access inequalities tend to affect women much more profoundly than men.

The Alliance for Affordable Internet (A4AI), for instance, argues that gender discrepancies are not only 'one of the most pernicious aspects of the global digital divide' but also and disconcertingly growing wider.[5] ITU statistics indeed indicate that men are more likely to have access to the Internet in all regions of the world, with the global Internet user gender gap actually growing from 11% in 2013 to 12.2% in 2016.[6] This tendency is evident in developing countries but less so in developed countries, where access inequalities improved from 5.8% in 2013 to 2.8%. At 23%, the access gap is the largest in Africa and the smallest in the Americas (2%). In Least Developed Countries (LDCs), furthermore, only approximately one in seven people will be online by the end of 2016 –and only 31% of them will be women.[7]

Existing gender disparities, discrimination and inequalities has a significant impact on the gender digital divide. Women's ability to gain meaningful Internet access is influenced by factors including

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[4] ITU (2016). *ICT Facts and Figures 2016*. Available: https://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2016.pdf. [Accessed 20 October 2016].
[5] A4AI (2016). *Digging into Data on the Gender Digital Divide* (web article). Available: http://a4ai.org/digging-into-data-on-the-gender-digital-divide/. [Accessed 1 October 2016].
[6] ITU (2016). *ICT Facts and Figures 2016*. Available: https://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2016.pdf. [Accessed 20 October 2016].
[7] Page 46; Broadband Commission (2016, September). The State of Broadband: Broadband catalyzing sustainable development. Available: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].

location, economic power, age, gender, racial or ethnic origin, social and cultural norms, and education, amongst other things. Disparity and discrimination in these areas translate into specific gender-based challenges and barriers to meaningful access. For example, gender literacy gaps – including digital literacy – results in uneven capacity amongst women to use the Internet for their needs. Connecting and enabling at least half of the next 3.9 billion unconnected people[8] will require bridging not just one digital divide, but multiple digital divides, and demands an approach that is located within economic, social, political and cultural contexts that recognizes existing inequalities. Fortunately, the need to address digital divides – particularly where women are concerned – has been widely recognized and confirmed by intergovernmental and other stakeholders in the past year.

The United Nations' *2030 Agenda for Sustainable Development*,[9] for instance, stresses the importance of not only promoting access to information and communication technologies (ICTs) in general, but also supporting women's empowerment and gender equality goals. Sustainable Development Goal (SDG) 5, for instance, affirms the need for achieving gender equality and empowering women and girls, while one of the targets of SDG 5 emphasises the importance of enabling technology, in particular ICTs, to promote the empowerment of women (target 5.b). Goal 9c, furthermore, also sets a target for universal access to ICTs by 2030.

The A4AI points out that universal access (goal 9c) and enhancing the use of ICTs to promote the empowerment of women (goal 5b) are 'inextricably linked' although they might be found under different goals:[10]

> *We cannot achieve universal access without bringing women (half of the world's population) online; likewise, women's empowerment through ICTs will not happen without enabling women affordable access to the Internet.*

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[8] Addressed in general terms by the IGF's intersessional activity *Policy Options for Connecting and Enabling the Next Billion(s) – Phase II*.

[9] UN (2015). *Resolution adopted by the General Assembly on 25 September 2015: Transforming our world: the 2030 Agenda for Sustainable Development* (A/Res/70/1). (2015, October 21). Available online: http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/70/1&Lang=E. [Accessed 12 October 2016]

[10] Page 5, 32 & 40; A4AI (2016). *Affordability Report 2015/6*. Available: http://1e8q3q16vyc81g8l3h3md6q5f5e.wpengine.netdna-cdn.com/wp-content/uploads/2016/04/A4AI-2015-16-Affordability-Report.pdf. [Accessed 12 October 2016].

Another example of global recognition of the need to address gender digital divides is reflected in the outcome document of the high-level meeting of the UN General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society (WSIS), published in December 2015. It not only encouraged stakeholders to ensure 'the full participation of women in the information society and women's access to new technologies', but also stressed the need for:[11]

> *…immediate measures to achieve gender equality in Internet users by 2020, especially by significantly enhancing women's and girls' education and participation in information and communications technologies, as users, content creators, employees, entrepreneurs, innovators and leaders.*

Besides the work and recognition of intergovernmental organizations, notable research on gender and access has also been done by organizations like A4AI, APC, GSMA, World Bank, and private sector stakeholders like Intel, Microsoft, and Google. Yet, as was pointed out at a recent workshop[12] where the BPF participated in Bangkok, Thailand, many governments have not been paying sufficient attention to gender and access issues; and within civil society the participation of the global women's movement in this dialogue has also been limited.[13]

2. THE IMPORTANCE OF PROMOTING WOMEN'S ACCESS

Reasons for needing to address and overcome gender digital divides or inequalities in access span from economic rationales to the need to enable access as a means for exercising and attaining

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[11] UNGA (2015, December 13). *Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society* (A70.L33). Available online: http://workspace.unpan.org/sites/Internet/Documents/UNPAN95735.pdf. [Accessed 12 October 2016].

[12] ISOC & APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

[13] See Part B for an explanation pertaining to how the BPF participated at various events to raise awareness and gather data on access for women.

fundamental human rights and enabling women's full participation in increasingly networked knowledge societies, which has an impact on the entire socio-economic and political systems.

The Broadband Commission for Sustainable Development (Broadband Commission), for instance, notes in its recent *The State of Broadband* report that the importance of promoting meaningful access extends beyond the need to promote efficiency 'by generating greater economic, energy, governance and mobility efficiency' to digital technologies being:[14]

> *…a crucial milestone in the building of knowledge cities by boosting urban democratic processes through greater inclusion and participation, rendering education accessible to all, empowering women and girls, and promoting cultural diversity and creativity.*

Promoting women's access is not only important in enabling women's development and participation in increasingly networked knowledge societies where critical services such as healthcare, government services, employment opportunities and education are delivered online, but also because of how women have been shown to use gained skills and other benefits to the benefit of broader communities. As the Broadband Commission's Working Group on Broadband and Gender (BCWG) pointed out in its 2013 report:[15]

> *Expanding women's access to ICT can enhance the reach of policy-makers to a far broader population base, as women are more likely to take time to inform others and reflect such knowledge in family and community planning. By the same token, increased access will also give women distinct voice in development planning and allow them to be active participants in having gender-aware policies and programmes at the local and national levels.*

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[14] Page 7; Broadband Commission (2016, September). The State of Broadband: Broadband catalyzing sustainable development. Available: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].

[15] Page 11; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].

3. FROM ACCESS TO MEANINGFUL ACCESS

Expanding access will only serve and support the SDGs if it is able to enable individuals or, in other words, if it can be described as *meaningful* – a conviction that is also echoed more generally in another of the IGF's intersessional activities in 2016, *Policy Options for Connecting and Enabling the Next Billion(s) – Phase II*.[16] For instance, many women who *do* have access cannot be described as being able to benefit from such access due to, for instance, the slow speed and/or high cost of such connectivity (including the price of devices and data), the (in)ability to actually understand and benefit from such access, a lack of relevant content in diverse language(s), censored or restricted content related to gender and sexuality, and/or whether women feel that their actions online may be restricted because of threats that restrict their ability to fully benefit from using the Internet.[17]

Measures that promote access therefore need to focus on ensuring access is also *meaningful*, or able to also empower and enable users (as is discussed in more detail in *Policy Options for Connecting and Enabling the Next Billion(s) – Phase II*[18]). The World Bank notes that gains will not be automatic when gender parity in ownership, access and control over digital technologies is reached – they need to be complemented by 'analog complements' in order to also 'address the underlying barriers to women's employment, voice, and agency',[19] for instance. During the BPF's session at IGF 2016 in December 2016 in Guadalajara, Mexico,[20] Jac SM Kee also pointed out that it is important that there is sometimes a 'value-lag' between whether access is actually perceived as valuable to and by women:

> *'…if you don't see the value of accessing the Internet to your lives, then even if you gave out*

[16] See more on the IGF's website: http://www.intgovforum.org/multilingual/content/policy-options-for-connecting-and-enabling-the-next-billions-phase-ii. [Accessed 20 October 2016].
[17] c.f. APC (2015). *APC Submission to the 2015 IGF Intersessional Policy Options for Connecting the Next Billion*. Available at: https://www.apc.org/en/pubs/policy-options-connecting-next-billion-apc-submiss. [Accessed 20 October 2016].
[18] See more on the IGF's website: http://www.intgovforum.org/multilingual/content/policy-options-for-connecting-and-enabling-the-next-billions-phase-ii. [Accessed 20 October 2016].
[19] Page 134; The World Bank (2016). *World Development Report 2016: Digital Dividends*. Available at: http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2016/01/13/090224b08405ea05/2_0/Rendered/PDF/World0developm0000digital0dividends.pdf. [Accessed 11 October 2016].
[20] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

free laptops, et cetera, you are not going to take it on. It's not going to matter to you. It's an additional thing you have to take on rather than something that is going to add value to your life.'

The Broadband Commission similarly takes the view that technology' in itself cannot be the solution to sustainable development': if policymakers overlook the so-called 'soft components' of ICT expansion (including, for instance, skills, education, the provision of local content, and sufficiently inclusive policies), 'the impacts of the digital revolution will fall short and its benefits will not be fully realized'.[21]

4. TOWARDS A BETTER UNDERSTANDING OF BARRIERS

4.1 A need for more data

Technological advancements in connectivity have expanded broadband access and mobile penetration in recent years – also for women. Yet a variety of factors and barriers impact women's ability to access and benefit from the Internet. Some barriers are more 'obvious' than others (e.g., affordability or a lack of available infrastructure), while others are more generic, complex, and often intertwined with cultural and normative perceptions of gender roles in a given community.[22]

While barriers exist for both men and women in gaining access to and benefiting from the Internet, women and girls tend to not only experience barriers more profoundly than men, but also face more barriers than their male peers. As the Association for Progressive Communications (APC) points out, many barriers women experience are compacted by a variety of social norms:[23]

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[21] Page 7; BCWG (2016, September). *The State of Broadband: Broadband catalyzing sustainable development*. Available at: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].
[22] c.f. page 47; *ibid.*
[23] Page 3; APC (2015). *How technology issues impact women's rights: 10 points on Section J*. Available at: http://www.genderit.org/sites/default/upload/sectionj_10points_apc.pdf. [Accessed 12 October 2016].

Aside from troubling inequalities in terms of access between the North and the South, there is a growing body of evidence on a notable gender divide exacerbated by factors such as level of employment, education, poverty, literacy and geographical location.

An overview of existing research by different organisations and stakeholder groups outline several key barriers to access for women, including accessibility, affordability, social norms and gender disparities, relevance, usability and skills, and safety.

The World Wide Web Foundation (Web Foundation), for instance, takes the view that the 'root causes' of the 'digital gender divide' in ten countries it recently surveyed (Kenya, Uganda, Mozambique, Nigeria, Ghana, Egypt, Colombia, India, Indonesia and the Philippines) are high costs, lack of know-how, a scarcity of content that is relevant and empowering to women, and barriers to women speaking freely and privately online.[24]

GSMA's research, which relates primarily to mobiles, in 2010 identified four broad categories of barriers, namely cost, a lack of perceived value, technical literacy, and cultural issues. In a 2015 report, GSMA expanded and altered its categories based on the input from both men and women in countries it studied, including barriers related to device and data cost; network quality and coverage; security and harassment; operator/ agent trust; and technical literacy and confidence.[25]

While these organizations and other stakeholders stress the importance of gaining a better understanding of barriers and local contexts (e.g., GSMA, 2015[26]), data pertaining to such barriers and factors, as well as how these barriers and factors are not only entwined but also impact digital divides, appears to be more limited. GSMA, for instance, identifies the lack of gender-

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[24] Web Foundation (2016, September). *Women's Rights Online: Report Cards.* Available at: http://webfoundation.org/docs/2016/09/WRO-Gender-Report-Card_Overview.pdf. [Accessed 18 October 2016].

[25] Page 40-1; GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

[26] Page 42; *ibid.*

disaggregated data and focus on women, especially where mobile Internet usage is concerned, as a systemic barrier to access;[27] while Web Foundation stresses that:[28]

> *A better evidence base for understanding how gender and poverty affect ICR use is badly needed to guide efforts to achieve the SDG targets.*

At a recent workshop where the BPF participated, it was noted that much of the research pertaining to women and access tends to focus on affordability and availability, and often the interplay between barriers as well as underlying social and cultural barriers are neglected. Similarly, the lack of available data at country level to understand barriers and use of particularly women, along with inconsistencies where indicators, targets and methodologies are concerned, were also pointed out as a significant problem.[29]

During the BPF's session at IGF 2016,[30] Alison Gillwald from Research ICT Africa (South Africa), also lamented the fact that there appears to be little systemic improvements required to overcome gender digital divides:

> *'…we are still sitting with major evidence problem and a data problem that I think it is really incumbent on us to address if we don't want to come back each year¸ ten years from now¸ sort of telling the same tragic story without much progress on how to address them.'*

Alison noted that there is a lack of national statistics, or context-specific statistics that are public and non-rivalrous; with supply-side data collected by the ITU being very unequal, particularly where prepaid mobile is concerned. She stressed the need for a governance framework that obliges the collection and use of public data to reach a better understanding of digital divides, and noted

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[27] Page 62; *ibid.*
[28] Page 8; Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 12 October 2016].
[29] Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.
[30] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

that only demand-side data can enable a true measurement of differences in access between men and women. To understand usage problems and other challenges, she noted, there is a need for nationally representative data without which it is impossible to make sound policy decisions.

4.2 The IGF BPF 2016: helping to fill the gaps

To help address the need for a better and more holistic understanding of factors or barriers to women's meaningful access, the BPF community focused its work in 2016 on barriers that are important to local communities in accessing and benefiting from the Internet, as well as to surface initiatives that have begun to address some of them as potential lessons learnt or best practices.

The work also builds on the BPF Gender's recommendations in 2015, in which it noted that the issue of women's unequal access to the Internet must be addressed with approaches that are located within economic, social, political and cultural contexts:[31]

> *It is both short-sighted and inadequate to respond to this issue by looking at infrastructure or economic issues without examining the interplay of various other factors that act as pre-conditions as well as influencing factors to the extent that women and girls are able to access and use the Internet freely, safely and equally in the full exercise of their rights.*

The BPF community endeavoured to gather more information on barriers through discussions in online and on-site meetings at various national and regional IGF initiatives' events in different parts of the world, and conducting a survey.[32] While the diversity of survey respondents is described in more detail in Part B, it should be noted that a mixture of individuals and organizations from different stakeholder groups participated in the survey; thereby providing rich data on specific contexts and the ways in which barriers interact.

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[31] IGF BPF Online Abuse and Gender-Based Violence (2015). *Final report.* Available at: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].

[32] The methodology adopted by this BPF is discussed in detail in Part B of this paper.

4.3 The significance of context

While findings on these barriers are discussed in detail below, it should first be noted that a remark[33] that was common among the survey responses and during the BPF' session at IGF 2016 in Guadalajara, Mexico,[34] included the need to take due cognisance of contextual differences like the means or manner in which access is gained (i.e. private or public access), how barriers differ from region to region (including different countries, rural versus urban contexts, etc.), as well as the need to differentiate between the barriers women of different ages face. These factors are discussed in brief below, but also where relevant in the section on barriers below.

i. The means or manner of gaining access

During the BPF's session at IGF 2016,[35] the way or means by which women gain access was repeatedly stressed as a vital factor; also impacting the type and significance of barriers women face in gaining access. Barriers to individual access (e.g., through a mobile device) are very different to barriers to access faced when using a public or community access facility, for instance.

Private or mobile access may, for instance, be restricted for many women in some regions, making public access important. Anja Kovacs from Internet Democracy Project, India, noted during the BPF's session that fears of online abuse are sometimes used as an unreasonable justification for restricting women's access or ownership of mobile phones in certain regions in India, for instance (see the threats barrier below for further elaboration on these incidences).

On the other hand, private access through, for instance, a mobile phone may be more useful where the acquisition of digital skills and literacy is concerned. Claire Sibthorpe from GSMA noted during the BPF's session that women have fewer opportunities to develop their skills at public access

[33] See Part B of this paper for the Methodology, and Appendix 3 for the survey analysis.
[34] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

[35] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

facilities, leading to lower digital literacy skills and less confidence. Where private access is furthermore shared, men's access tends to be prioritised above women's.

The types of data plans women have also impact their Internet experience and the extent to which access may in fact be meaningful to women – particularly when access is negotiated at the cost of giving certain stakeholders (e.g., zero-rated services) access to users' private data (i.e. the transactional cost of privacy). During the BPF's session at IGF 2016,[36] Helani Galpaya from LIRNE*asia*, India, noted that because women are less likely to have access to education than men, it is important that women's capacity gap in understanding this transactional gap be addressed and that such education be developed at grassroots levels to improve both capacity and policy gaps.

ii. The impact of local, national and regional specificities

During the BPF's session at IGF 2016,[37] a participant from the audience, Mady Uduma from the Nigeria IGF (Nigeria), pointed out that in some regions, women may choose not to connect for reasons ranging from cultural to literacy reasons. In an area of Nigeria where a sub-regional IGF was held, for instance, women appear to be fearful of the Internet due to the presence of terrorist groups in the area and the fear that the Internet is a tool for radicalizing children. She therefore stressed the need to consider these local challenges when addressing the gender digital divide and for investigating the reasons why some women may choose not to adopt the Internet even if they do have access to the Internet.

In its submission to the BPF, the Internet Society APAC Bureau points out that in the Asia Pacific region, for instance, barriers are especially acute in communities and rural areas where both institutional approaches and cultural attitudes about women's roles in societies (addressed in Section 5.2 below) lead to fewer opportunities for employment, education and mobility; thereby impacting women's chances to access and benefit from the Internet. At a workshop at APrIGF in

[36] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.
[37] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

Macau, furthermore, the need for localised, context-based solutions that can help women to go online regardless of the device or network they use, was also stressed.

iii. The effect of age

The comments respondents submitted pertaining to the importance of context also echo other research. The Web Foundation, for instance, has pointed out that age is an important factor in women's ability to benefit from access. In the countries it studied, over 60% of urban women and men between the ages of 18 and 29 years of age were online, compared to only 25% of above 40 years of age.[38] In its recent *World Development Report: Digital Dividends*, the World Bank similarly points out the significance of whether women have small children and thus the time to engage in online activities,[39] for instance. A4AI, furthermore, argues that there is 'an urban-rural divide related to the gender gap in Internet use'.[40]

A group of BPF participants from Latin America also submitted a useful background contribution,[41] *Enabling access to empower young women and build a feminist Internet Governance* (see Part B for more information about this submission) in which it stresses the importance of taking due cognisance of contextual factors. It recommends that for a 'more equal Internet' where women have equal access, 'it is very important to identify all layers of access – youth, mothers, elderly women, rural and traditional communities', and to make sure that access is tailored to each one of them.

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[38] Page 15; Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 12 October 2016].
[39] Page 45, World Bank (2016). *World Development Report 2016: Digital Dividends*. Available at: http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2016/01/13/090224b08405ea05/2_0/Rendered/PDF/World0developm0000digital0dividends.pdf. [Accessed 11 October 2016].
[40] A4AI (2016). *Affordability Report 2015/6*. Available at: http://1e8q3q16vyc81g8l3h3md6q5f5e.wpengine.netdna-cdn.com/wp-content/uploads/2016/04/A4AI-2015-16-Affordability-Report.pdf. [Accessed 12 October 2016].
[41] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].
[41] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at:

The group argues that while women in younger generations do tend to have more access to the Internet, the gender gap in access is still there, as only seven girls are online for every ten in the age group of 18 to 29 years of age. It notes that 'the Internet presents a dichotomy based on gender and age and to believe that the assumption that young people are born "connected to the Internet" is, as a matter of fact, a fallacy'. The group notes that some of the causes of this gap where young women are concerned include barriers pertaining to a lack of education, fear, culture, affordability, and policies.

Where possible, factors pertaining to the importance of age, location, and the relevance of context in general are also pointed out in the text on barriers below.

5. BARRIERS TO MEANINGFUL ACCESS

5.1 Introduction

Guided by existing research and on BPF participants' inputs regarding what barriers they perceive to be important, a list of barriers was compiled in the survey:

- availability (e.g., women have no broadband access or public internet centres are in spaces where women don't usually have access to, etc.);
- affordability (e.g., insufficient income to pay for data, or cannot afford a device, etc.);
- culture and norms (e.g., boys prioritised for technology use at home, online gender-based violence, restrictions to movement, etc.);
- capacity and skills (e.g., literacy gap in reading, lacking in skills and confidence to access the internet or explore technology, etc.);
- the availability of relevant content (e.g., language issues, lack of content that speaks to women's contexts, gender-related content is censored/restricted);
- women's participation in decision-making roles pertaining to the Internet and/or in the technology sector (e.g., when women are not able to pursue careers in science and technology, when their participation in relevant policymaking fora is restricted);

- the availability of relevant policies (e.g., policies with a gender focus and/or that address women's ability to access and benefit from the Internet); and/or
- other barriers.

The effect of culture and norms as a barrier preventing women from accessing and benefitting from the Internet was most frequently selected by the BPF's survey respondents (71% of participants selected it as a barrier). Other important barriers were affordability (67%), women's ability to participate in decision-making roles pertaining to the Internet and technology sector (65.3%), lack of capacity and relevant skills necessary to access and benefit from the Internet (60%), and the availability of relevant policies (59%). The availability of relevant infrastructure was also important (48% of participants selected it as a barrier); as was the availability of relevant content and applications (41%).[42] A graphical depiction of the survey results can be found in Figure 1 below:

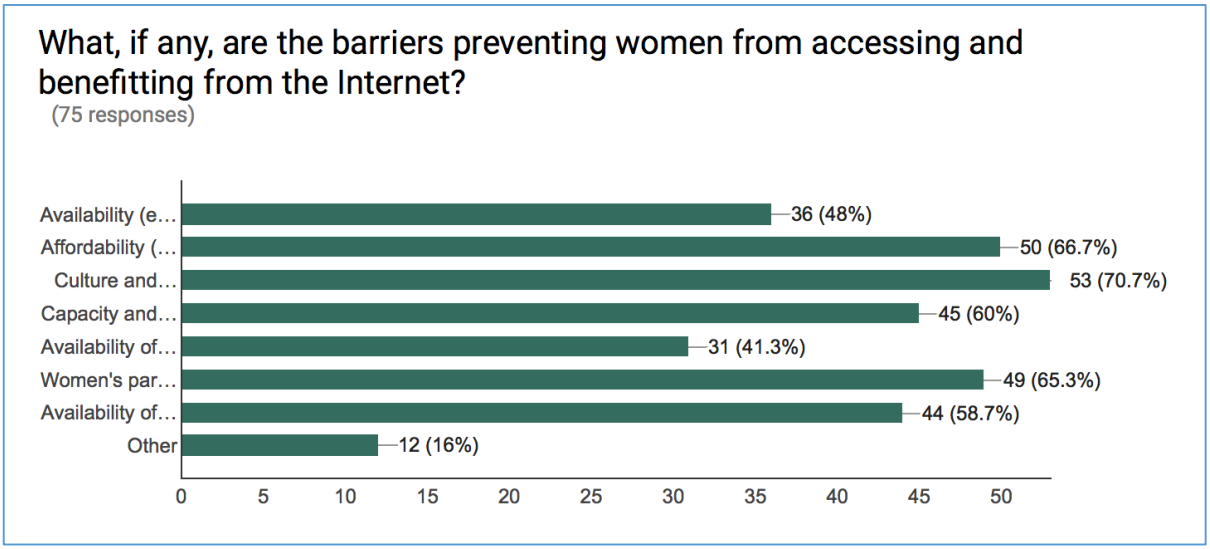

Figure 1: Survey results on barriers

It should be noted that these factors or barriers are not mutually exclusive, and often relate and impact on another – as is reflected by the survey results and the sections below. Even when connectivity is available and affordable, for instance, women will not necessarily adopt and use

[42] Respondents were able to make multiple choices. See Part B of this paper for the Methodology, and Appendix 3 for the survey analysis.

(or benefit from) the Internet.[43] The survey helped the BPF to gather more input on how barriers relate to each other and what, more particularly, respondents believe to be the specific challenges pertaining to each barrier – as is discussed in more detail below.

Further, it is notable that while most of the comments received from survey respondents related to the barriers listed above, another barrier frequently raised relates to threats pertaining to online abuse and gender-based violence, as well as ('offline') threats pertaining to the use of ICTs (a barrier discussed in detail in the BPF's work in 2015, which focused on online abuse and gender-based violence[44]). This is discussed in a separate section below.

In the next section the barriers identified by BPF participants are described in more detail in order of which barriers were most frequently rated as significant by survey respondents. Where relevant, the comments received from survey respondents are summarised with reference to existing research by different stakeholders. Following the description for each barrier, initiatives that aim to address such barrier are also listed.

5.2 The significance of culture and norms

5.2.1 Understanding the barrier

> *'Context is at the heart of challenges around access and we have to use it as a starting point to discussions around meaningful access for women' – Jac SM Kee, BPF session at IGF 2016.*[45]

Culture and norms, which are often underlying or 'hidden' in communities,[46] act as a significant barrier that affects women in gaining access to and benefiting from connectivity. The effects of

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[43] Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

[44] IGF BPF Online Abuse and Gender-Based Violence (2015). *Final report.* Available at: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].

[45] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

[46] Page 58; GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-

culture and norms, along with the attitudes and stereotypes that accompany it, was most frequently cited as a barrier to access by the BPF's survey participants (71% of participants selected it as a barrier to meaningful access for women).

This is also, importantly, one of the areas of barriers where further research has been called for. At a recent workshop[47] in which the BPF participated, for instance, it was noted that evidence is needed for the ways in which access may be restricted in some areas (including phone bans or village moral policing; how the Internet may be used to shape and influence, or change, norms; and the measures that should be used to get and keep women online. In addition, the participants noted, a gender analysis of algorithmic curation is also needed to determine the extent to which content curation affects diversity and reflects cultures and norms.

GSMA explains that women tend to face 'a variety of discriminatory practices, both conscious and unconscious, that create preferential treatment for men and boys'. Such social norms, it notes, include 'the everyday behaviour, or expected behaviour, of a specific group across countries, and also within countries, such as between rural and urban areas and across different ages and ethnic groups'; influencing a woman's 'access to education and income in a society'.[48] The Web Foundation, furthermore, also notes in a recent report that '*how* people use the Internet, once they are connected, is also strongly influenced by offline inequalities'.[49] The BCWG has similarly pointed out that:[50]

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content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

[47] e.g. ISOC & APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

[48] Page 58; GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

[49] Page 4; Web Foundation (2016, September). *Women's Rights Online: Report Cards.* Available at: http://webfoundation.org/docs/2016/09/WRO-Gender-Report-Card_Overview.pdf. [Accessed 18 October 2016].

[50] Page 21; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].

> *Digital gender gaps reflect gender inequalities throughout societies and economies, and a range of socio-economic and political factors affect gender divides. It is widely and consistently established that women experience discrimination around the world in fields such as employment, income, health and education.*

Survey respondents also note in the open-ended question about barriers that gender inequality 'is pervasive at the local, national, international and global levels' (e.g., Carolina Lasen, Council of Europe).

5.2.2 Specific areas that impact the role of culture and norms in access include:

i. Gender roles

Thais Stein (Brazil) explains in her survey response that 'offline' barriers such as financial dependence and a patriarchal society that restricts women's ability to study, work, and participate in public spaces, are echoed online. A 23-year-old woman from Brazil similarly points out in a background contribution:[51]

> *I see gender as an all-encompassing and never-ending performance. We are embedded in it from the moment we wake up till the last blink before sleep. We may dress our "work identity", our "friend identity", our "mother/daughter" identity, but we are always constantly being these identities. We perform and are women. Gender is part of our lives, we can deny it and even run from it, but it is part of how social relations have been structured. This is not different when we connect ourselves.*

Many survey respondents argue that technology is still perceived 'a male thing' that is unsuitable for women (e.g., Francesca Arrocha, Panamá; Shreedeep Rayamaji, Nepal; Rebecca Ryakitimbo, Tanzania; Patience, Democratic Republic of Congo; Denise Viola, Brazil; Katambi Joan, Uganda). As Sylvia Musalagani (Kenya) points out, where women *do* manage to break through barriers and

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[51] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

use the Internet, they 'have to fight a lot of battles' because of perceptions that science and technology 'is not womanly enough'. Denise Viola (Brazil) similarly argues that women are discouraged from learning technological skills 'not because they are not capable', but because such skills are 'very much associated with the male universe' (addressed in more detail in Section 4.5 below). As Francesca Arrocha (Panamá) explains in her survey response:

> *As I grew up, I had this idea that being techie was a guy's thing, so now I'm not sure if not being interested enough on classes as physics or chemistry was an election or a cultural imposition.*

Survey respondents from Africa were particularly vocal in the open-ended survey question about the significance of gender roles. Brahim Mahamat Zina (Chad), for instance, points out that culture and norms constitute 'big barriers' in Chad and the rest of Africa. Yolanda Mlonzi (South Africa) notes that gender roles still constitute one of the primary reasons for the 'gender digital divide', because:

> *...many females are subjected to the social construct of what a female should do, how they should act and carry themselves. Many a times, one would find that cellphones, computers and the internet at home are primarily used by men.*

The Internet Society APAC Bureau also notes that in most low-income households in Asia Pacific, households tend to only have one mobile device (if any) and male family members have preferential access. Helani Galpaya from LIRNE*asia* (India) similarly notes that research the organization recently did with the GSMA shows that women are 29% less likely to own a smartphone than men in Myanmar due to a combination of reasons, including traditional gender roles and cost. Such roles encourage men to leave the home to earn money for the family, while women are expected to stay at home to run the household and take care of the family. As the report explains:[52]

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[52] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at: http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2016/02/GSMA_Myanmar_Gender_Web_Singles.pdf.

> *Men have a more prominent role in the household based on the religious belief that only men can become a Buddha, but many of the women interviewed in the qualitative research took this for granted and did not consider it 'discrimination'.*

In its submission to the BPF, the Internet Society APAC Bureau points out that the impact of perceived gender roles is, among other things, that women have less confidence in ICT use (addressed in more detail in Section 4.5 below), and leads to women experiencing 'discomfort or feeling unwelcome' when they have to interact with men who sell SIM cards or data, or when they try to gain access at public access facilities.

ii. Expression and content

Sylvia Musalagani (Kenya) points out that culture and norms is a significant barrier in Kenya and the East African region in general; often causing a chilling effect where women's ability to express themselves online is concerned:

> *Women are expected to act, dress, communicate in a certain way which is often determined by society, religion, culture among other things. This has caused a lot of women to sensor their expression online to the extent that some prefer not to get online at all.*

An anonymous respondent from France argues that while barriers pertaining to cost and literacy are important, a 'deeper issue' persists in that women and girls also need to be empowered to *meaningfully* participate in technology, including by developing and creating content and applications.

iii. Digital culture/value lag

Because content relevant to women is often rare online, many women fail to see the value to Internet access. Júlia Ribeiro (Brazil) notes that while other barriers to access, like affordability and skills, may perceivably be overcome, a more profound barrier is an underlying one related to what she calls a 'lack of digital culture, along with socioeconomic role we impose to people that fit in social standards'. This, she argues, causes women to believe 'this digital world doesn't belong to

them'. This point is echoed in the submission from some young Latin American women of the Youth Observatory, which points out:[53]

> *…girls tend to be seen as human beings who are not able to survive in an online world, so it is preferable to keep them entertained on "girly" activities at home. A patriarchal view of the Internet is one that limits our ability to have equal access due to structured social constraint. This further reinforces our belief that despite access, we need to think about what kind of access do we wish. Access should come along with education, awareness and a gender-sensitive perspective on how to use/navigate it.*

iv. Women have multiple responsibilities and limited time

Various survey respondents also note the ways in which underlying cultural norms – particularly relating to women's (often unpaid) responsibilities at home and raise children – impact their ability to access and benefit from Internet access.

Ingrid Brudvig (South Africa) from the World Wide Web Foundation notes that women also tend to spend a 'disproportionate amount of time on unpaid care activities compared to men' and that 'the decision to spend time online presents a real opportunity cost' (affected by barriers related to relevance, addressed below). Khouloud Baghouri (Tunisia) for instance points out that most people in her Tunisian community believe that when women do have Internet access, they will neglect their household chores 'or her daily mother/daughter activities'. Some respondents also note that young women sometimes have to leave school to take care of their children (Sofia Hammoe, Argentina; Júlia Ribeiro, Brazil) (the barriers young women specifically face are discussed in Section 5 below).

v. Literacy and capacity

[53] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

Ingrained gender stereotypes often mean that women tend to have less access to education, lower literacy levels, and, as result, are less capable of gaining gainful employment and/or expendable income (e.g., Angélica Contreras, Mexico; Jacqueline Treiber, USA; Júlia Ribeiro, Brazil; Marta García Terán, Nicaragua) (these barriers are discussed in more detail in Section 4.7 below).

Some respondents furthermore note that age may be a significant factor in the capacity of women and men to experiment and develop skills around technology (Denise Viola, Brazil). One anonymous respondent from France, for instance, notes that she has noticed 'the [gender] gap in the generation before' her. Her father is more proficient online, while her mother, who was a stay-at-home mother, took much longer to use the Internet and 'she's still not familiar with it'. Another anonymous respondent from Brazil notes:

> *My mother does not usually access internet because she has no confidence to access the internet, nor to explore technologies. She is always afraid of make something wrong using technologies and expose our family. She doesn't have a notebook, nor a computer, so she has to wait my father stop using his notebook and expect that my brother does not want to use his computer, because the main task to her is to take care of our house.*

Gaps pertaining to customs, norms and stereotypes are not only 'complex and multi-dimensional', but they also reflect broader social and cultural divides[54] and are thus particularly difficult to address. Yet, as the BCWG pointed out, 'if women fail to go online, they may never master technology, and miss out on acquiring vital ICT skills which are helpful in everyday life, and increasingly essential in the modern digital economy.'[55]

5.2.3 Examples of initiatives addressing the barrier[56]

- Connected Homes Program (Costa Rica)
- Digital Empowerment Foundation (India)
- Ghana Women in IT's Social Media Platform for Women in SMEs (Ghana)

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[54] Page 21; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].
[55] Page 6; *ibid.*
[56] To see descriptions of these initiatives, see Section 6 below.

- Girl Effect (Ethiopia, Rwanda and Nigeria)
- Project Sampark (India)

5.3 Threats as a barrier

5.3.1 Understanding the barrier

While threats enabled by ICT use and threats pertaining to online abuse and violence were not explicitly listed in the survey as a separate barrier, many survey respondents highlighted it as a significant other barrier in the open-ended question pertaining to barriers. It was similarly noted as the third most important barrier to mobile phone ownership and usage and a key concern for women by the GSMA,[57] for instance, and highlighted as a 'worrying new development' by the BCWG in 2013.[58] During the BPF's session at IGF 2016,[59] for instance, Claire Sibthorpe from GSMA's Connected Women programme pointed out:

> *'It is significant that in Kenya last year, the number 2 most downloaded application was a call-blocking service.'*

In its background contribution to the BPF, a group of young women from Latin America also note that as young women, there is a concern that the more their lives depend on the Internet and/or interconnected systems, the more important freedom and security online will become. They point out that practices like sexting and digital violence have become 'a recurring' and even 'normalized' practice online; along with sharing photographs and videos of women without authorization, and breaching women's privacy. The group recommends:[60]

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[57] GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

[58] Page 24; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].

[59] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

[60] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at:

> *If we guarantee access, freedom and security for women on the Internet, we will create an Internet with less gaps and, furthermore, we will be able to create equal opportunities and have empowered women. Young women from 2016 will soon be connected adults, and we want to have the tools to access, build and navigate in the same circumstances and conditions.*

BPF survey respondents also point out that safety and harassment fears, including fears of physical violence, harassment, abuse and/or fraud, are significant barriers that inhibit women from benefitting from or even wanting to access the Internet. In a contribution to the BPF's mailing list, for instance, the Asia Pacific Regional Internet Governance Forum (APrIGF) notes:

> *Gender-based violence can, among other things, limit women's ability to take advantage of the opportunities that ICTs provide for the full realisation of women's human rights, act as a barrier to access that can exacerbate the gender digital gap, violate women's human rights, and reproduce gender stereotypes and discrimination.*

These risks are not just experienced in physical environments but also deters women's use of online platforms. Jacqueline Treiber (USA) notes that the Internet is 'not always a safe space for women to learn or exercise free-thought without the threat of harassment'. Júlia Ribeiro (Brazil) argues in her survey response that there is sexism and misogyny in every 'corner' of the Internet; reinforcing cultural and normative barriers that tend to censor female expression.

Angélica Contreras (Mexico) notes that digital violence is still not adequately addressed in policies and measures, while an anonymous respondent from Brazil similarly points out that there are few platforms that are empowering to women without inviting 'trolls and critique', and that relevant policies that can help women to 'defend themselves from general hate speech, body-shaming attitudes and online violence against women are still necessary'.

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http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

[60] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at:

Survey respondents furthermore point out that women in rural areas may find the Internet especially difficult to access, particularly in areas where access is only available outside the home or in unsafe locations, and/or where social or cultural norms and safety concerns (addressed above) may restrict women's freedom of movement. Ingrid Brudvig notes that the Web Foundation's *Women's Rights Online* research[61] has found that cultural norms and online safety and privacy are 'intricately linked':

> *Owning a smartphone or having access to safe, "respectable" public access facilities may be critical enablers for women in situations where their mobility is culturally constrained.*

The importance of ensuring that public access facilities (e.g., libraries or other areas enabling women to access the Internet in rural areas or when they cannot afford their own data and/or devices) was also noted during a webinar session hosted by the BPF at APrIGF. The need to ensure that such facilities have sufficient numbers of women staff was stressed; along with the need to use such facilities to also overcome other barriers like expanding digital literacy skills.

During the BPF's session at IGF 2016,[62] an audience participant, Anja Kovacs from the Internet Democracy Project, India, importantly warned that discourses around online threats may be misinterpreted and abused in other contexts. She explained that in India, some local councils (or Punjarat) have banned mobile phone usage by young and/or unmarried women on the basis that women and girls need to be protected from online abuse. The fact that there is a generalised perception of threat pertaining to the Internet therefore tends to be used as an excuse for preventing women and girls from accessing the Internet in the country. She argued that in addressing this barrier, there is a need to refrain from fuelling the misappropriation of this rhetoric by stressing the need to empower women, rather to protect them.

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[61] Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 3 October 2016].

[62] See Appendix 5 for a full session summary, or watch the session video here: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

5.3.2 Examples of initiatives addressing the barrier[63]

- 'Learn my Way' (UK)
- Alerta Machitroll (Colombia
- Dove's Self Esteem Project (UK)
- e Boston Safety Hub Collective's A DIY Guide to Feminist Cybersecurity (global)
- End Online Misogyny (global)
- ending Technology Assisted Violence Against Women (Kenya)
- Girlguiding (UK)
- MariaLab Hackerspace (Brazil)
- Peng! (global)
- Ranking Digital Rights (global)
- Security-in-a-box (global)
- Take Back the Tech! (global)
- The WePROTECT initiative (global)

A roadmap for addressing online abuse and gender-based violence:[64]

A recommendations roadmap or action plan for addressing threats related to ICT use, targeted to diverse stakeholders, was designed by the BPF community using the contents from the BPF's output resource produced in 2015:

[63] To see descriptions of these initiatives, see Section 6 below.
[64] See Section 10.1 below for a description of how the infographic was developed and designed.

ONLINE ABUSE AND GENDER-BASED VIOLENCE: RECOMMENDATIONS ROADMAP

Online abuse and gender-based violence is a part of gender-based violence (GBV), where information and communications technologies (ICTs) are used to commit, abet or aggravate GBV. In addition to existing structural inequality and discrimination, disparity in access to, participation in and decision-making over ICTs tend to contribute to online abuse and GBV.

DEFINITIONS & RESEARCH

Recommendations
Conduct research on factors that impact online abuse and GBV, including frequency, time, context and prevalence of such behavior
Investigate how online abuse and GBV affect younger women, women with disabilities and transwomen
Develop indicators and targets for monitoring the incidence and prevalence of, and the development of responses to, online abuse and GBV

CAPACITY & AWARENESS -BUILDING

Recommendations
All stakeholders: Promote literacy programs on technology, digital skills and human rights at all levels
Online intermediaries: Invest in training staff and build awareness regarding online abuse and GBV among users
Civil society: Raise awareness regarding online abuse and GBV and empower women online through ongoing work and various activities.

LEGAL & POLITICAL FRAMEWORKS

Recommendations
Address underlying gender inequalities that contribute to and enable online abuse and GBV
Train judicial and law enforcement personnel on how to address online abuse and GBV to support victims
Review existing legislation, policies and remedies to take into account online abuse and GBV; extend existing definitions if necessary
Prioritise, facilitate and simplify access to justice for women

PRIVATE SECTOR RESPONSES

Recommendations
Internet intermediaries: Explore explicit commitments to comprehensive human rights standards to better address online abuse that takes place through or in their services or platforms
Companies: Review and strengthen policies on privacy and anonymity to protect women, especially those of diverse sexualities, from online abuse and GBV.
Internet intermediaries: Take into account relevant social and cultural contexts in developing content regulation and privacy policies, as well as in reporting mechanisms to facilitate ease of reporting and awareness of different levels of risk
Internet intermediaries: Develop more formal, accessible, and transparent record-keeping systems on online abuse and GBV

ALL STAKEHOLDERS ARE NEEDED TO ADDRESS ONLINE ABUSE & GBV

Recommendations
All stakeholders should be engaged to address online abuse and GBV at regional and global levels, contributing their needs, expertise, areas of responsibility and respective strengths
International cooperation is required to further research and respond to cases of online abuse and GBV

These recommendations were made by the 2015 UN Internet Governance Forum, Best Practice Forum on Countering Online Abuse and Gender-Based Violence, through participation of multiple stakeholders from governments, private sector and civil society. Full report can be found: http://intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file

5.4 Relative affordability and the cost of devices and broadband

5.4.1 Understanding the barrier

Affordability relates to not only the cost of devices and data, but also whether or not someone has disposable income and financial resources to spend getting connected. This was also pointed out as a significant barrier by 67% of the survey respondents. Cost featured as a significant barrier in GSMA (which found it to be 'the greatest barrier overall' for women to own and use a mobile[65]) and Web Foundation research (which found it to be the second most important concern for women who are not connected among its sample[66]). A4AI similarly notes that the 'digital divide is a poverty and gender divide' and that women are 'among those hardest hit by the high cost to connect'.[67]

Survey respondents and the group of young Latin American women of the Youth Observatory[68] point out that women tend to have fewer employment opportunities, lower incomes and less access to financial resources than men; making it more difficult for them to acquire devices with which to access the Internet, to afford data packages, or to pay for public access (c.f. Thai Stein, Brazil; Andressa Pasqualini, Brazil). Costs also tend to affect female-headed, single-parent households more profoundly (Ingrid Brudvig, South Africa). As the BCWG points out:[69]

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[65] Page 44; GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

[66] Page 20; Web Foundation (2016, September). *Women's Rights Online: Report Cards*. Available at: http://webfoundation.org/docs/2016/09/WRO-Gender-Report-Card_Overview.pdf. [Accessed 18 October 2016].

[67] Page 32; A4AI (2016). *Affordability Report 2015/6*. Available at: http://1e8q3q16vyc81g8l3h3md6q5f5e.wpengine.netdna-cdn.com/wp-content/uploads/2016/04/A4AI-2015-16-Affordability-Report.pdf. [Accessed 12 October 2016].

[68] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

[69] Page 21; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].

Affordability, gaps in wages and therefore gaps in purchasing power are major determinants of the different abilities of men and women to access ICTs.

Various survey respondents confirm that costs related to getting online, including for a device, data plan and electricity, are prohibitive for many (e.g., survey respondents from Indonesia, Nepal, Uganda, Ghana). As Inimfon Etuk from She Forum Africa (Nigeria) notes in her survey response:

Where there is internet availability, affordability becomes a hindrance largely because women earn less and or have reduced access to employment opportunities which would otherwise have empowered them financially to be able to afford. Where they can afford, they still have to prioritize over more pressing sustainability needs like food and shelter especially for their children.

High costs are not only preventing women from accessing the Internet, however, but also limiting their future capacity for development. As the Web Foundation's Ingrid Brudvig notes in her survey response, 'high cost is keeping women offline and limiting digital opportunities'. She explains:

Making broadband cheaper is not only the best way to get more women connected, but also a prerequisite to enable them to go online and explore longer and more frequently, to fully unlock digital opportunities. Women who are able to go online daily are nearly three times more likely than infrequent users to report that the Internet has helped them to increase their income.

5.4.2 Examples of initiatives addressing the barrier[70]

- Connected Homes Program (Costa Rica)
- Digital Empowerment Foundation (India)
- Improving Rural Connectivity For Sustainable Livelihoods Project (Indonesia)
- Project Sampark (India)

5.5 Women's ability to participate in relevant decision-making roles

5.5.1 Understanding the barrier

[70] To see descriptions of these initiatives, see Section 6 below.

A large proportion (65.3%) of the BPF's survey respondents felt that women's (in)ability to participate in decision-making roles pertaining to the Internet and technology sector is a significant barrier to meaningful access.

Cultural barriers and norms, including related socioeconomic factors and perceptions about women's place and role in society (discussed in Section 4.3 above), tend to prevent women from meaningfully participating in the ICT sector – not only in gaining relevant skills and capacities (discussed in Section 4.7 below), but also in managing to access better-paid jobs and become decision-makers in the ICT and other sectors.

5.5.2 Specific areas that impact women's ability to participate in relevant decision-making roles

i. Technology development and employment

Organizations like APC note that while it is generally assumed technology is gender-neutral, women are 'often excluded from the development and implementation of technology because of cultural biases'. This includes not only the development of actual platforms and whose interests and needs technology caters for, but also the ways in which women's interests and priorities are addressed through technology – for example in the development of safety tools, applications and devices[71] (see Section 4.4 above).

An anonymous survey respondent from Paloma explains that the Internet has 'always been conceived as male-dominant fields', while women are encouraged to focus on 'more feminine things'. As a result, the respondent points out, women lack Internet-related skills, fail to gain strong careers, there are fewer female engineers, and less women capable of engaging in decision-making pertaining to the Internet. The Web Foundation similarly found that in the populations they

[71] C.f. Lakshané, R (2016). *Women's safety? There is an app for that*. APC (blog). Available at: http://www.genderit.org/feminist-talk/womens-safety-there-app. [Accessed 1 November 2016].

studied, approximately three in ten men agreed that 'the Internet should be a male-controlled domain', while about two in ten women agreed with the sentiment[72] (also see Section 4.3 above).

Even when women do manage to gain access to these fields, they face further difficulties. Paula Perez (Argentina) writes in her survey response that 'being a woman in the telecom area is quite difficult' even for women who *do* have the requisite technical skills. Rebecca Ryakitimbo (Tanzania) argues in her survey response that when women manage to participate in STEM fields, furthermore, they 'are not given that much responsibility' as cultural norms still lead to a perception that STEM is 'a man's world'.

The BCWG similarly notes that gaps in access to ICTs are also associated with 'gaps in the advanced ICT skills necessary to access better-paid jobs'.[73] It points out that women are not only under-represented in ICT employment, but hold fewer positions in the science, technology, engineering and mathematics (STEM) fields, which tend to be better paid.[74] The World Bank argues that women's lack of participation in STEM fields tend to be 'a product of early gender-based biases in formal and informal education' (addressed in the next barrier).[75] In the Broadband Commission's more recent *The State of Broadband* report, it also points out that although it 'is vital that women and girls are involved both as consumers and makers of technology', recent research show that the gap between men and women participating in STEM careers in European countries is, in fact, widening:[76]

> *Significant falls in the proportion of women participating in ICT jobs (as one specific example of the STEM domain) are observed throughout nearly all countries in Central Europe reaching*

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[72] Page 58; Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 12 October 2016].
[73] Page 6; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].
[74] Page 13; *ibid.*
[75] Page 134; The World Bank (2016). *World Development Report 2016: Digital Dividends*. Available at: http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2016/01/13/090224b08405ea05/2_0/Rendered/PDF/World0developm0000digital0dividends.pdf. [Accessed 11 October 2016].
[76] Page 48; Broadband Commission (2016, September). *The State of Broadband: Broadband catalyzing sustainable development*. Available at: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].

to 10 percentage points, with somewhat smaller falls of 3-5 percentage points in Austria, Denmark, France, UK & Ireland…

Gender disparities pertaining to women's ability to participate in decision-making roles not only affect developing countries. Jennifer Chung from DotAsia Organisation, for instance, notes in her survey response that while the USA is a 'one of the leading technologically advanced countries', more can be done to enhance gender parity; especially in the technology sector.

ii. Policy development and governance

APC points out that this gender gap in STEM leads to women also being 'seriously under-represented in the governance and development of the digital world' in that STEM research and development, it notes, 'tends to ignore the needs and concerns of women and girls'.[77] A BPF survey respondent from the Dominican Republic, Marianny Torres, similarly points out that most of the organizations that take decisions relevant to the Internet and its governance are managed by men.

A group of Latin American women of the Youth Observatory similarly point out that there is a need to ensure that young women's voices are better heard in Internet governance decision-making forums, noting that platforms like the IGF offer places for young women 'to take part and think about the Internet (and the governance mechanisms involved) we want to see in the future'.[78]

APC similarly argues that women's rights organisations, for instance, need to invest in spaces where 'decisions about access and infrastructure are made'.[79] At a recent workshop in Bangkok, Thailand, where the BPF participated, it was noted that quota systems do help in some countries to increase

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[77] Page 14; APC (2015). *How technology issues impact women's rights: 10 points on Section J*. Available at: http://www.genderit.org/sites/default/upload/sectionj_10points_apc.pdf. [Accessed 12 October 2016].
[78] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].
[79] Page 3; APC (2015). *How technology issues impact women's rights: 10 points on Section J*. Available at: http://www.genderit.org/sites/default/upload/sectionj_10points_apc.pdf. [Accessed 12 October 2016].

the number of women in leadership roles; but that training on leadership is equally important, especially at local levels.[80]

5.5.3 Examples of initiatives addressing the barrier[81]

- APRICOT fellowships (Asia-Pacific)
- African Technology Foundation's technology bootcamps (Tanzania)
- Feminist Approach to Technology (India)
- FMCT/Huawei 1000 Girls (Nigeria)
- iLab Liberia (Liberia)
- Jhuwani Community Library (Pakistan)
- Learn my Way (UK)
- PrograMaria (Brazil)
- Projeto Cyberela de Inclusão Digital de Mulheres (Brazil)
- Red Rickshaw Revolution (India)
- Reprograma (Brazil)
- Rural-Girls-in-Tech (Kenya)
- Tech Needs Girls (Ghana)
- TechChix (Tanzania)
- The Human Welfare Association (India)
- The ITU/UN Women GEM-TECH Awards (global)
- Women in STEM/Elas nas Exatas (Brazil)

5.6 The need for relevant capacities and digital literacy skills

5.6.1 Understanding the barrier

The importance of capacity and skills, as is also reflected in levels of education, has been stressed by various organizations and was also affirmed by the BPF's survey respondents. During the BPF's session at the IGF in Guadalajara, Mexico, Ritu Strivastava from the Digital Empowerment Foundation (India), also pointed out that technology itself often becomes a barrier for women and the fact that many women only have access to second-hand mobile phones mean that women tend to have fewer opportunities to improve their digital literacy skills.

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[80] e.g. Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

[81] To see descriptions of these initiatives, see Section 6 below.

Ritu also differentiated between private and public access, noting that women also sometimes struggle to access and benefit from public access facilities or public Wi-Fi points because available trainers and facilitators are male. Where female trainers are involved, she has found in India that women are more likely to make use of a public access facility than when there are male trainers.

The need to build and develop relevant capacities and skills is also closed linked to the previously mentioned barrier of women's ability to participate in decision-making roles in the ICT sector. 60% of the BPF's survey respondents note that a lack of capacity and relevant skills is a barrier to women's Internet access. As the Broadband Commission points out:[82]

> *To achieve equality and combat these restraints, it is vital to find ways to empower girls and women to participate in designing, building and leading our shared digital future, including awareness raising and professional training.*

Women tend to have fewer educational opportunities and lower literacy levels compared to men (c.f. Yolanda Mlonzi, South Africa; anonymous respondent, Guatemala; Sellina Khumbo Kapondera, Malawi). As Jacqueline Treiber (USA) notes in her survey response, 'there is a systemic barrier to women's education in certain regions in the world.' Inimfon Etuk (Nigeria) similarly points out that 'low rates of enrolment into formal education reduces opportunities for women to access training and skills that would build and grow their interest and usage of the internet'.

Erica Penfold and Dhanaraj Thakur from A4AI point out in their joint survey response that affordability (addressed above) and a lack of know-how or technical literacy are two major barriers to meaningful access. Survey respondents similarly lament low levels of ICT skills in countries like Kenya, Tunisa and Myanmar, for instance (c.f. Anissa Bhar, Tunisia; anonymous respondent, Kenya; Helani Galpaya, India). On the other hand, during a workshop in which the BPF

[82] Page 48; Broadband Commission (2016, September). *The State of Broadband: Broadband catalyzing sustainable development*. Available at: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].

participated, it was also pointed out that capacity building in digital skills should not be based on gender assumptions about what women *should* learn and what content women need.[83]

A lack of digital literacy also extends to women having the confidence to know how to participate online without exposing themselves or their families to harm or risks (as is addressed in more detail in Section 4.4 above). As a respondent from Palestine notes,

> *When parents lack the technical skills, they are afraid of their kids to be exposed to pornography, hence they don't provide access to the internet on their own homes.*

Various survey participants also point out that the lack of capacity and skills extends from inequalities in respect of women's access to education and basic literacy skills, to whether they have the skills and confidence to use even basic technologies, to the extent to which women have the skills and confidence to participate in the technology sector and in STEM careers (as discussed in the preceding section).

Other studies also suggest that women with low literacy levels and educational disadvantages often lack, or believe they lack, the digital skills and confidence needed to use the Internet or other technologies – thereby not only limiting access, but also limiting the extent to which women do have access can benefit from such access. GSMA research, for instance, indicates that women who do have access tend to find themselves limited to 'application islands'; finding it difficult to expand their usage beyond a few applications with which they are already familiar.[84]

Gender inequalities in access to education in general and in digital literacy skills more specifically also reflect in women's ability or willingness to participate in STEM and other ICT-related careers (also discussed above). As the BCWG argues, ICT skills are not just needed in the ICT sector, but are increasingly important for finding jobs (today often solely advertised online) and to ensure

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[83] e.g. Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

[84] Page 6; GSMA (2015). *Accelerating digital literacy: empowering women to use the mobile internet*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/06/DigitalLiteracy_v6_WEB_Singles.pdf [Accessed 11 October 2016].

future competitiveness. By 2015, for instance, 90% of formal employment across all sectors will require technology skills.[85]

In addition to the need for new skills and finding employment, the digitization of government services poses difficulties when governments also shut down or reduce physical access to such services, depriving those who cannot access services online from basic services. In addition, as was noted during a workshop at which the BPF participated, clear instructions or training on how to use such online services are often lacking. Participants at this workshop stressed the need for creating a physical space (outside home environments) where women can explore and learn from each other about the Internet and how to access such services.[86]

Yet the Internet does have the potential of offering women more opportunities for accessing work and other opportunities. As a 24-year-old contributor from Peru notes:[87]

> *One of the best experiences I had in my career came from Internet. I think not everybody can understand how social media can create opportunities. The girls of my country see social media just as a tool to share their life, but I think there it is much more. My top story started in Twitter. A foreign producer asked, in Twitter, if someone from my country follows his account, I saw the tweet and instantly replied "me!" Suddenly, the producer wrote me back offering work and an online free course of eleven weeks, and obviously I accepted. I can say that on those weeks I learned more than on my courses at the university. I hope, one day, more women can realized what Internet can offer us and start taking advantages of being online.*

5.6.2 Examples of initiatives addressing the barrier[88]

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[85] Page 32-33; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].
[86] Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.
[87] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].
[87] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at:
[88] To see descriptions of these initiatives, see Section 6 below.

- APRICOT fellowships (Asia-Pacific)
- Byte Girl (Brazil)
- Digital Citizen Fund (Afghanistan)
- Digital Empowerment Foundation (India)
- Chuuk Women's Council (Chuuk)
- DNS WOMEN (global)
- Enredadas: Tecnología para la Igualdad (Nicaragua)
- Feminist Approach to Technology (India)
- FMCT/Huawei 1000 Girls (Nigeria)
- Ghana Women in IT's Social Media Platform for Women in SMEs (Ghana)
- Girl Effect (Ethiopia, Rwanda and Nigeria)
- Jhuwani Community Library (Pakistan)
- Learn my Way (UK)
- Microsoft's YouthSpark programme (global)
- Minas Programam (Brazil)
- Pakistan Social Association (Pakistan)
- PoliGen (Brazil)
- PrograMaria (Brazil)
- Projeto Cyberela de Inclusão Digital de Mulheres (Brazil)
- Reprograma (Brazil)
- Rural-Girls-in-Tech (Kenya)
- Technology for Female in ICT Project (Ghana)
- The African Technology Foundation's technology bootcamps (Tanzania)
- Trans.TI (Brazil)
- Wireless Women for Entrepreneurship and Empowerment (India)
- Women and Mozilla Brazil, WoMoz (Brazil)
- Women in STEM, or Elas nas Exatas (Brazil)

5.7 The availability of relevant policies to promote women's access

5.7.1 Understanding the barrier

The availability of relevant policies (e.g., policies with a gender focus and/or that address women's ability to access and benefit from the Internet), was noted as a barrier to access for women by 59% of the BPF's survey respondents. It was also pointed out as a challenge by the group of young Latin American women in their submission to the BPF, which argues for more gender-inclusive policies in all sectors to enable young women and girls' empowerment:[89]

[89] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at:

> *We believe that access to Internet can change the life of these girls…Notwithstanding, these beliefs must be accompanied by gender-sensitive policies both at the national, regional and international level. Otherwise, the absence of a harmonization between education, awareness, governance, capacity building and policy-making, will only contribute to the further stalling, and/or small pace of progress in building a safe, equal, inclusive, open and accessible Internet for young women and girls - specially in developing countries.*

Besides explicit policies aimed at enabling women's inclusion, many policies, including national broadband plans are furthermore outdated and/or lacks a gender-perspective (Denise Viola, Brazil). As Renata Aquino Ribeiro (Brazil) explains in her response:

> *The local government in my country has no public policies geared towards women inclusion. In fact, it firstly released an all-male ministry and ended local police stations specialized in women's issues. The lack of public policies for women impacts the gender digital divide as it sets a standard upon which to follow.*

In addition to missing gender dimensions in policies, targets to track progress are equally important. As the Web Foundation points out, only 64 countries currently submit gender-disaggregated data on Internet use.[90] A4AI notes that to achieve gender quality in digital adoption, skills and empowerment, governments must 'set concrete targets' and collect gender-disaggregated data to monitor progress.[91] The BCWG similarly points out that there is a lack of nationally representative sex-disaggregated data ICT data in many countries and different measurement methodologies of gender equality in access to ICTs furthermore exist; not only giving different

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http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

[90] Web Foundation (2016, September). *Women's Rights Online: Report Cards.* Available at: http://webfoundation.org/docs/2016/09/WRO-Gender-Report-Card_Overview.pdf. [Accessed 18 October 2016].

[91] Page 6; A4AI (2016*). Affordability Report 2015/6*. Available at: http://1e8q3q16vyc81g8l3h3md6q5f5e.wpengine.netdna-cdn.com/wp-content/uploads/2016/04/A4AI-2015-16-Affordability-Report.pdf. [Accessed 12 October 2016].

results, but also potentially clouding conclusions that can be drawn for evidence-based policymaking.[92]

The BCWG notes that not only are gender concerns largely absent from ICT policies, but ICTs are also largely absent from gender policies[93] and, therefore, policies neglect the potential role of ICTs and access as 'key enablers to expand the reach' of policies to accelerate progress.[94] The Web Foundation similarly points out that women's inability to access and benefit from the Internet is 'primarily due to policy failure'; with very few National Broadband Plans or other policies being designed to specifically overcome gender inequalities in access,[95] for instance.

Where online abuse and gender-based violence is concerned, for instance, definitions of harm in many countries still do not extend to harm caused by online abuse or violence (c.f. BPF Online Abuse and Gender-Based Violence[96]). An anonymous respondent from Brazil, for instance, notes that policies that help to capacitate women on defending themselves from online abuse and violence are still necessary. Sylvia Musalagani (Kenya) also notes in her survey response that in Kenya and East Africa in general,

> *Policies in the region to not favour gender inclusion on the internet¸ they do not address barriers faced by women in gaining access to the internet and how they to take advantage of this resource for empowerment.*

One of the BCWG's recommendations in 2013 was for policymakers to introduce 'strong gender perspectives into ICT policies, to devise strategies with clear goals, and to put in place

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[92] Page 6; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].
[93] Page 30; *ibid*.
[94] Page 2; *ibid.*
[95] Web Foundation (2016, September). *Women's Rights Online: Report Cards.* Available at: http://webfoundation.org/docs/2016/09/WRO-Gender-Report-Card_Overview.pdf. [Accessed 18 October 2016].
[96] IGF BPF Online Abuse and Gender-Based Violence (2015). *Final report.* Available at: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].

measurement systems and practices to ensure gender equality is achieved'.[97] In national broadband plans, for instance, such policies should cover actions to increase women's ICT skills; to provide digital inclusion for women; to promote female empowerment through ICTs and access; and to promote women's roles in decision-making through ICT use.[98]

5.7.2 Examples of initiatives addressing the barrier[99]

- World Wide Web Foundation's Women's Rights Online (global)
- Broadband Commission Working Group on the Digital Gender Divide (global)
- ITU/UN Women EQUALS, including relevant advocacy around policies in Member States (global)
- APC's policy advocacy work
- GSMA's Connected Women programme

5.8 The availability of relevant infrastructure

5.8.1 Understanding the barrier

Both women and men's access to the Internet or broadband services is naturally limited by poor network coverage, especially in rural areas in developing countries. For women, a lack of connectivity may be further compounded by other barriers addressed elsewhere in this section, like the availability of safe public access facilities (addressed below) the affordability of data plans and devices, and/or cultural perceptions. Other supplementary challenges that impact access include potential difficulties women may face in obtaining identity documents needed to purchase data or devices; and the availability of reliable electricity needed to charge devices.[100]

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[97] Page 38; BCWG (2013). *Doubling Digital Opportunities: Enhancing the Inclusion of Women & Girls in the Information Society*. Available at: http://www.broadbandcommission.org/documents/working-groups/bb-doubling-digital-2013.pdf [Accessed 12 October 2016].
[98] Page 30; *ibid.*
[99] To see descriptions of these initiatives, see Section 6 below.
[100] e.g. Page 41; GSMA (2015). *Bridging the gender gap: mobile access and usage in low- and middle-income countries*. Available at: http://www.gsma.com/connectedwomen/wp-content/uploads/2015/02/GSM0001_02252015_GSMAReport_FINAL-WEB-spreads.pdf. [Accessed 12 October 2016].

In the BPF's survey, 48% of respondents noted that the availability of relevant infrastructure is a barrier to women's meaningful access. Web Foundation research, similarly, found the availability or quality of connection, along with electricity to charge devices, to be mentioned less often as a barrier (it was the fourth most important barrier for both women and men who are already online). The Web Foundation argues that the relevant importance attached to available infrastructure might be 'that the obstacles posed by know-how, cost, time and relevance are perceived as so overwhelming that smaller details such as signal coverage or electricity supply might appear to be moot points'.[101]

Various BPF survey respondents also note the importance of urban or rural contexts to the availability of relevant infrastructure. Anissa Bhar (Tunisia), for instance, points out that in Tunisia, women in cities have 'equal opportunities to use and access' the Internet, whilst in rural areas access is more limited. Nikole Yanez (Costa Rica) also notes that women in rural areas, like indigenous women, find access difficult and expensive. Shreedeep Rayamajhi (Nepal) points out that in Nepal, where the infrastructure for broadband access is available, the quality is often 'very bad' and 'prices very expensive'. As a 24-year-old woman from Peru notes in a contribution:[102]

> *I am a doctor and I work in a small town in the Andes, where people do not have access to Internet and most of them speak, besides Spanish, Quechua which is a native language. The only access I can get is in the health center, where the government has placed a satellite antenna, and therefore the connection is not good. People here know barely about Internet, and I feel sad about it. If someone has an idea about Internet is because they have been on the city to study or to sell corn and potatoes. Usually most of the people that travel to the city are men, so the girls stay at home, that helps to keep the gap in digital knowledge between girls and boys. I think that if we connect this small town to the world through Internet, these girls can empower themselves and share how beautiful is their hometown and the varieties of*

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[101] Page 21; Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 12 October 2016].

[102] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

[102] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at:

potatoes and corn they have. Internet can change the life of these girls, who maybe would never have the chance to go out of their town.

5.8.2 Examples of initiatives addressing the barrier[103]

- Barco Hacker (Brazil)
- Feminist Approach to Technology (India)
- Improving Rural Connectivity For Sustainable Livelihoods Project (Indonesia)
- Wireless Women for Entrepreneurship and Empowerment (India)

5.9 The availability of relevant content and applications

5.9.1 Understanding the barrier

Compared to the other barriers, fewer of the BPF's survey respondents (41%) recognised the availability of relevant content and applications as an important barrier to women's access. This finding may reflect the notion that respondents who are online already (and thus able to participate in the survey, for instance) are to some extent aware of where to find relevant and how to understand content and perhaps less aware of why certain groups may believe the Internet to be less relevant to them.

Content, applications and products are rarely designed with women's needs and preferences in mind – also because there are fewer women working in technology fields (addressed above). Many devices are acquired with pre-installed applications and services, and restricted bandwidth tends to limit the services users can actually use, along with the skills to use such services (addressed in Section 4.7 above). As was noted during a workshop in Bangkok, Thailand, where the BPF participated:[104]

> *The value of the content and apps is linked to the speed of access. For example, if access to Facebook is fast but the rest of the Internet is slow, then the value of Facebook is higher.*

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[103] To see descriptions of these initiatives, see Section 6 below.

[104] e.g. Internet Society and APC: Workshop on Mainstreaming Gender in Internet Development in the Asia-Pacific Region. Bangkok, Thailand (2-4 October 2016). Available at: http://www.intgovforum.org/multilingual/filedepot_download/3416/148.

In the substantive contribution from young Latin American women of the Youth Observatory, the link between skills and the ability to locate relevant content is also illustrated:[105]

> *If the girls are not educated, they won't be able to navigate the Web even in their own language. And, in remote regions where there are low education and literacy levels, a girl will only experience a small part of Internet because most of the content online is in English - which is still a barrier for some developing countries.*

Survey respondents furthermore point out that where content is available, it often tends to reinforce existing gender stereotypes. Survey respondents' observations in this regard are similar to the findings GSMA and LIRNE*asia*, which pointed out that not only are negative perceptions of the Internet particularly common among those with limited experience and knowledge of it, but many men and women have 'a limited understanding of what the 'internet' is, and therefore do not see why it is relevant to them'.[106]

One anonymous BPF respondent from Brazil notes that content that portray and encourage women's empowerment is limited, while 'the majority of content directed towards women is regarding maternity, cooking and beauty issues'. Another anonymous respondent from Indonesia similarly notes that while there may be online content in Indonesian, content still displays a 'gender bias' and serves to 'perpetuate' gender stereotypes and gender-based violence, as displayed in 'articles about virginity test for female students, under-age marriage, etc.'

Many women similarly remain unaware of the potential value which online content and services could contribute to their lives and livelihoods; and are therefore often uninterested in getting online (Paola Perez, Venezuela; Daniela Viteri, Equador) (also discussed in Section 4.3 above, in the section pertaining to value lags). Ingrid Brudvig (South Africa) from the Web Foundation

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[105] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

[106] Page 3; GSMA & LIRNE*asia* (2015). *Mobile phones, internet, and gender in Myanmar*. Available at: http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2016/02/GSMA_Myanmar_Gender_Web_Singles.pdf.

points out that perceived relevance is a significant barrier that is also linked to women's time restraints, particularly in respect of (unpaid) care activities.[107] She argues:

> *… the decision to spend time online presents a real opportunity cost, and is therefore directly affected by the value people see in Internet services and applications.*

Survey respondents confirm that many women do not perceive the Internet to be relevant or useful to them. As Katambi Joan (Uganda) notes, 'women in Africa, especially Uganda and in rural areas, need a lot of sensitization about the benefits of internet and how it can enhance development.' Other respondents also note that particularly women in rural areas (Louise Marie Hurel, Brazil) and/or in the informal sector (Júlia Ribeiro, Brazil) do not know how connectivity can benefit them. As Madhvi Gokool (Mauritius) points out,

> *Women are not exposed to the benefits of the Internet in their everyday life - be it to manage their household or business.*

5.9.2 Examples of initiatives addressing the barrier[108]

- Alliance against Women Trafficking and Violence Against Women (Nepal)
- Barco Hacker (Brazil)
- Ghana Women in IT's Social Media Platform for Women in SMEs (Ghana)
- Endangered Languages Project (global)
- MariaLab Hackerspace (Brazil)
- Mujeres Construyendo (Latin America)
- PoliGen (Brazil)
- PrograMaria (Brazil)
- Smart Woman™ (global)
- Sursiendo (Latin America)

6. INITIATIVES AIMED AT OVERCOMING BARRIERS

[107] Web Foundation (2015). *Women's Rights Online: Translating Access into Empowerment*. Available at: http://webfoundation.org/wp-content/uploads/2015/10/womens-rights-online21102015.pdf. [Accessed 3 October 2016].
[108] To see descriptions of these initiatives, see Section 6 below.

The **African Technology Foundation's technology bootcamps** conduct series of technology bootcamps for women at the University of Dar Es Salaam, Tanzania. Implemented in partnership with the College of Information and Communication Technologies (CoICT) at the University of Dar Es Salaam, Buni Divas, and HelptoHelp, the bootcamp was designed give female students studying at higher education institutes in Tanzania computer skills trainings and an introduction to online learning tools to meet the needs of universities as well as future employers; to train young Tanzanian women to help teach basic computer skills to fellow students, as well as in their home and business communities, with a focus on expanding into rural communities; and to encourage employers in Tanzania to increase their hiring quota for skilled women, and to design roles based on realistic workplace challenges.

Submission by: Erica Penfold & Dhanaraj Thakur (A4AI)
Learn more here: http://www.thea25n.com/atf-programs/
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Africa

Alerta Machitroll (2015) is a campaign led by Fundación Karisma to detect phrases that appear to be 'anti-women' by self-proclaimed macho defenders identifiable as trolls, labelled as *machitrolls (macho+troll)*. They have classified machitrolling into different categories: *Rescatable, Incurable*. This initiative seeks to tackle violence against women online by articulating the idea of macho and trolling with humour as a way of communicating and promoting awareness. Fundación Karisma was founded in 2003 (Bogotá, Colombia) and most of its work focuses on freedom of expression, gender and social equality.

Submission by: Angélica Contreras (Youth SIG, Mexico)
More information: n/a
Barrier(s): threats
Region: Latin America and the Caribbean

The **Alliance against Women Trafficking and Violence Against Women** was launched in 2012 in Nepal with the aim of raising awareness about women trafficking and technology-based violence

against women; to provide legal aid to women in need; to create a platform to share and receive relevant information; and to conduct research.

Submission by: Shreedeep Rayamajhi (RayZNews, Nepal)
Learn more here: https://m.facebook.com/groups/292558370792222?ref=bookmarks
Barrier(s): availability of relevant policies
Region: Asia and the Pacific

ISOC's fellowships for **APRICOT**, which is available in developing countries in Asia-Pacific and the Pacific, imposes a quota requiring at least 40% of its fellows to be women from least developed countries or small island developing states (SIDS) in Asia-Pacific. The fellowship aims to encourage the participation in, and to further build the capacity of women technical experts through, regional technical gatherings.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: https://2016.apricot.net/fellowship
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Asia and the Pacific

Barco Hacker is a citizenship project focused on broadening access to technologies, the Internet and, therefore, information to the Brazilian Amazonian region. The initiative, which is not held by any public or private institution, intends to promote the exchange of information between professionals from different areas and riverside communities located in areas of difficult access. Despite not having women as its exclusive target audience, the project is led by a woman entrepreneur in technology who has been a role model for many women and girls in the region.

Submission by: Haydee Svab (PoliGNU/PoliGen/THacker, Brazil)
Learn more here: http://www.barcohacker.com.br/
Barrier(s): availability of relevant policies; availability of relevant content and applications
Region: Latin America and the Caribbean

The **Boston Safety Hub Collective's A DIY Guide to Feminist Cybersecurity** also provides an introduction to available cybersecurity tools, and manages a hashtag on Twitter (#SafeHubTech) to which users can also tweet cybersecurity questions and concerns.

Submission by: extracted from BPF Online Abuse and GBV 2016
Learn more here: https://tech.safehubcollective.org/cybersecurity/
Barrier(s): threats
Region: global

Byte Girl is an annual conference promoted in the city of Fortaleza, in the northeast region of Brazil, which is focused on bringing women from across the country to talk about gender and technology. The event is particularly focused on empowerment through gender-sensitive knowledge diffusion and capacity-building and empowerment of women through several workshops.

Submission by: Louise Marie Hurel (Center for Technology and Society at Getulio Vargas Foundation (CTS/FGV), Brazil)
Learn more here: http://bytegirl.com.br
Barrier(s): digital literacy and basic skills
Region: Latin America and the Caribbean

The **Chuuk Women's Council** is an umbrella organisation in the Chuuk state that has set up a computer learning lab for women in the island nation. The initiative is supported by ISOC through its Chapters and its Community Grants programme.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: http://www.cwcfiinchuuk.org
Barrier(s): capacity and skills
Region: Asia and Pacific

Costa Rica's **Connected Homes Program** helps to improve adoption by, among other things, providing a subsidy not only to those who from low-income backgrounds, but also for those

households that are headed by women as they are recognised as disadvantaged. It therefore specifically targets female-headed households.

Submission by: Sharada Srinivasan (mailing list, University of Pennsylvania)
Learn more here: https://sutel.go.cr/pagina/programa-2-hogares-conectados)
Barrier(s): culture and norms; affordability
Region: Latin America and the Caribbean

The **Digital Citizen Fund**, formally known as the "Women's Annex Foundation," was founded in New York City and helps girls and women in developing countries gain access to technology, virtually connect with others across the world, and obtain necessary skills to succeed in today's expanding global market. To accomplish this, the Digital Citizen Fund has built eleven Internet Training Centers and two stand-alone media centers in partnership with MTI (presently known as Bitlanders) and the Afghan Citadel. Through this collaboration, we have successfully connected over 55,000 young women in Kabul and Herat. We have recently expanded operations in Mexico as part of our effort to provide better opportunities for girls and women around the world. We are ready to scale our highly successful model to other countries as funding becomes available.

Submission by: Anri van der Spuy (South Africa)
Learn more here: http://digitalcitizenfund.org/about/
Barrier(s): digital literacy and basic skills
Region: global

The **Digital Empowerment Foundation** (DEF), with support from Google, is helping and providing training to rural women in India to gain Internet access, and to learn to use the Internet. The programme teaches basic computer skills, Internet skills, Internet on mobile, chat and e-mail etc. So far, DEF has enabled 100,000 women to gain Internet access. Challenges identified include having relevant accessible content; and if a woman tries to open any email account she normally needs a mobile number, which most women do not have access to or, where they do, it is shared with their male family members.

Submission by: Ritu Strivastava (Digital Empowerment Foundation, India)

Learn more here: http://defindia.org/helping-women-go-online-2-2/
Barrier(s): culture and norms; affordability; the availability of relevant infrastructure; digital literacy and basic skills
Region: India

DNS WOMEN is an international women's movement aimed at encouraging women to enter and benefit from Internet businesses, enlarge network for this to happen. The initiative meets regularly at ICANN meetings, where members debate issues related to Internet business and invite all women from the region to attend and share their stories. The initiative is also starting chapters around the world to expand its activities and become more useful locally.

Submission by: Vanda Scartezini (Brazil)
Learn more here: website not operational
Barrier(s): digital literacy and basic skills
Region: global

Dove's Self Esteem Project offers online safety advice that aims to supports mothers in helping their daughters learn how to use social media safely, and includes simple advice on staying safe online from experts. Although of potential global application, this initiative was designed by Dove in the UK.

Submission by: Gary Hunt (Department for Culture, Media and Sport, UK)
Learn more here:
http://selfesteem.dove.co.uk/Articles/Written/Staying_safe_online_safe_social_networking_tips_for_you_and_your_daughter.aspx
Barrier(s): threats
Region: Europe

The **Endangered Languages Project**, launched by Google and supported by various experts in the field of language preservation, uses technology to help organizations and individuals in confronting language endangerment by documenting, preserving and teaching languages. Through an interactive website, users can access information on these languages and use samples,

but also play an active role in digitizing their language by submitting information or samples in the form of text, audio or video files. Users can also share best practices and case studies through a knowledge-sharing section.

Submission by: Anri van der Spuy (South Africa)
Learn more here: http://www.endangeredlanguages.com/about/
Barrier(s): relevant content
Region: global

End Online Misogyny has created accounts on various social media platforms (including Twitter, Facebook, Pinterest and Tumblr) with the aim of highlighting and eradicating online misogyny and abuse by sharing real examples of misogynistic abuse from different users.

Submission by: extracted from BPF Online Abuse and GBV 2016
Learn more here: http://www.endmisogyny.org
Barrier(s): threats
Region: GLOBAL

The project ending **Technology Assisted Violence Against Women (eTAVAW)** is based in Kenya and supports a multi-sectoral approach (including health care workers, police, judiciary, women's rights advocates, victim groups etc.) to dealing with the issue of technology-assisted violence against women. The initiative aims to equip various stakeholders with the capacity, tools and skills, as well as an enabling policy environment to combat online abuse and gender-based violence.

Submission by: Sylvia Musalagani (HIVOS¸ Kenya)
Learn more here: no website
Barrier(s): threats
Region: Africa

Enredadas: Tecnología para la Igualdad is a feminist initiative in Managua, Nicaragua. The initiative's objective is for more women to use the Internet as an everyday tool by talking and

reflecting on security, privacy, governance, women´s history, and technical skills related to ICT with a gender-based approach.

Submission by: Marta García Terán (Save the Children, Nicaragua)
More information: http://enredadasnicaragua.blogspot.com/
Barrier(s): digital literacy and basic skills
Region: Latin America and the Caribbean

Feminist Approach to Technology (FAT) is a not-for-profit organization primarily operational in Delhi that believes in empowering women by enabling them to access, use and create technology through a feminist rights-based framework. FAT empowers women by enhancing women's awareness, interest, and participation in technology.

Submission by: Ritu Strivastava (Digital Empowerment Foundation, India)
Learn more here: http://www.fat-net.org
Barrier(s): women's ability to participate in decision-making roles; capacity and skills; availability of relevant infrastructure
Region: Asia and the Pacific

The **GEM-TECH Awards** are organized anually by ITU and UN Women to celebrate personal or organizational achievements to advance gender equality and mainstreaming in the area of ICTs. The GEM-TECH Awards provide a platform for advancing women's meaningful engagement with ICTs and their role as decision-makers and producers in the technology sector. This year's GEM-TECH Awards will be held at the Forum of Telecom World 2016 in Bangkok, Thailand, from 14-17 November.

Submission by: Carla Licciardello (ITU, Switzerland)
Learn more here: http://www.itu.int/en/action/women/gem/Pages/award-2016.aspx
Other barrier(s): various
Region: global

Ghana Women in IT's Social Media Platform for Women in SMEs is based in Ghana and helps to create awareness and educate women on how to use social media platforms to market their products (including hair, clothing and shoes, beauticians, designers, food stuffs, etc.); to provide services to customers; and to interact with customers and build social networks with others.

Submission by: Ivy Tuffuor Hoetu (NCA, Ghana)
Learn more here: http://www.ghanawomeninit.org
Barrier(s): digital literacy and basic skills; culture and norms, availability of relevant content and applications
Region: Africa

Girl Effect targets girls in Ethiopia, Rwanda and Nigeria (and beyond) to address gender inequalities and related cultural stereotypes and gender norms by helping to build girls' confidence. The initiative makes use of peer-to-peer mobile research technologies that help to gain a better understanding of girls' realities and barriers, and also provide them with interactive technology and real-world safe spaces to connect them to networks and knowledge that can empower them.

Submission by: Katharina Jens (UK/Norway)
Learn more here: http://www.girleffect.org/what-we-do/
Barrier(s): digital literacy and basic skills; culture and norms
Region: Africa

The UK-based **Girlguiding** offers information for girls on how to use the Internet safely, including resources on taking selfies and using webcams safely; dealing with cyberbullying and spam; when and how to share photos and videos safely online; and how to use social media properly, among other things.

Submission by: Gary Hunt (Department for Culture, Media and Sport, UK)
Learn more here: https://www.girlguiding.org.uk/making-guiding-happen/running-your-unit/safeguarding-and-risk/staying-safe-online/
Barrier(s): threats
Region: Europe

iLab Liberia links female students with ICT companies' mentorship programmes and holds ICT career fairs for young women in Liberia. This programme is supported by ISOC through its Chapters and its Community Grants programme.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: http://ilabliberia.org
Barrier(s): women's ability to participate in decision-making roles

In the East Java province of Indonesia, a telecentre called **Improving Rural Connectivity For Sustainable Livelihoods Project** is designed as a place for the rural population, especially women, to access information, communicate and obtain information, social services, and economic fields. It is also a community center to hold trainings and to enable capacity-building.

Submission by: anonymous survey respondent
Learn more here: https://puskowanjatitelecenter.wordpress.com/; https://web.facebook.com/mctpuskowanjati/posts/127671770681785?_rdr
Barrier(s): affordability; availability of relevant infrastructure
Region: Asia and the Pacific

The **Infolady** initiative was launched by the non-profit initiative D.net in Bangladesh in 2008. It trains women, who have to take out a loan of approximately $650 to start their business, for three months on how to use the hardware. Thereafter, these 'info ladies' crisscross the countryside, dressed in blue and pink uniforms and carrying in their bags a laptop, a camera to make films or take wedding snaps, but also tests for blood sugar and pregnancy, and of course some cosmetics and shampoo. Thanks to their PC connected to the 'new world' via a USB stick, these women can call up information beyond the reach of village schoolteachers; can advise farmers and sometimes even offer legal advice. Information needs these 'ladies' to reach its destination, because 'browsing the net is like flying a rocket to land on another planet', Sathi says. 'It scares lots of people.'

Submission by: Ritu Strivastava (Digital Empowerment Foundation, India)
Learn more here: http://infolady.com.bd

Region: Asia and the Pacific
Barrier(s): digital literacy and basic skills; various

The **Jhuwani Community Library** promotes the use of a local mobile app to enable pregnant women to regularly access prenatal care in Nepal. The initiative is supported by ISOC through its Chapters and its Community Grants programme.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: http://jhuwaniclrc.org.np
Barrier(s): availability of relevant content
Region: Asia and Pacific

Learn my Way is a UK-based collaboration of civil society and business that provides resources to enable users to use various enabled devices. To support the protection of users online, a basic online course covers email safety, making credit card payments on the Internet for online shopping, child safety and how to keep personal data safe online.

Submission by: Gary Hunt (Department for Culture, Media and Sport, UK)
Learn more here: https://www.learnmyway.com/courses/introduction-to-internet-safety//
Barrier(s): women's ability to participate in decision-making roles; capacity and skills; threats (online and related to ICT use)
Region: Europe

The **Human Welfare Association** (HWA) is a Varanasi-based non-profit organisation. In 2011, it launched the Mahila Shakti: A Tool for Women Empowerment with Education Initiatives project, which aims to use digital technologies to improve the quality of living of women from marginalised communities around the city of Varanasi. The project started by providing women from economically disadvantaged families basic education and literacy. This is combined with digital literacy skills, including the use of mobile phones, by using the simple features of mobile phone such as keypads to educate women and improve their literacy skills. The use of mobile phones increases women's literacy and numeracy skills and allows them to share experiences with others regarding information on government schemes and other day-to-day issues. These improvements

also boost women's confidence and allow them to be more involved in decision-making in their social economic and political realms. With the support of existing mobile application, women can learn and develop the quality of crunching numbers, mathematics skills and various other subjects. The initiative aims to evaluate and analyse a user's present situation and strengths and determines a feasible and appropriate alternative. The process allows them to plan, implement, monitor and evaluate developmental programme and communicate with both NGOs and the government.

Submission by: Ritu Strivastava (Digital Empowerment Foundation, India)
Learn more here: hwavaranasi.in/mahila-shakti-project
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Asia and the Pacific

MariaLab Hackerspace (Brazil) emerged as a way of promoting hackerspaces focused in women as well as sensitive to topics and challenges shared by most women in the STEM sector. It aims to create safe spaces, promote dialogue, events and, most importantly, diversity.

Submission by: Nathália Sautchuck (NIC.br, Brazil); Haydee Svab (Brazil)
Barrier(s): threats; availability of relevant content and applications
Region: Latin America and the Caribbean

Minas Programam (Brazil) sees programming as a way for women to engage with their ideas and with other women; thus playing an important role in digital inclusion as well as content creation. Deconstructing the idea that men are more capable and/or prone *to* programming is combatted through the creation of a space for women to get in touch with coding.

Submission by: Nathália Sautchuck (NIC.br, Brazil)
More information: http://minasprogramam.com/
Barrier(s): digital literacy and basic skills
Region: Latin America and the Caribbean

Mujeres Construyendo is a community formed exclusively by women from the Latin America and Spanish speaking countries. Founded in 2009, the aim of the community is to use the Internet as

a platform to promote the voices, leadership, empowerment and participation of women. All the content within Mujeres Construyendo is written by female content generators who write about the most varied range of topics, from lovers of politics to motherhood dedicated blogs. The community contains over 30 thousand people from Latin America and the Spanish spoken countries.

Submission by: Marta García Terán (Save the Children, Nicaragua)
Learn more here: http://mujeresconstruyendo.com/
Barrier(s): availability of relevant policies
Region: Latin America and the Caribbean

The **Pakistan Social Association** has trained hundreds of young girls from rural Pakistan in digital literacy with the goal of encouraging them to pursue careers in ICT. The initiative is supported by ISOC through its Chapters and its Community Grants programme.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: https://www.facebook.com/PSAPakistan/
Barrier(s): capacity and skills
Region: Asia and Pacific

Peng! is a collective that specialises in so-called 'subversive direct action, culture jamming, civil disobedience and guerrilla communications' launched its Zero Trollerance campaign in March 2015. The campaign used Twitter profiles controlled by computer programs (or bots) to target suspected trolls and to troll them back with the aim of educating these alleged trolls. 5000 suspected trolls were identified with 'simple language analysis' of Twitter data tweeting 'the type of dangerous language often used to harass and incite violence against women and trans people'. While the campaign is controversial for using similar tactics as the trolls it targets, it raises interesting questions on counter-strategies that are responsive to context and the potential limits of such strategies.

Submission by: extracted from BPF Online Abuse and GBV 2016
Learn more here: https://zerotrollerance.guru
Barrier(s): threats

Region: global

PoliGen is a gender studies group formed in Polytechnic School of the University of São Paulo, Brazil. The group, composed by undergraduate and graduate students, teachers and non-teaching staff of the University, aims to constitute and promote itself as a permanent space of discussion to research the actions that could be adopted in order to reduce gender inequalities and the gender digital divide. Most of the group members have some relation to the areas of so-called 'hard sciences', but there is no restriction on participation because it is understood that diversity stimulates equity and innovation. The group, which includes men and women, also promotes workshops about subjects related to the Internet, such as security and privacy on the Internet and digital literacy workshops focused on women, through activities that go beyond the University walls.

Submission by: Haydee Svab (Brazil); Claudia Costa (Brazil)
Learn more here: http://poligen.polignu.org
Barrier(s): availability of relevant policies; digital literacy and basic skills
Region: Latin America and the Caribbean

PrograMaria (Brazil) started as a group seeking to promote greater education on programming. Women from different backgrounds and disciplines gathered together and realised that there were other challenges other than access to programming, including the need for empowerment as creators and makers. PrograMaria is a "meta-site" about women and tech; empowering women and helping them believe in their ideas as well as make them happen is what PrograMaria is about.

Submission by: Nathália Sautchuck (NIC.br, Brazil)
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
More information: n/a
Region: Latin America and the Caribbean

Project Sampark was launched by telecommunications company Uninor in India and is aimed at increasing the number of women Internet users by introducing schemes like the "Jodi" pack, which is a set of two SIM cards, where one SIM card goes to the male member of the family and the other

to the female member. A grant of $70,000 was provided by the GSMA's Connected Women programme to support the initiative.

Submission by: Sharada Srinivasan (mailing list, University of Pennsylvania)
Learn more here: http://gadgets.ndtv.com/telecom/news/uninor-launches-project-sampark-to-bridge-mobile-gender-gap-588572
Barrier(s): culture and norms; affordability
Region: Asia and the Pacific

Projeto Cyberela de Inclusão Digital de Mulheres, *Project Cybershe for digital inclusion of women*, is promoted by a Brazilian NGO from Rio de Janeiro, Cemina. The initiative promotes workshops for girls throughout Brazil. The subjects of the workshops can vary from classes about women scientists and training in robotics to web series productions about black women and their role in the history of sciences. The initiative opened a call for funding, and ten projects have been selected from several states of the country.

Submission by: Denise Viola (AMARC Brasil, Brazil)
Learn more here: http://www.cemina.org.br
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Latin America and the Caribbean

The **Ranking Digital Rights** project was developed in recognition of the importance of Internet and telecommunication companies' responsibility to respect human rights online. While the project does not have a specific indicator targeted at measuring how companies deal with online abuse and gender-based violence, its 31 indicators are targeted at measuring how certain companies protect and uphold rights to privacy and freedom of expression, including how transparent and thorough they are in their reporting of content removal practices. In 2017, 22 companies will be ranked by a team of 28 researchers.

Submission by: extracted from BPF Online Abuse and GBV 2016
Learn more here: https://rankingdigitalrights.org
Barrier(s): threats

Region: global

Red Rickshaw Revolution is a Vodafone Foundation initiative that first started in 2013 as an auto-rickshaw journey from Delhi to Mumbai to celebrate the achievements of 50 inspirational women and to raise funds for three NGOs working towards women empowerment. The stories of female achievers found during this journey were compiled into a book titled *Red Rickshaw Revolution*. The project now stands completed as of December 31, 2016.

Submission by: Ritu Strivastava (Digital Empowerment Foundation, India)
Learn more here: http://defindia.org/red-rickshaw-revolution/
Region: Asia and the Pacific
Barrier(s): women's ability to participate in decision-making roles

Reprograma is an initiative that promotes the empowerment and education of women through short-term courses focused on teaching women notions of computing and professional training tools. The six-week courses offered by Reprograma offers capacity building in front-end programming, basic knowledge of entrepreneurship, professional support and mentorships given by references in the industry. By preparing women to become programmers, the initiative aims to aim to reduce the gap between demand and supply in the Brazilian technology sector and also to broaden the insertion of women in this sector.

Submission by: anonymous survey respondent
Learn more here: http://reprograma.com.br
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Latin America and the Caribbean

Rural-Girls-in-Tech was launched in 2016 in Kenya's Nyandarua County with the aim of empowering rural women and girls to take up ICTs for development and mentoring school girls to take up STEM. The initiative also undertakes advocacy on fast, affordable, secure and transparent Internet access.

Submission by: anonymous survey respondent

Learn more here: website under construction
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Africa

Security-in-a-box, which was created in 2009 by Tactical Tech and Front Line, aims to assist human rights defenders with their digital security and privacy needs by providing them with a collection of hands-on guides.

Submission by: extracted from BPF Online Abuse and GBV 2016
Learn more here: https://tacticaltech.org/projects/security-box
Barrier(s): threats
Region: global

ShineTheLight was launched by ISOC in 2016 as a global campaign that features the profiles of women who are pushing the boundaries in their respective fields; using technology.

Submission by: Internet Society APAC Bureau (Singapore)
Learn more here: https://www.internetsociety.org/shine-light-get-inspired
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Global

Smart Woman™ was launched by ChangeCorp and provides an online network of women in Brazil, Colombia, Costa Rica, El Salvador, Guatemala, Honduras, Kuwait, Nicaragua, Nigeria, Oman, Qatar and the United States who receive important information about topics like health, education, and agriculture via their mobile phones. This initiative has enabled rural and less privileged women to access information to help them meet their socioeconomic needs (e.g., information about health, education, agriculture, etc.). Content is available in English, Spanish, Portuguese and Arabic.

Submission by: Erica Penfold & Dhanaraj Thakur (A4AI)
Learn more here: http://smartwomanproject.com/the-project/about/
Barrier(s): availability of relevant policies

Region: global

Sursiendo is an initiative that aims to contribute to social change and the defense of the commons, through fair and creative participation, including a gender perspective, relying on popular education and communication by building spaces for reflection, study and analysis to produce emancipatory content that encourage social intervention.

Submission by: Marta García Terán (Save the Children, Nicaragua)
More information: http://sursiendo.com/
Barrier(s): availability of relevant policies
Region: Latin America and the Caribbean

Take Back the Tech! is a collaborative APC campaign aimed at reclaiming ICTs to end violence against women, and calls on all ICT users – especially women and girls – to take control of technology and strategically use any ICT platform at hand (mobile phones, instant messengers, blogs, websites, digital cameras, email, podcasts and more) for activism against gender-based violence. Take Back the Tech! plans several campaigns throughout the year, with the biggest being 16 Days of Activism Against Gender-Based Violence.

Submission by: Erica Penfold, Dhanaraj Thakur (A4AI), Marta García Terán (Save the Children, Nicaragua)
Learn more here: https://www.takebackthetech.net
Barrier(s): threats

TechChix Tanzania is a women-operated non-profit organization based in Arusha, Tanzania. Comprising of professional women in various engineering and technology fields, the organization aims to increase empowerment and engagement with young women and girls interested in STEM by presenting STEM/career preparation workshops, organizing online training sessions, and locating internships for qualified female students. As an organization, they are directly dealing with the following barriers: capacity and skills, although there are plans to also help address the barrier to relevant content by developing local content in Swahili in the near future.

Submission by: Jackie Treiber (mailing list); Rebecca Ryakitimbo (TechChix Tanzania, Tanzania)
Learn more here: http://techchix-tz.weebly.com
Region: Africa
Barrier(s): women's ability to participate in decision-making roles

Tech Needs Girls is mentorship programme organized by the Soronko Foundation in Accra, Ghana, and is aimed at getting more girls to create technology and pursue careers in technology by teaching coding skills. The initiative currently has 2065 girls enrolled in its programme, with 16 mentors who are either computer scientists or engineers. The initiative also works with girls from slum areas to help empower them 'to go to university instead of being forced into early marriage'.

Submission by: Ivy Tuffuor Hoetu (NCA, Ghana)
Learn more here: http://www.soronkosolutions.com/tng.html
Region: Africa
Barrier(s): women's ability to participate in decision-making roles

Technology for Female in ICT Project (T4F) focuses on communities in Greater Accra and the Eastern regions of Ghana and seeks to empower and educate girls and women through mentoring and training targeted to various levels of education, including basic education, junior high and senior education levels, at certain schools and in communities.

Submission by: Ivy Tuffuor Hoetu (NCA, Ghana)
Learn more here: no website
Barrier(s): digital literacy and basic skills
Region: Africa

Trans.TI project was created along with TransENEM, a community prep course in Porto Alegre, Brazil, directed at the social inclusion of transgender women, men and non-binary people. By acknowledging the importance of digital inclusion of the transgender and non-binary population, and importance of social inclusion via inclusion in college and formal education in transgender women and men and non-binary people's lives, the initiative aims to promote digital inclusion as

it enables them to participate in interpersonal relations, but also to change their lives without having to rely on solving traditional educational gaps. Therefore, trans.TI works in two ways: i) through the capacitation of workforce by providing IT-related and English courses; and cii) by developing and building healthy and friendly workplace environments in IT companies by providing consultancies related to or targeted to this social group.

Submission by: Júlia Ribeiro (Trans.TI; Brazil)
Learn more here: http://tinyurl.com/trans-TI-apresentacao
Barrier(s): digital literacy and basic skills
Region: Latin America and the Caribbean

The **WePROTECT** initiative works with the Global Alliance Against Child Sexual Abuse Online to create a single movement with unprecedented reach: 70 countries are members of WePROTECT or the Global Alliance, along with major international organisations, 20 of the biggest names in the global technology industry, and 17 leading civil society organisations. All members of these two founding initiatives have been asked to join the WePROTECT Global Alliance. At its first meeting in March 2016, the WePROTECT Global Alliance Board agreed upon a vision to identify and safeguard more victims, apprehend more perpetrators, and end online child sexual exploitation.

Submission by: Gary Hunt (Department for Culture, Media and Sport, UK)
Learn more here: http://www.weprotect.org/why-we-must-act/
Barrier(s): threats
Region: global

Wireless Women for Entrepreneurship and Empowerment is a part of DEF/ISOC's Wireless for Communities Programme in India, and aims to create women's micro-level social enterprises based on ICT, to develop women entrepreneurs supported by wireless Internet in for certain districts of India, and to contribute to an enabling Internet environment and Internet for gender inclusion and women empowerment.

Submission by: Sharada Srinivasan (mailing list, University of Pennsylvania); Internet Society APAC Bureau (Singapore)
Learn more here: http://www.w2e2.org/
Barrier(s): digital literacy and basic skills; digital literacy and basic skills; availability of relevant infrastructure
Region: Asia and the Pacific

Women in STEM, or Elas nas Exatas, focuses on high school girls and public school students and aims to reduce the impact of gender inequalities regarding career choices and access to higher education for young women; also aiming to reduce the gap between them and the access to ICTs. The project selects 10 local Brazilian initiatives of young women from public schools and grants each of them 30 thousand reais in order to encourage girls to engage with the exact sciences and technology and to sensitise schools on the importance of such subjects for women.

Submission by: Denise Viola (AMARC Brasil, Brazil)
Learn more here: http://www.fundosocialelas.org/elasnasexatas/
Barrier(s): women's ability to participate in decision-making roles; capacity and skills
Region: Latin America and the Caribbean

Women and Mozilla Brazil, **WoMoz**, is a community of open web enthusiasts, focusing on women's empowerment in technology. The initiative works with several projects to encourage and give greater visibility to the participation and contribution of women and minorities in both the Mozilla and the open-source contexts. In Brazil, the movement was initiated in October 2014 by a group of volunteers. Ever since, the group has participated and organized numerous training and activities focused on women's inclusion, and was present in technology forums, in order to create a better environment for all and in particular giving voice to women and minorities. The project is open to everyone and offers capacity-building courses on programming, ruby on rails, robotics, software development and quality rating.

Submission by: Esther de Freitas (unknown, Brazil)
Learn more here: womoz.mozillabrasil.org.br and http://blog.melc.at/womoz-week-brasil-mais-que-uma-homenagem-um-exemplo-a-ser-seguido/

Barrier(s): digital literacy and basic skills
Region: Latin America and the Caribbean

The World Wide Web Foundation's **Women's Rights Online** initiative aims to study and tackle gender digital divides by driving women's empowerment through the Web. The organization makes use of research, policy advocacy and storytelling with the aim of helping to support the development of evidence-based national ICT and gender plans established in at least seven new countries within five years.

Submission by: Ingrid Brudvig (Web Foundation¸ South Africa)
Learn more here: http://webfoundation.org/2015/10/womens-rights-online-does-the-web-reduce-or-magnify-offline-inequalities/
Barrier(s): availability of relevant policies
Region: global

Microsoft's **YouthSpark** programme gives young people the tools and training to express themselves through computer science, and consists of a variety initiatives aimed at achieving this purpose. YouthSpark also has camps, which enables children of all ages to learn to code and create games and applications. DigiGirlz, in turn, gives middle and high school girls opportunities to learn about careers in technology, to connect with Microsoft employees, and to participate in hands-on computer and technology workshops. Lastly, Microsoft also runs a patent programme aimed at supporting more female inventors in registering patents in order to address the lack of women who have patents in the USA (women hold only 7% of patents in the USA).

Submission by: Anri van der Spuy (mailing list¸ South Africa)
Learn more here:
https://www.microsoft.com/about/philanthropies/youthspark/youthsparkhub/makewhatsnext/
Barrier(s): digital literacy and basic skills
Region: global

7. CONCLUSIONS AND RECOMMENDATIONS

While this second resource output produced by the IGF BPF on Gender is considered a living resource that will be updated and changed as additional input and comments are received, a few key themes and highlights of this year's work can be highlighted in conclusion.

This resource highlights the potential importance of the Internet and broadband as enablers of sustainable development, and stresses the need for overcoming gender digital divides in access.
It also finds that more stakeholders are starting to pay attention to the need for addressing the gender digital divide, there is still relatively little consistent and in-depth research into the barriers women face in different contexts when accessing the Internet. *The BPF recommends that nationally representative and gender-disaggregated data be gathered in a consistent and rigorous manner to reach a better understanding of the factors shaping women's access to and ability to benefit from meaningful Internet access in diverse contexts.*

To help address the need for a better and more holistic understanding of factors or barriers to women's meaningful access, the BPF community focused its work in 2016 on barriers that are important to local communities in accessing and benefiting from the Internet. Findings from the BPF's survey, various workshops organized, a session held at the IGF, and other research the BPF conducted indicate the significance of barriers like culture and norms, threats enabled by ICT use and threats pertaining to online abuse and violence, affordability, women's ability to participate in decision-making roles pertaining to the Internet and technology sector, a lack of capacity and relevant skills necessary to access and benefit from the Internet, the availability of relevant policies, the infrastructure, and relevant content and applications. *The BPF recommends that future research and work should continue to investigate the evolving nature of the barriers women face to access, also in different contexts and using different means of access.*

The BPF discussions surfaced both the criticality of understanding the role of culture and norms as significant barriers that impacts on all other identified barriers, as well as the challenges in undertaking research in this area given its contextual specificity. Nonetheless, given its relevance, more attention needs to be paid in understanding this barrier in efforts to address women's meaningful access to the Internet. *The BPF recommends that further research be done in identifying*

methodologies and potential indicators that can be used to understand the role of culture and norms as barriers to access; paying attention to the intersection between gender and other relevant socio-economic and political identities or factors.

The resource also mapped a number of initiatives that aim to address some of these barriers, and in addition to a brief summary of each initiative, classified each initiative according to the region it is operational in and the barrier(s) it tries to address. From the preliminary mapping it is clear that there are already a number of initiatives aimed at addressing the lack of capacity and relevant skills necessary to access and benefit from the Internet, for instance, but very few initiatives aimed at addressing the availability of relevant policies to support women's access, for example. *The BPF recommends that future research should continue to map tese initiatives and should, as far as is possible, identify potential gaps in addressing barriers. Where possible, the BPF recommends collaboration with other stakeholders to ensure resources can be combined in order to better map and learn from initiatives.*

The BPF's work in mapping initiatives demonstrated the diversity of approaches within and between different barriers identified. At the BPF's session at IGF 2016, community access networks were highlighted as a potential approach that can empower communities to exercise collective ownership, management and control over their access infrastructure, as well to develop accompanying programmes on capacity-building and relevant content. However, greater gender analysis needs to be done on such programmes to understand how such approaches work to include and benefit women and address gender gaps at the community or local levels. *The BPF recommends that further gender-specific research be done in the area of community access networks, towards identifying lessons learnt and gaps that can inform future work in this area.*

The resource also emphasises the need to take due cognisance of contextual differences like the means or manner in which access is gained (i.e. private versus public access), how barriers differ from region to region (including different countries, rural versus urban contexts, etc.), as well as the need to differentiate between the barriers women of different ages face. *The BPF recommends that future research into barriers to access should try to differentiate between public and private means of access, in particular, and the different barriers women may face in gaining access publicly and/or privately.*

As a multistakeholder, community-driven initiative, the BPF Gender's second year of work again illustrated the immense value that can be derived from enabling diverse stakeholders to collaborate in trying to better understand and address a pertinent public policy challenge facing the future of the Internet and its governance. *The BPF Gender recommends that its work continues in 2017 and that renewed efforts be dedicated towards enabling the participation of all stakeholders in its work.*

PART B: MANDATE AND METHODOLOGY

8. MANDATE

8.1 The IGF

The Internet Governance Forum (IGF) brings people from various stakeholder groups together in discussions on public policy issues relating to the Internet. While there is no negotiated outcome from IGF meetings, the IGF informs and inspires those with policymaking power in both public and private sectors. At the IGF's annual meeting delegates discuss, exchange information and share good practices with each other. The IGF therefore helps to facilitate a common understanding of how to maximise Internet opportunities and address risks and challenges that may arise.

In 2011 a report[109] was produced by the UN General Assembly Economic and Social Council (ECOSOC) Working Group on Improvements to the IGF, which called for the development of more tangible outputs to 'enhance the impact of the IGF on global Internet governance and policy'. To enrich the potential for IGF outputs, the IGF Multistakeholder Advisory Group (MAG) developed an intersessional programme intended to complement other IGF activities, such as regional and national IGF initiatives, dynamic coalitions and best practice forums (BPFs). The outputs from this programme are designed to become robust resources, to serve as inputs into other pertinent forums, and to evolve and grow over time.

BPFs, more specifically, offer substantive ways for the IGF to produce more concrete outcomes. While BPF outcome documents have already been useful in informing policy debates, they are also iterative materials that are not only flexible but 'living' in the sense that they can be updated at any time to accommodate the pace of technological change faced by Internet policymakers. BPFs have the freedom to define their own methodologies; tailored to each theme's specific needs and requirements. As decided in a general feedback session during IGF 2014, the term 'best' in BPF

[109] UN General Assembly Economic and Social Council (15 March 2012). Report of the Working Group on Improvements to the Internet Governance Forum (A/67/65–E/2012/48). Available at: http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf. [Accessed 5 October 2016].

should be interpreted lightly because the topics of BPFs often relate to themes that need to be addressed in a flexible manner in order to accommodate the pace of technological change.

In May 2016 at the first open consultations and MAG meeting of the IGF in Geneva, Switzerland, input was gathered and feedback was given on the progress and outputs of the 2015 BPFs, including the 2015 BPF on online abuse and gender-based violence against women. At this meeting[110] the need was stressed for continuing to dedicate an intersessional[111] community effort to the study of gender-related challenges where the Internet is concerned. It was furthermore agreed that the BPF Gender's focus in 2016 would primarily be *women and (Internet) access*.

8.2 Defining the BPF's mandate

As in 2015, the BPF provided an open and inclusive multistakeholder platform for the exchange of information relevant to the Internet and gender. For 2016, the BPF community decided to specifically dedicate the work of the BPF in 2016 to women's meaningful access to the Internet (or to addressing gender digital divides).

In December 2015, the outcome document of the high-level meeting of the UNGA on the overall review of the implementation of the outcomes of the WSIS not only encouraged stakeholders to ensure 'the full participation of women in the information society and women's access to new technologies' but also stressed the need for:

> *…immediate measures to achieve gender equality in Internet users by 2020, especially by significantly enhancing women's and girls' education and participation in information and communications technologies, as users, content creators, employees, entrepreneurs, innovators and leaders.*

[110] A transcript of the relevant session is available at: http://www.intgovforum.org/cms/3063.
[111] 'Intersessional activities' at the IGF refer to activities that take place throughout the year, and that thus continue in the period between annual IGF meetings. See 'background' below for more information on such IGF outputs.

Women's access to the Internet is directly related to UN's *2030 Agenda for Sustainable Development*,[112] and in particular SDG 5, which focuses on achieving gender equality and empowering women and girls; as well as goal 9c, which sets a target for universal access to ICTs by 2013. One of the targets of SDG 5 is furthermore to enhance the use of enabling technology, in particular ICT, to promote the empowerment of women (target 5.b). The BPF's theme for 2016 also relates closely to the IGF's overall theme, namely *Enabling Inclusive and Sustainable Growth*.

The BPF community furthermore also decided to, as a continued task, build on and improve the outcomes of the 2015 BPF Gender: Online Abuse and Gender-Based Violence Against Women. As this priority is relevant to the issue of enabling women's access to the Internet, it was agreed to study it as a part of the work in 2016.

The ways in which the BPF's primary mandate was further delineated, as well as the variety of methods used to meet the mandate, are discussed in the next section.

9. METHODOLOGY

As mentioned in the preceding section, the BPF community identified two distinct objectives for its work in 2016, namely to raise awareness of its outcome resource produced in 2015 and to study certain aspects of relevance to gender and access. The methodologies adopted for these distinct objectives are discussed separately in this section.

9.1 Method for task 1: raising awareness about BPF 2015 outcome

To help raise awareness and repackage the outcome resource from the BPF in 2015 in a more digestible format, the BPF community extracted recommendations from the 2015 resource and summarised them in a roadmap format on Google docs. The BPF's mailing list and a virtual meeting (see Section 10.2 below for a description of these methods) were used to gather stakeholder input on these recommendations, whereafter two volunteers used the content and redesigned it into an

[112] UN (2015). *Resolution adopted by the General Assembly on 25 September 2015: Transforming our world: the 2030 Agenda for Sustainable Development* (A/Res/70/1). (2015, October 21). Available at: http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/70/1&Lang=E. [Accessed 12 October 2016]

infographic format to be shared with the community using the IGF's website, Twitter account and mailing lists. This infographic can be found in Part A Section 4.4 above.

9.2 Method for task 2: studying Gender and access

9.2.1 Scope of work

Various efforts have been launched in recent months and years to address connectivity challenges and to ensure that more people are able to benefit from Internet access – including diverse initiatives at intergovernmental, governmental, private sector, academic and research institutions, technical community, and at civil society level. A few examples include the efforts of the ITU and UNESCO's Broadband Commission; the World Economic Forum's *Internet for All* initiative; the US State Department's Global Connect initiative; various efforts of governments in supporting public access facilities, for instance; the efforts of civil society organizations and research institutions such as the APC, A4AI, the Web Foundation, LIRNE*asia* and Research ICT Africa in researching in raising awareness of diverse challenges pertaining to access, and private sector responses like that of the GSMA's Mobile for Development and Facebook's Internet.org.

Fewer initiatives address specifically the need to promote *women's* meaningful access to the Internet, although the number of initiatives focused on this challenge has grown recently. The Broadband Commission, for instance, launched a Working Group on the theme in 2016 (the group's efforts follow from its 2013 report on the theme); the ITU launched its Equals initiative in September 2016, and various civil society organizations (e.g., A4AI, APC, Web Foundation), research institutions (e.g., Research ICT Africa, LIRNE*asia*) and other commercial stakeholders (e.g., GSMA, Intel) have published research on related challenges; while there are also a number of innovative initiatives at local and national levels that address various barriers to women's access.

In acknowledging and supporting the work that many stakeholders have already done and are doing to research, support and help encourage women's meaningful access, including the positive contributions and achievements already made, the BPF provided a neutral forum where a compendium of effective practices were gathered, with due recognition and attribution given to relevant stakeholders and participants for the work that has already been done in addressing and

investigating the challenge. The BPF therefore took due cognizance of various other initiatives currently ongoing to address women's ability to access and benefit from the Internet, with the aim of contributing to the debate in a useful manner that avoids a duplication of efforts.

For its work in 2016, BPF participants decided as a community to focus on certain aspects related to the problem of promoting women's meaningful access, including the particular barriers women face in both accessing and benefiting from the Internet and, secondly, the ways in which communities are addressing connectivity challenges for particularly women. The BPF thus aimed to adopt primarily demand-side approach to connectivity problems for women.

As in 2015, the BPF's goal in 2016 was not to negotiate text but to collect practices that might help women to participate meaningfully in the development of an inclusive and people-centred information society.

9.2.2 Working approach

Two MAG members volunteered to help coordinate the BPF, and the IGF Secretariat appointed a rapporteur to assist the BPF in coordinating, organizing and reporting on the BPF's work. The BPF coordinators and rapporteur thereafter adopted a semi-structured methodology by organizing fortnightly virtual calls in order to introduce the topic to participants, to welcome broader participation, to define the scope of the BPF, and to investigate a proposed methodology.

The BPF's work built on its efforts in and outcomes from 2015 and also assumed a similar approach than the one it used in 2015, especially where the general process and methodology was concerned. This included the frequent use of the BPF's mailing list, fortnightly virtual meetings, and the use of a survey. In 2016, furthermore, the BPF also adopted an additional measure to promote stakeholder engagement by participating directly at national and regional IGF initiatives (NRIs), as is discussed in more detail below.

As in 2015, the BPF emphasised the importance of engaging stakeholders from diverse fields in the BPF's work in order to have vibrant discussions informed by multiple perspectives. At the beginning of the BPF's work an easy-to-understand guide for newcomers to the IGF and BPF

process, including a series of frequently asked questions, was drafted and published on the BPF's website and shared on the BPF's mailing list (see Appendix 2). A list of the stakeholders who participated in the BPF's work – whether through survey responses, attending meetings, submitting other documents, commenting on draft reports, or participating on the mailing list by sharing information – is furthermore cited in Appendix 1.

a) Consistent use of mailing list

Shortly after IGF's multistakeholder advisory group (MAG) decided that the BPF Gender would continue in 2016 and focus on women and access, a dedicated and open mailing list was created by the IGF Secretariat, and details for joining the mailing list were published on the IGF's website. Frequent BPF status updates were also sent to the intersessional and BPF mailing list with calls for input and/ or other relevant information.

b) Fortnightly virtual meetings

Fortnightly meetings were scheduled, and after each meeting a meeting summary was distributed on the IGF's intersessional and BPF's mailing lists as well as being published on the BPF's dedicated platform on the IGF's website (all meeting summaries are on the IGF's website). In total, 14 working virtual meetings were held by the BPF in 2016.

c) Use of open, editable online platforms to draft and comment on output resources

When necessary, for instance in gathering local stories on barriers to access, the BPF made use of open, editable online platforms like Google Docs and Google Sheets. To facilitate the involvement of participants from regions that do not allow access to Google, resources were also made available in original MS Word format on the mailing lists.

The BPF's draft outcome resources were furthermore also published on the IGF's review platform for public comment:

- Draft I was open for public comment for 24 days (1 to 25 November 2016);
- Draft II was open from 30 November to 18 December 2016.

Stakeholders were encouraged to comment on the review platform using the BPF's mailing list, a variety of other mailing lists, as well as the IGF's Twitter account. Contributors were reminded that while all comments would be public, pseudonyms could also be used.

For the sake of transparency, all comments and input received on the IGF's review platform are contained in Appendix 4, along with a detailed description of what action(s) were taken to address each and every comment received on the review platform.

d) Onsite participation at national and regional IGF initiatives

The BPF arranged onsite meetings at certain national and regional IGF initiatives, including Brazil IGF, APrIGF, and LAC IGF, as well as at other relevant workshops. This participation includes:

- ISOC/ APC Workshop on Mainstreaming Gender in Internet and Development in the Asia-Pacific Region, 2 to 3 October 2016 (led by Jac SM Kee) (in-person in Bangkok, Thailand).[113]
- informal meet-up at the IGF of Latin America and the Caribbean (LACIGF), 29 July 2016 (led by Renata Aquino Ribeiro) (in-person in San Jose, Costa Rica, and online).[114]
- participation during gender & access session at the Asia Pacific Regional IGF (APrIGF), 29 July 2016 (led by Jac SM Kee) (in-person in Taipei, Taiwan, and online).
- unconference session at the Brazil IGF, 12 July 2016 (led by Renata Aquino Ribeiro) (in-person in Porto Alegre, and online).[115]

These sessions were used to gather local best practices and raise awareness of the BPF's work. Where possible, lessons and stories gathered from these events are incorporated in Part A of this document.

e) Other substantive contributions

[113] Read the session summary here.
[114] Read the meet-up summary, prepared by Renata Aquino Ribeiro, summary here.
[115] Read the session summary, prepared by Renata Aquino Ribeiro, summary here.

A group of young Latin American women from the **Youth Observatory** collaborated to create a substantive 12-page submission, *Enabling access to empower young women and build a feminist Internet Governance*. As a part of this submission, stories were collected describing the experiences of some young women in Latin America where access is concerned, and other recommendations were made.

According to the contribution, the group submitted the contribution in order to: 'present our views and perspectives on the present Internet and also to appeal for an inclusive work that reflects not only about women, but also includes our perspectives not only as native and active participants of the Internet, involved in Internet governance and interested in fighting for a free and open Internet for everyone.'

In addition to the Declaration, various participants also submitted information or **case studies** about particular initiatives that aim to address barriers to women's access and use of the Internet (see the **survey section, v** below for more details in this regard). Summaries of these case studies are contained in Appendix 5, and will be incorporated into Draft III once all the case studies have been received from volunteers.

Note that where possible, the stories and recommendations in the Declaration and from the initiative case studies are summarised in relevant sections of Part A of this resource.[116]

f) Survey

To gather more input on ***some*** of the substantial questions that the BPF aimed to address, a survey was designed and published on Google Forms (see Appendix 3 for the survey contents and analysis). Where relevant, survey responses were also integrated directly into Part A of this report.

i) Survey design

[116] Submission to IGF BPF 2016. Young Latin American Women Declaration (2016). *Enabling access to empower young women and build a feminist Internet Governance.* Available at: http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3406/161. [Accessed 26 October 2016].

Survey questions were drafted and refined in consultation with the BPF community after discussions on the BPF mailing list and during virtual meetings dedicated to planning the survey and doing pilot testing.

The aims of the survey (see Appendix 3 for the survey questions) were twofold, namely to:

- investigate barriers and gather local stories/examples on the prevalence of barriers;
- map existing initiatives and/or reports of relevance to women's access to the Internet.

Because the target audience of the survey was not defined and invitations to complete the survey would be sent to both experts in the field and general Internet users, the survey provided relevant background, context and descriptions where perceived necessary. To encourage broader stakeholder participation, the survey was also kept relatively short, with a combination of close-ended categorical and open-ended questions; the latter providing the opportunity for lengthy, substantive responses.

Responses were elicited over a period of two months by calls on the mailing list, social media (including tweets from the IGF's Twitter account), during participatory sessions at national and regional IGF initiatives' events, and emailed invitations to various mailing lists (including mailing lists within the Internet governance, academic and broader community).

Participants were able to make submissions anonymously and/or using pseudonyms, and were notified that no personal information would be shared with third parties without their explicit consent.

ii) Survey analysis

The survey analysis was conducted with the goal of gathering stakeholder perceptions, comments and information on existing literature regarding the BPF's topic. The analysis was done to highlight existing work and to consolidate and identify common concerns and issues pertaining to barriers for further study and for incorporation into the main outcome resource where relevant.

Due to the number of substantive responses for open-ended questions, many interesting comments and/or quotations were also highlighted for inclusion in the main outcome resource. Note that these responses are generally verbatim in the main resource, although minor editing was sometimes done to fix minor spelling and grammar errors. The meaning of the content was not, however, altered.

iii) Diversity of respondents

A total number of 76 responses were collected, with the largest proportion of responses submitted by respondents who identified themselves as part of the civil society stakeholder group (43.4%), followed by academia and research organisations (25%), the technical community (12%), and government stakeholders (10.5%). The smallest number from the intergovernmental organisations (2.6%). It should be noted, however, that the identified stakeholder groups were not necessarily mutually exclusive. Of these stakeholders, 58 respondents also identified their organizations, which varied between civil society organizations, universities, news organizations, regional IGF initiatives, government departments, and intergovernmental organizations, etc.

The survey attracted responses from a rich diversity of regions, particularly from developing countries. All of the respondents identified their countries. A significant proportion of respondents were from South America (37%), 21% were from Africa, 9% from Europe and Asia respectively, and 16% from Central and North America.

Within these regions, a substantial number of countries were also represented. From the South America region, for instance, survey responses were received from Brazil, Guyana, Ecuador, Peru, Trinidad and Tobago, Venezuela, and Paraguay. From the Africa region, in turn, responses were received from Ghana, Mauritius, Tanzania, South Africa, Tunisia, Chad, Nigeria, Uganda, Kenya, and the Democratic Republic of Congo.

Note that this sample is by no means, nor does it purport to be, representative of any population. As the aim of the survey was rather to gather a broad and diverse sample of input, this aspect about the sample was not considered as important.

iv) Survey findings

Towards a better understanding of barriers

One of the priorities of the BPF's work for 2016 was to gain a better understanding of the barriers that affect whether women can access and benefit from the Internet.

The survey therefore asked participants to what extent they agreed that women and men have equal opportunities to use and benefit from the Internet. Approximately 30% of respondents agreed or strongly agreed with the statement, 50% disagreed or strongly disagreed with the statement, and 20% of respondents neither agreed nor disagreed.

A list of barriers (with examples) that may be preventing women from accessing and benefitting from the Internet was furthermore listed by the survey designers. This list was extracted from other literature and based on survey designers' perception and experience pertaining to the barriers that might be important in preventing women from accessing and benefitting from the Internet (as is explained in more detail in Part A Section 4 above).

Respondents were asked to select the barriers they thought relevant (they could select more than one, and an 'Other' option was also provided). The effect of culture and norms as a barrier preventing women from accessing and benefitting from the Internet was most frequently selected by participants (71% of participants selected it as a barrier). Other important barriers were affordability (67%), women's ability to participate in decision-making roles pertaining to the Internet and technology sector (65.3%), lack of capacity and skills (60%) and the availability of relevant policies (59%). Availability of relevant infrastructure was also important (48% of participants selected it as a barrier); as was the availability of relevant content and applications (41%).

The next question, which was answered by 55 responses, was an open-ended question requesting respondents to provide a brief explanation of their response to the preceding question on barriers in order to help the BPF to understand the context of each response better. The question also specifically asked for examples of barriers.

To ensure a balanced analysis of the responses to this open-ended question, responses were copied to a Google document and discussed during a virtual meeting of the BPF. All participants were invited to participate by coding the responses with the barrier(s) they though a response related to (if any) (the list of aforementioned barriers was used for this purpose). They were also invited to make a note if they thought a barrier was mentioned that was not in the aforesaid list. The findings from these explanations are described in more detail in Part A of this paper.

Examples of existing initiatives aimed at addressing the gender digital divide

In one of the first meetings the BPF held, it was noted that there is a need to map existing initiatives aimed at addressing women's ability to meaningfully access the Internet at not just a global level, but also at local, national and regional levels.

For this reason, the survey also asked respondents to list examples of existing initiatives by requesting a short description of the initiative as well as details pertaining to:

- the name of the initiative,
- the responsible person(s) or organization,
- when the initiative was launched,
- where more information pertaining to the initiative can be found,
- what country or region the initiative is focused on,
- whether the initiative is national, regional or global in its operation,
- to what extent the initiative reflects a gender dimension (i.e. whether the initiative is gender-blind (no mention of gender), gender-focused (it contains a strong focus on gender), or contains a partial dimension of gender (i.e. gender is not the main theme, but it is mentioned)).

Provision was also made for contributors to make more than one submission. All of the submissions were compiled in a Google document and shared with the BPF community during a series of virtual meetings. BPF volunteers subsequently helped to provide summaries of each initiative using criteria like what barrier(s) the initiative tries to address, how it works, what region it focuses on

and who is responsible for. These summaries were subsequently organized according to the barriers they try to address, and can be found in Part A of this paper.

v) Building on the survey findings: case studies

To enable a deeper understanding of the initiatives identified, at least one initiative per barrier were selected based on a set of selection criteria agreed upon by the group, including diversity of barrier(s) the initiative aims to address, stakeholder diversity, regional diversity, focus on some aspect of gender, developed/ developing, sub/regional representation. Where possible, last-mile initiatives were highlighted, along with initiatives led by women.

Participants volunteered to investigate one or more initiative in more detail, guided by questions decided upon during a call, namely:

- What specific gender-related barrier(s) did this initiative aim to address? If the initiative is not targeted specifically to women/girls, how did it address gender-specificity in terms of identifying, analysing and responding to barriers?
- How did this initiative aim to address this barrier(s)?
- Did the initiative face any challenges or push-back, also at societal, governmental, or individual level?
- Is the initiative able to identify any lessons for other initiatives?

Summaries of these case studies are contained in Appendix 5, and will be incorporated into Draft III once all the case studies have been received from volunteers.

10.3 BPF participation at IGF 2016

At the IGF 2016, held in Guadalajara, Mexico, from 5 to 9 December 2016, the BPF held a dedicated 90-minute session that was focused on the work the BPF did on gender and access in general over the past year.

The session was facilitated by Jac SM Kee, with introductory remarks by Renata Aquino Ribeiro

and Anri van der Spuy, who also spoke about the methodology. Speakers included Alison Gillwald (Research ICT Africa, South Africa), Claire Sibthorbe (GSMA, UK), Nanjira Sambuli (Web Foundation, Kenya), Ritu Strivastava (Digital Empowerment Foundation, India), Angie Contreras (Youth Observatory, Mexico), Louise Marie Hurel (Youth Observatory, Brazil), Peter Bloom (Rizomática), and Doreen Bogdan-Marting (ITU, Switzerland).

For a full session report, see Appendix 5.

PART C: APPENDICES

APPENDIX 1: CONTRIBUTORS

As mentioned in Part B of this paper, one of the BPF's primary objectives was to encourage the engagement of stakeholders from a variety of stakeholder groups and regions. The lists of participants below include participants during virtual meetings, participants in the discussions held on the BPF's dedicated mailing list, panelists at the BPF's session at IGF 2016 (audience members are not cited), contributors who submitted comments and proposed changes to various drafts – irrespective of the nature or extent of the contribution made – survey contributors and review platform commentators.

Note that some contributors preferred to remain anonymous, and others used pseudonyms. Due to the large number of people who participate at different times of the BPF's work, the lists remain subject to change and may be updated as and when reasonably required. Where possible, participants' country of origin is also listed.

Coordinators:

Jac SM Kee	(Malaysia) (MAG member)
Renata Aquino Ribeiro	(Brazil) (MAG member)

Rapporteur:

Anri van der Spuy	(South Africa) (IGF Secretariat)

Virtual meeting participants (34 unique participants as at 4 January 2017):

In total, 13 virtual meetings were held before IGF 2016. Participants of these meetings were:

Agustina Callegari	(Argentina)
Alejandra Errasmuspe	(Uruguay)
Alexandre	(Brazil)
Anissa Bhar	(Tunisia)

Angie	(Brazil)
Anna Orlova	(Russia)
Brenda Aynsley	(Australia)
Brian Gutterman	(USA) (IGF Secretariat)
Bruna	(Brazil)
Chengetai Masango	(Zimbabwe) (IGF Secretariat)
Dhanaraj Thakur	(USA)
Eva Christina Andersson	(unknown)
Gary Hunt	(UK)
Ginger Paque	(Venezuela)
Jan Moolman	(South Africa)
Jennifer Chung	(Hong Kong)
Katharina Jens	(Norway/UK)
Kimberly Anastacio	(unknown)
Louise Marie Hurel	(Brazil)
Luis Bobo	(Spain) (IGF Secretariat)
Marilyn Cade	(USA)
Michael Oghia	(Turkey)
Nicole	(unknown)
Radhika Radhakrishnan	(India)
Ritse Erumi	(unknown)
Rocío	(unknown)
Sara Baker	(USA)
Sharada Srinivasan	(India/ USA)
Smita Vanniyar	(India)
Sylvia Musalagani	(Kenya)
Sylvia Monzón de Bidart	(Argentina)
Wisdom Donkor	(Ghana)
Yolanda Martinez	(Mexico)
Youssouf Abdelrahim	(Chad)
Zeina Bou Harb	(Lebanon)

Survey participants (74 unique participants):

Name	*Country*	*Organisation*
Renata Aquino Ribeiro	Brazil	Duna Consultoria
Malisa Richards	Guyana	Kuru Kuru Co-operative College
Nadira	State of Palestine	[not disclosed]
Yolanda Mlonzi	South Africa	[not disclosed]
Alfredo Velazco	Ecuador	Usuarios Digitales
Sellina Khumbo Kapondera	Malawi	Mzuzu University
Júlia Ribeiro	Brazil	Universide Federal do Rio Grande do Sul - UFRGS
Francesca Arrocha	Panamá	[not disclosed]
Anissa Bhar	Tunisia	Anissa BHAR
Angélica Contreras	México	Youth SIG
Renata Baltar	Brazil	Youth Observatory
Arthur Huamandi	Peru	Defensa
[anonymous]	Guatemala	Universidad de San Carlos de Guatemala
Amrika Ramjewan	Trinidad and Tobago	Ministry of Public Administration and Communications
Ingrid Brudvig	South Africa	World Wide Web Foundation
Jacqueline Treiber	United States	ICANNWiki
Lucas Moura	Brazil	Axur
Nathalia	Brazil	NIC.br
Alyne Andrade de O. Bezerra	Brazil	IBDI
Maryanne	Kenya	The Global South Compact & Foundation
Carolina Lasen	France	Council of Europe

Nikole Yanez	Costa Rica	Fundación Acceso
Marta García Terán	Nicaragua	Save the Children
Shreedeep Rayamajhi	Kathmandu, Nepal	RayZnews
Sara Attafi	Tunisia	IGMENA (Hivos programme in the MENA region
Eddy Chumania	Ecuador	Comando de Ciberdefensa
Jennifer Chung	USA	DotAsia Organisation
Niken	Indonesia	FAMM Indonesia
Sylvia Cadena	Australia	APNIC
Helani Galpaya	Sri Lanka	LIRNE*asia*
[anonymous]	UK	BCS- TheChartered Institute for IT
Najah	Tunisia	[not disclosed]
Khouloud Baghouri	Tunisia	North Africa International Model UN
[anonymous]	UK	[not disclosed]
Patience	DRC	SJS
Katharina Jens	UK	[not disclosed]
Sylvia Musalagani	Kenya	Hivos
Haydee Svab	Brazil	PoliGNU / PoliGen / THacker
Shreedeep Rayamajhi	Nepal	RayZnews
Michael Oghia	USA/Serbia	iGmena (Hivos)
Katambi Joan	Uganda	Uganda Institute of Information and Communications Technology
Paloma	Argentina	Ministry of Modernization
Shaun Rorke	India	Pim Po advertising
Erica Penfold/Dhanaraj Thakur	The United States	The Alliance for Affordable Internet
[anonymous]	Brazil	[not disclosed]

Daniel Macías	México	Coordinación de la Estrategia Digital Nacional, Presidencia de la República
Paola Perez	Venezuela	D&D Internacional - GN MARKETING INC
Karina Barreto	Paraguay	[not disclosed]
[anonymous]	Brazil	[not disclosed]
Kimberly Anastácio	Brazil	IBIDEM
[anonymous]	Guatemala	[not disclosed]
Claudia Costa	Brazil	[not disclosed]
Sandra	Guatemala	[not disclosed]
[anonymous]	Panamá	Court
[anonymous]	Japan	[not disclosed]
Louise Marie Hurel	Brazil	Center for Technology and Society at Getulio Vargas Foundation (CTS/FGV)
Vanda Scartezini	Sao Paulo, Brazil	POLO Consultores Associados
Daniela Viteri	Ecuador	[not disclosed]
Thais Stein	Brazil	Núcleo de Cidadania Digital (NCD)
Esther de Freitas	Brazil	[not disclosed]
Inimfon Etuk	Nigeria	She Forum Africa
Vanessa Galassi Moura	Brazil	Central Única dos Trabalhadores
Andressa Pasqualini	Brazil	[not disclosed]
Rocío	México	[not disclosed]
Sofia Hammoe	Argentina	AMARC
Carla Licciardello	Switzerland	ITU
Ivy Tuffuor Hoetu	Ghana	NCA
Denise Viola	Brazil	AMARC Brasil
Pedro Guzmán	Costa Rica	ULACIt

Júlia Ribeiro	Brazil	trans.TI
Rebecca Ryakitimbo	Tanzania	TechChix-Tanzania
Astrid	France	[not disclosed]
Marianny Torres	Dominican Republic	PUCMM
Madhvi Gokool	Mauritius	AFRINIC Ltd
Fatima R	El Salvador	sites
Brahim Mahamat Zina	Chad	ISOC chapter of Chad

Comments on IGF's Review Platform (Draft I and II):Í

Anna Orlova

Renata Aquino Ribeiro

Sara Baker

Natalia Foditsch

Ziaur Rahman

Claire Sibthorpe

Participants/panelists at the BPF's session in Guadalajara, Mexico (7 December 2016):

Alison Gillwald (Research ICT Africa, South Africa)

Angie Contreras (Youth Observatory, Mexico)

Anja Kovacs (Internet Democracy Project, India)

Anri van der Spuy (IGF, South Africa)

Chat Garcia (APC, Philippines)

Claire Sibthorpe (GSMA, UK)

Doreen Bogdan-Martin (ITU, Switzerland)

Helani Galpaya (LIRNE*asia*, India)

Jac SM Kee (APC, Malaysia)

Mary Uduma (Nigeria IGF and Nigeria Internet Registration Association, Nigeria)

Nanjira Sambuli (Web Foundation, Kenya)

Osama Manzar (Digital Empowerment Foundation, India)

Peter Bloom (Rizomática, Mexico)

Renata Aquino Ribeiro (Brazil)

Ritu Strivastava (Digital Empowerment Foundation, India)

Wisdom Donkor (Ghana)

APPENDIX 2: BPF PARTICIPANT GUIDE

IGF BEST PRACTICE FORUM
GENDER & ACCESS 2016:
A PARTICIPANT'S GUIDE

11.08.2016
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Note: this is a provisional document and is subject to change without prior notice.

ALPHABET SOUP

The world of Internet governance loves its acronyms and jargon, but that doesn't mean we do. Here's a quick guide to some of the most frequently used acronyms in this and other IGF documents:

BPF – best practice forum (see description below for more information).

DC – dynamic coalition

IGF – Internet Governance Forum - multistakeholder platform that enables the discussion of public policy issues pertaining to the Internet.

IGO – intergovernmental organization, e.g., the United Nations

intersessional activities – community-led activities at the IGF that occur throughout the year, i.e. not only at annual IGF meetings, but also between the annual meetings. Such activities offer the IGF community the opportunity to work on substantive and concrete longer-term projects in the field of Internet governance.

MAG – Multistakeholder Advisory Group, a group of individuals that represent each stakeholder group within the internet governance community (namely civil society, intergovernmental

organizations, governments, the technical community, and the business sector). The MAG is responsible for steering the IGF's work and organizing the IGFs annual meeting. See the current list of MAG members here.

multistakeholder – also sometimes used as multi-stakeholder, refers to a process where multiple stakeholders (usually from all different fields – technical community, governments, civil society, IGOs and businesses) are involved.

remote hub – an area set up away from the in-person meeting with the aim of enabling people in different countries to listen and watch proceedings and to participate remotely.

UNDESA – United Nations Department of Economic and Social Affairs

Still confused? You can also find Diplo's useful acronym glossary online.

FREQUENTLY ASKED QUESTIONS

WHAT IS THE INTERNET GOVERNANCE FORUM?
HOW DOES THE IGF WORK?
WHAT IS A BEST PRACTICE FORUM?
HOW ARE THEMES FOR BPFs CHOSEN?
WHAT IS THE BPF GENDER?
WHAT DID THE BPF GENDER ACHIEVE IN 2015?
WHAT IS THE BPF GENDER DOING IN 2016?
HOW AND WHEN WILL THE BPF GENDER DO ITS WORK?
HOW CAN I HELP?
WHAT SHOULD I KNOW WHEN PARTICIPATING?
WHO CAN I CONTACT FOR MORE DETAILS?

WHAT IS THE INTERNET GOVERNANCE FORUM?

The Internet Governance Forum (IGF) serves to bring people together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet. While the IGF has no negotiated outcomes, it informs and inspires those with policymaking power in both public and private sectors. The IGF facilitates a common understanding of how to maximize Internet opportunities and address risks and challenges that arise.

To learn more about the IGF and its work, visit its website.

HOW DOES THE IGF WORK?

Every year, the multistakeholder IGF community works on not only organizing and hosting a major annual meeting (normally attended by 2000+ delegates), but also works on producing tangible outcomes through its programme of intersessional activities.

The IGF's annual meeting is organized by the multistakeholder advisory group (MAG), which is selected to represent the interests of every stakeholder group (civil society, intergovernmental organizations, governments, the technical community, and the business sector). (See the current list of MAG members here.) At the IGF's meeting every year, delegates discuss, exchange information and share good practices with each other. In 2016, this meeting will take place in Guadalajara, Mexico, from 6 to 9 December (tbc). To learn more about this meeting and how to participate, visit the host country's website.

The IGF developed an intersessional programme consisting of best practice forums (BPFs) and other initiatives intended to complement other IGF community activities. This intersessional programme was designed in accordance with the recommendations of a 2012 report that called for the development of more tangible outputs to 'enhance the impact of the IGF on global Internet governance and policy'.

The IGF MAG is supported by the United Nations Secretariat of the Internet Governance Forum, which is based in Geneva, Switzerland.

WHAT IS A BEST PRACTICE FORUM?

In 2014, the IGF developed an intersessional programme consisting of best practice forums (BPFs) and other initiatives intended to complement other IGF community activities. This intersessional programme was designed in accordance with the recommendations of a 2012 report that called for the development of more tangible outputs to 'enhance the impact of the IGF on global Internet governance and policy'.

BPFs have the freedom to define their own methodologies; tailored to each theme's specific needs and requirements. While BPF outcomes have already been useful in informing policy debates, they are also viewed as iterative materials that are not only flexible but also 'living' in the sense that they can be updated at any time to accommodate the pace of technological change faced by Internet policymakers.

HOW ARE THEMES FOR BPFs CHOSEN?

Every year, the multistakeholder advisory group (MAG) of the IGF chooses topics for BPFs. Generally, the topics are nominated by MAG members and then discussed at (a) meeting(s). Topics can be of any nature - technical or non-technical – and are generally chosen if they are perceived to be topical and important to the future of the Internet and related public policy challenges.

WHAT IS THE BPF GENDER?

The BPF Gender was launched in 2015. The focus of this first intersessional activity dedicated to gender was online abuse and gender-based violence. To learn more about the work of the BPF Gender's work in 2015, see What did the BPF Gender achieve in 2015?

In May 2016, at the first open consultations and MAG meeting of the IGF in Geneva, Switzerland (read more about this meeting here), input was gathered and feedback was given on the progress and outputs of the 2015 BPFs, including the 2015 BPF Gender, which focused on online abuse and gender-based violence against women. At this meeting, the need was stressed for continuing to dedicate intersessional efforts to the study of gender-related challenges where the Internet is concerned.

WHAT DID THE BPF GENDER DO IN 2015?

In December 2015, the BPF Gender 2015 published an extensive 187-page report on its findings and work on online abuse and gender-based violence.

This report was produced as a reflection of this open, iterative and bottom-up process in which people from diverse regions and stakeholder groups participated by completing a survey, attending fortnightly virtual meetings, commenting on Draft I (which was published on an open and editable Google doc), commenting on Draft II (which was published on the IGF's review platform), commenting on Draft JP (at IGF 2015 and via email), responding to mailing list questions, participating in a social media campaign, and submitting both formal and informal case studies. The BPF also published a ten-page summary of its findings in the BPF Handbook 2015 (see pg 33-46 for the BPF Gender's summary).

At IGF 2015 in João Pessoa, Brazil, the BPF furthermore organized and hosted a 90-minute session led by BPF coordinator Jac Kee to discuss not only the BPF's draft findings and recommendations for further exploration, but also the ways in which the problem of online abuse and gender-based violence can continue to be addressed at both the IGF as a critical platform for multistakeholder engagement on key internet policy, governance and human rights issues, and in other policy discussion spaces. Watch the BPF's session at IGF 2015 in Brazil here.

Panelists at this session included: Agustina Callegari, Personal Data Protection Center, Ombudsman's Office of Buenos Aires City, Argentina; David Kaye, UN Special Rapporteur on Freedom of Expression; Frane Mareovic, Director Office of the OSCE Representative on Freedom of the Media; Gary Fowlie, Head ITU Liaison Office to the UN in New York, USA; Hibah Hussein, Public Policy Analyst, Google, USA; Mariana Valente, Director: InternetLab, Brazil; Narelle Clark, Australian Communications Consumer Action Network; Immediate Past President of ISOC (Australian Chapter), Australia; Nighat Dad, Digital Rights Foundation, Pakistan; Patrick Penninckx, Council of Europe Head of the Information Society Department; Rebecca McKinnon, Global Voices Online, USA.

WHAT IS THE BPF GENDER DOING IN 2016?

In 2016, the BPF Gender aims to:

- build on and improve the outcomes of the 2015 BPF Gender, which focused on online abuse and gender-based violence against women, and
- investigate women's access to the Internet (or the gender digital divide).

HOW CAN I PARTICIPATE?

- Join the BPF Gender 2016's mailing list, where all information related to the BPF, including meeting notifications and other calls for action, is shared.

- Help us map existing initiatives and work in the field of access and gender, or the gender digital divide, by completing this survey.

- Join our next virtual meeting (which is open to all, takes place wholly online, and can be joined by anyone with an VOIP-enabled device) (details for registration to be shared on the BPF Gender's mailing list). For technical information about joining these meetings, read this guide.

- Attend one of our webinars, which not only provides a platform for diverse stakeholders to share stories and lessons learnt in the field, but also shares important information in participating in the BPF's activities. Details of these webinars will also be shared on the BPF Gender's mailing list.

HOW AND WHEN WILL THE BPF GENDER DO ITS WORK?

BPFs have the freedom to define their own methodologies; tailored to each theme's specific needs and requirements. The BPF Gender's preliminary timeline (subject to change) in 2016 is:

Pre-phase	6 May 2016	Extension of BPF Gender's mandate by MAG at first open consultations and MAG meeting (Geneva, Switzerland)
Phase I: scope	May-June 2016	With the aim of defining the BPF's intended scope for 2016, an extensive mapping exercise will be undertaken to identify existing initiatives and research, as well as highlight potential gaps in field. Following this exercise, the BPF will define its exact scope for 2016 more definitively.
Phase II: methodology	July 2016	Once the BPF's scope is defined, it will discuss the best ways of gathering stakeholder input and addressing its mandate. The BPF is free to define its own methodology and outcomes (it can produce anything tangible, whether a report, website, series of webinars, etc.).
Phase III: data gathering & analysis	August, September	Once the methodology is in place, volunteers will start gathering data and input and will start drafting its intended outcomes.
Phase IV: drafts	September, October	Outcomes are drafted and finalised by the community in consultation with the rapporteur (various iterations).
DEADLINE 1: 15 October 2016: full or partial draft outcome (+/- 2.5 months before IGF)		
Phase V: input, organize session at IGF 2016	September, October	Various iterations of the BPF's intended outcomes will be published for input. The BPF will organize its session at IGF 2016.

DEADLINE 2: 1 November 2016: cut-off date to consider/incorporate input and freeze draft outcome (+/- 1 month before IGF) **DEADLINE 3:** 6-9 December 2016: BPF to host session at IGF 2016. **DEADLINE 4:** 9 December 2016: cut-off date for public comments (last day of the IGF meeting)		
Phase VI: Final product	January 2017	
DEADLINE 5: 10 January 2017: publication date for the final outcome document (1 month after the IGF meeting)		

WHAT SHOULD I KNOW WHEN PARTICIPATING?

Anyone and everyone is welcome to participate in the BPF Gender's work. All participants have to adhere to the IGF's Code of Conduct, which not only emphasises the need for transparency and inclusivity where meetings are concerned, but also for fair and reasonable behaviour during meetings.

Please note that as per IGF protocol, all meetings are recorded, and all emails sent on the BPF mailing list are stored and searchable on the IGF's website.

WHO CAN I CONTACT FOR MORE DETAILS?

Jac SM Kee (MAG coordinator) - jac@apcwomen.org
Renata Aquino Ribeiro (MAG coordinator) - raquino@gmail.com
Anri van der Spuy (BPF rapporteur; IGF Secretariat consultant) - avanderspuy@unog.ch

APPENDIX 3: BPF SURVEY

BPF Gender and Access 2016: Survey analysis

In this Appendix, Section 1 consists of the design, methodology and survey analysis, while Section 2 contains the contents of the original survey.

SECTION 1: DESIGN AND METHODOLOGY

Survey design

Survey questions were drafted and refined in consultation with the BPF community after discussions on the BPF mailing list and during virtual meetings dedicated to planning the survey and doing pilot testing.

The aims of the survey (see Section 2 of this Appendix for the survey questions) were twofold, namely to:

- investigate barriers and gather local stories/examples on the prevalence of barriers;
- map existing initiatives and/or reports of relevance to women's access to the Internet.

Because the target audience of the survey was not defined and invitations to complete the survey would be sent to both experts in the field and general Internet users, the survey provided relevant background, context and descriptions where perceived necessary. To encourage broader stakeholder participation, the survey was also kept relatively short, with a combination of close-ended categorical and open-ended questions; the latter providing the opportunity for lengthy, substantive responses.

Responses were elicited over a period of two months by calls on the mailing list, social media (including tweets from the IGF's Twitter account), during participatory sessions at national and regional IGF initiatives' events, and emailed invitations to various mailing lists (including mailing lists within the Internet governance, academic and broader community).

Participants were able to make submissions anonymously and/or using pseudonyms, and were notified that no personal information would be shared with third parties without their explicit consent.

Diversity of respondents

A total number of **76 responses** were collected, with the largest proportion of responses submitted by respondents who identified themselves as part of the civil society stakeholder group (43.4%), followed by academia and research organisations (25%), the technical community (12%), and government stakeholders (10.5%). The smallest number from the intergovernmental organisations (2.6%). It should be noted, however, that the identified stakeholder groups were not necessarily mutually exclusive. Of these stakeholders, 58 respondents also identified their organizations, which varied between civil society organizations, universities, news organizations, regional IGF initiatives, government departments, and intergovernmental organizations, etc.

The survey attracted responses from a rich diversity of regions, particularly from developing countries. All of the respondents identified their countries. A significant proportion of respondents were from South America (37%), 21% were from Africa, 9% from Europe and Asia respectively, and 16% from Central and North America.

Within these regions, a substantial number of countries were also represented. From the South America region, for instance, survey responses were received from Brazil, Guyana, Ecuador, Peru, Trinidad and Tobago, Venezuela, and Paraguay. From the Africa region, in turn, responses were received from Ghana, Mauritius, Tanzania, South Africa, Tunisia, Chad, Nigeria, Uganda, Kenya, and the Democratic Republic of Congo.

Note that this sample is by no means, nor does it purport to be, representative of any population. As the aim of the survey was rather to gather a broad and diverse sample of input, this aspect about the sample was not considered as important.

Purpose of analysis

The survey analysis was conducted with the goal of gathering stakeholder perceptions, comments and information on existing literature regarding the BPF's topic. The analysis was done to highlight existing work and to consolidate and identify common concerns and issues pertaining to barriers for further study and for incorporation into the main outcome document where relevant.

Due to the number of substantive responses for open-ended questions, many interesting comments and/or quotations were also highlighted for inclusion in the main outcome document. Note that these responses are generally verbatim in the main document, although minor editing was sometimes done to fix minor spelling and grammar errors. The meaning of the content was not, however, altered.

Understanding participants' perception of barriers

One of the priorities of the BPF's work for 2016 was to gain a better understanding of the barriers that affect whether women can access and benefit from the Internet.

The survey therefore asked participants to what extent they agreed that women and men have equal opportunities to use and benefit from the Internet. Approximately 30% of respondents agreed or strongly agreed with the statement, 50% disagreed or strongly disagreed with the statement, and 20% of respondents neither agreed nor disagreed.

A list of barriers (with examples) that may be preventing women from accessing and benefitting from the Internet was furthermore listed by the survey designers. This list was extracted from other literature and based on designers' perception and experience pertaining to the barriers that might be important in preventing women from accessing and benefitting from the Internet. The list included:

- Availability (e.g. women have no broadband access or public internet centres are in spaces where women don't usually have access to etc.)
- Affordability (e.g. insufficient income to pay for data, or cannot afford a device etc.)
- Culture and norms (e.g. boys prioritised for technology use at home, online gender-based violence, restrictions to movement etc.)
- Capacity and skills (e.g. literacy gap in reading, lacking in skills and confidence to access the internet or explore technology etc.)
- Availability of relevant content (e.g. language issues, lack of content that speaks to women's contexts, gender-related content is censored/restricted)
- Women's participation in decision-making roles pertaining to the Internet and/or in the technology sector (e.g. when women are not able to pursue careers in science and technology, when their participation in relevant policymaking fora is restricted)
- Availability of relevant policies (e.g. policies with a gender focus and/or that address women's ability to access and benefit from the Internet)

Respondents were asked to select the barriers they thought relevant (they could select more than one, and an 'Other' option was also provided). The effect of culture and norms as a barrier preventing women from accessing and benefitting from the Internet was most frequently selected by

participants (71% of participants selected it as a barrier). Other important barriers were affordability (67%), women's ability to participate in decision-making roles pertaining to the Internet and technology sector (65.3%), lack of capacity and skills (60%) and the availability of relevant policies (59%). Availability of relevant infrastructure was also important (48% of participants selected it as a barrier); as was the availability of relevant content and applications (41%).

The next question, which was answered by 55 responses, was an open-ended question requesting respondents to provide a brief explanation of their response to the preceding question on barriers in order to help the BPF to understand the context of each response better. The question also specifically asked for examples of barriers.

To ensure a balanced analysis of the responses to this open-ended question, responses were copied to a Google document and discussed during a virtual meeting of the BPF. All participants were invited to participate by coding the responses with the barrier(s) they though a response related to (if any) (the list of aforementioned barriers was used for this purpose). They were also invited to make a note if they thought a barrier was mentioned that was not in the aforesaid list.

Examples of existing initiatives aimed at addressing the gender digital divide

In one of the first meetings the BPF held, it was noted that there is a need to map existing initiatives aimed at addressing women's ability to meaningfully access the Internet at not just a global level, but also at local, national and regional levels.

For this reason, the survey asked respondents to list examples of existing initiatives by requesting a short description of the initiative as well as details pertaining to:

- the name of the initiative,
- the responsible person(s) or organization,
- when the initiative was launched,
- where more information pertaining to the initiative can be found,
- what country or region the initiative is focused on,
- whether the initiative is national, regional or global in its operation,
- to what extent the initiative reflects a gender dimension (i.e. whether the initiative is gender-blind (no mention of gender), gender-focused (it contains a strong focus on gender), or contains a partial dimension of gender (i.e. gender is not the main theme, but it is mentioned)).

Provision was also made for contributors to make more than one submission. The initiatives listed are:

Contributor	Initiative/ date	Responsible	Launch/ focus	Focus	Description	URL

Renata Aquino Ribeiro (civil society), Duna Consultoria	Governança da Internet e Gênero/ May 2016	Renata Aquino Ribeiro	Brazil/ regional	Gender-focused (main focus on gender)	This is an experiment on using webinars, mobile messaging and onsite events to gather inputs on gender digital divide and hopefully it will gather more regional perspectives. ... This mobile messaging group was created to support an activity on gender digital divide in IGF Brazil and fostered debate among participants. Currently, a report is being produced on the summary of the meeting and expansion of those activites are being planned.	Intgovforum.org - BPF Gender and Access - Telegram group in portuguese
Júlia Ribeiro (civil society), Universide Federal do Rio Grande do Sul - UFRGS	APC/ 1990	Claudio Ruiz	Global	Partial gender dimension (some focus on gender)	From their website: "APC helps people get access to the internet where there is none or it is unaffordable, we help grassroots groups use the technology to develop their communities and further their rights, and we work to make sure that government policies related to information and communication serve the best interests of the general population, especially people living in developing countries. In all of our work we encourage people to network as a means of making other activities more sustainable. If people share their experiences and skills they have greater value over a longer period and often create a ripple effect."	https://www.apc.org/
Francesca Arrocha (civil society)	Epic Queen/ 2014	Epic Queen	Mexico and LatAm/ regional	Gender-focused (main focus on gender)	They seek to grow the leadership of more women and girls in technology, science and entrepreneurship.	See Facebook: Epic Queen
Angélica Contreras (civil society), Youth Observatory	1) Alerta Machitroll / 2015 2) Claudia Calvin		América Latina/ regional	Gender-focused	1) detectar a los machitroll, estrategias para defender 2) México pero estan en toda américa latina desconozco el año, pero tienen mucho trabajando el tema	1) en las redes sociales https://actua.karisma.org.co/alertamachitroll/ 2) http://mujeresconstruyendo1.blogspot.mx/
Ingrid Brudvig (civil society),	Women's Rights Online/ 2014		Global South - Africa, Asia, Latin America	Gender-focused (main	Women and girls are being excluded online. Our latest research shows that poor urban women in the developing world are nearly 50% less likely	http://webfoundation.org/our-work/projects/wo

World Wide Web Foundation				focus on gender)	to access the Web. Determined to tackle this challenge head on, our Women's Rights Online initiative aims to drive women's empowerment through the Web. Using a blend of fresh research, policy advocacy and storytelling, we want to see evidence-based national ICT and gender plans established in at least seven new countries within five years. More about Women's Rights Online country partners can be found here: http://webfoundation.org/2015/10/womens-rights-online-does-the-web-reduce-or-magnify-offline-inequalities/	mens-rights-online/
Lucas Moura (technical community), Anur	Women @ ICT		Global	Gender-focused (main focus on gender)		
Nathalia (technical community), NIC.br	1) Technovation Challenge/ 2009 2) Wo Makers Code 3)MariaLab Hackerspace		Global	Gender-focused (main focus on gender)	1) Technovation is a program of Iridescent, that helps scientists, engineers and technology professionals to share their passion with girls from underrepresented groups. We believe that girls who are encouraged to be curious, daring, and driven stand the best chance at success in life. 2) WoMakersCode is a project aimed at inclusion of women in technology in areas such as robotics, development and software quality . 3) MariaLab is a collective that grew out of an idea: the vast majority of hackerspaces and makerspaces in Brazil and the world, although they are receptive to women not only have a majority of male regulars like, because of that, end up leaving aside some characteristics and needs shared by most women in the STEM area. We feel the need to have a space created by women , which are not minority. The idea is to cover all types of design on the technology ... made by women !	1) http://www.technovationchallenge.org/ 2) http://www.womakerscode.org/ 3) http://marialab.org/ 4) https://www.programaria.org

	4) PrograMaria				4) PrograMaria wants to empower girls and women , showing that they are able to realize their own ideas using technology. Minas Programam wants to empower girls and women, showing that they are able to realize their own ideas through programming. **Other:** Mulheres na Computação: https://www.facebook.com/mulheres.computacao/ Mulheres na Tecnologia: https://www.facebook.com/MulheresTI/ Women Techmakers SP: https://www.facebook.com/wtmsaopaulo/ Lady Talks: https://www.facebook.com/ladytalkstechnology/ InspirAda na Computação: https://www.facebook.com/InspiradaNaComputacao/ RodAda Hacker: https://www.facebook.com/RodAdaHacker/ Women Makers: https://www.facebook.com/WomenMakers/ Girls in Tech - Brazil: https://www.facebook.com/GiTSaoPaulo/	5) http://minasprogramam.com/
Alyne Andrade de O. Bezerra (civil society), IBDI	The misuse of Internet/ 2014		Brazil/ Regional	Gender-focused (main focus on gender)		www.ibdi.org.br
Maryanne (civil society), The Global South Compact & Foundation	Rural-Girls-in-Tech/ 2016		Kenya-Nyandarua County/ National	Gender-focused (main focus on gender)	Empowering rural girls and women to take up ICTs for development and mentoring school girls to take up STEM.Advocacy on fast,affordable,secure and transparent Internet.	Website under construction

	SKIRTS Foundation.					
Carolina Lasen (IGO), Council of Europe					there are many reported in the advisory opinion on gender equality and the digital society in Europe: opportunities and risks (Advisory Commitee on Equal Opportunities betwen Women and Men, 2015)	http://ec.europa.eu/justice/gender-equality/files/opinions_advisory_committee/151126_final_digital_opinion_en.pdf
Marta García Terán (civil society), Save the Children	1) Enredadas: Tecnología para la Igualdad/ 2013 2) Sursiendo 3) Mujeres construyendo 4) Dominemos la Tecnología / Take back the tech		Nicaragua/ National	Gender-focused (main focus on gender)	1) Enredadas is a feminist initiative in Managua, Nicaragua. The objective is more women use Internet as an every days tool by talking and reflecting on security, privacity, governance, women´s history, tecnical skills related to ICT with gender based approach. 2) Sursiendo is an initiative that contributes to social change and the defense of the commons, through a fair and creative participation, including a gender perspective, relying on popular education and communication by building spaces for reflection, study and analysis to produce emancipatory content that encourage social intervention. 3) Mujeres Construyendo is the most important bloggers community that exists on the Internet. Over 30 thousand people in the digital ecosystem from Latin America and the Spanish spoken countries. All the content is generated by women who write about the most varied range of topics. 4) Take Back the Tech! is a collaborative campaign to reclaim information and communication technology (ICT) to end violence against women (VAW). The campaign calls on all ICT users – especially women and girls – to take control of technology and strategically use any ICT platform at hand	1) http://enredadasnicaragua.blogspot.com/ 2) http://sursiendo.com/ 3) http://mujeresconstruyendo.com/ 4) https://www.takebackthetech.net/es

					(mobile phones, instant messengers, blogs, websites, digital cameras, email, podcasts and more) for activism against gender-based violence. It was initiated by the Association for Progressive Communications' Women's Rights Programme (APC WRP)	
Shreedeep Rayamajhi (civil society), Ray Z New	Alliance against WOMEN TRAFFICKIN G & vaw/ 2012		Nepal/ National	Gender-focused (main focus on gender)	The initiative was launched for the following 1. Awareness about women trafficking an VAW through social media 2. To provide legal aid for free to women in need 3. Creating a platform for sharing information 4. To conduct research and survey 5. To create communication channel 6. To identify commonality and indicators of young generation	https://m.facebook.com/groups/292558370792222?ref=bookmarks
Niken (civil society), FAMM Indonesia	telecenter project in women's cooperative/ 2007		East Java province, Indonesia/ National	Gender-focused (main focus on gender)	It's called "Improving Rural Connectivity For Sustainable Livelihoods Project". Telecenter is designed as a place for rural population, especially women to access information, communicate and obtain information, social services, and economic fields. It's also a community center to hold trainings and capacity buildings.	https://puskowanjatitelecenter.wordpress.com/, https://web.facebook.com/mctpuskowanjati/posts/127671770681785?_rdr
Sylvia Cadena (technical community), APNIC						
	1) Women into Information Technology (WIT)/ 1980s 2)Woment into Science and Engineering web site	2) Woment into Science and Engineering	UK and global	Gender-focused (main focus on gender)	Sends role models and mentors into schools and follows this through into the workplace	On the Internet

Anonymous	1) Web We Want 2) Intel She Will Connect				1) Focused on content that will bring women on line. Needs more focus and funding 2) potentially very high-impact, as it's working in countries, directly with policy influencers. digital literacy, peer training, relevant content	
Patience (civil society), SJS	violence et TIC/ 2010		DRC/ national	Gender-focused (main focus on gender)	we run the ICT and violence project in 2010, the key of the project was to inform women an young girls about violence by ICT but it's was also the way to encourage women to use ICT in their life and technology is not only men matter. so we met women in different organizations and young girls in school and university.	www.mwasi.com
Katharina Jens (civil society)	Girl Effect/ 2014		Ethiopia, Rwanda, Nigeria, Online/ global	Global	By giving girls access to the technology as well as connecting them to a network of other girls and female role models, Girl Effect is helping girls to empower themselves by redefining their own capabilities and worth. The aim is to help girls create a new norm for themselves and to break the circle of poverty.	http://www.girleffect.org/our-purpose/
Sylvia Musalagani, Hivos	ending Technology Assisted Violence Against Woment (eTAVAW)/ 2014		Kenya with possible rollout in Tanzania and Uganda/ national	national	The intervention seeks to support a multi-sectoral approach (health care workers, police, judiciary, women's rights advocates, victim groups etc) to deal with the issue of technology assisted violence against women. The intervention would work to equip the people on the frontline that are working to combat this with the tools and enabling policy environment to combat this growing threat. It seeks to augment Kenya's efforts as per national and international commitments.	contact smusalagani@hivos.org

Haydee Svab (civil society), PoliGNU / PoliGen / THacker	1) Barco Hacker/ 2014 2) PoliGen 3) MariaLab Hacker Space		Brazil - Amazonic region/ national	Partial gender dimension (some focus on gender)	1) It is a citizenship project focused on technology and internet/information access to Amazonia region. Barco Hacker project is leaded by a woman entrepreneur in technology who has been role model for many women and girls in the region. 2) They often do workshops about security and privacy on the Internet. They promote digital literacy workshops focused on women,through activities that go beyond the university walls. The group is very diverse, composed of undergraduate and graduate students, teachers and non-teaching staff of the University of São Paulo. Most of the group members have some relation to the areas of so-called hard sciences, but there is no restriction on participation because it is understood that diversity stimulates equity and innovation. The group that includes men and women and is open to any interested (as) to act, discuss and/or research gender issues, such as feminism, science, technology, etc. 3) The MariaLab is a feminist hackerspace, a collective and open space dedicated to the creation and exchange of knowledge.	http://www.barcohacker.com.br/ http://marialab.org/
Katambi Joan (Academia), Uganda Institute of Information and Communications Technology	National Backbone Infrastructure Project (NBI/ EGI)/ 2006		Uganda/ national	Gender-blind (no mention of gender)	The Government of Uganda, through the National Information Technology Authority - Uganda (NITA-U) is implementing the National Data Transmission Backbone Infrastructure and e-Government Infrastructure Project (NBI/EGI) whose major objective is to connect all major towns and Government agencies within the country onto a high speed Optical Fibre Cable based Network. The National Backbone Initiative broadly consists of the following: 1536.39Kms of Optical Fibre Cable across the	www.nita.go.ug

					country to build the National Data Transmission Backbone; Optical Fibre connections from Kampala-Busia/Malaba Border to connect Uganda to Kenya, Kampala-Nimule, to connect Uganda to Southern Sudan and Kampala-Katuna to connect Uganda to Rwanda.	
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	1) Smart Woman Nigeria 2) FMCT/Huawei 1000 Girls 3) Digital Girls in ICT/Digital Girls Club 4) TBTT	3) ITU 4) APC	Nigeria/ national	Partial gender dimension (some focus on gender)	1) Smart Woman Nigeria is an online network of women in Nigeria who receive important information about topics like health, education, and agriculture via their mobile phones. This initiative has enabled rural and less privileged women to access information to help them meet their socioeconomic needs (e.g., information about health, education, agriculture, etc.). 2) FMCT/Huawei 1000 Girls leverages a private-public partnership with an ICT company to train 1,000 girls in practical ICT skills and knowledge to increase employability. 3) Digital Girls ICT focuses on developing ICT interest and skills among secondary school girls through their participation in digital clubs that include exposure to cutting-edge training in ICT skills. Though women represent more than 50% of Nigeria's population, they occupy fewer than 20% of ICT jobs in the country. Digital Girls Clubs encourage young girls to embrace ICT in order to bridge the existing digital divide between men and women. 4) Take Back the Tech! is a collaborative campaign to reclaim information and communication technology (ICT) to end violence against women (VAW). The campaign calls on all ICT users – especially	1) http://smartwomanproject.com/the-project/about/ 2) http://venturesafrica.com/nigeria-launches-programs-to-increase-female-participation-in-ict/ 3) http://www.itu.int/en/ITU-D/Digital-Inclusion/Youth-and-Children/Pages/Girls-in-ICT.aspx 4) https://www.takebackthetech.net/frequently-asked-questions 5)

	5) The African Technology Foundation tech bootcamps	5) The African Technology Foundation			women and girls – to take control of technology and strategically use any ICT platform at hand (mobile phones, instant messengers, blogs, websites, digital cameras, email, podcasts and more) for activism against gender-based violence. Take Back the Tech! plans several campaigns throughout the year, with the biggest being 16 Days of Activism Against Gender-Based Violence (November 25 – December 10 each year). Creative, strategic actions explore different aspects of VAW and ICT. 5) To address the gender digital divide16 and ensure that women are provided an opportunity to develop as successful entrepreneurs, the African Technology Foundation recently conducted the first in a series of technology bootcamps for women at the University of Dar Es Salaam, Tanzania. Implemented in partnership with the College of Information and Communication Technologies (CoICT) at the University of Dar Es Salaam, Buni Divas, and HelptoHelp, the bootcamp was designed to achieve the following: Give female students studying at higher education institutes in Tanzania computer skills trainings and an introduction to online learning tools to meet the needs of universities as well as future employers. Train young Tanzanian women to become Technology Ambassadors, who can teach basic computer skills to fellow students, as well as in their home and business communities, with a focus on expanding into rural communities. Encourage employers in Tanzania to increase their hiring quota for skilled women, and to design roles based on realistic workplace challenges. Bootcamp participants were trained and then tested on their basic computing skills. They were	http://www.thea25n.com/atf-programs

					introduced to various elements of basic computing, including word processing, presentation technologies, coding, and software development, and a number of women were invited to develop and present their ideas for potential new business start-ups.	
	Reprograma		Brazil/São Paulo/ national	Gender-focused (main focus on gender)	It focuses on teaching women on coding and enterpreneurship.	http://reprograma.com.br/
Kimberly Anastácio (Academia) IBIDEM	Girls in ICT/ 2011		global	Gender-focused (main focus on gender)	The Girls in ICT Portal is a tool for girls and young women to get an insight into the ICT sector as well as for partners to understand the importance of the International Girls in ICT Day.	
Claudia Costa (government),	Poligen		Brazil – SP/ national	Gender-focused (main focus on gender)		https://www.facebook.com/poligenUSP/?pnref=lhc
Louise Marie Hurel (Academia),Center for Technology and Society at Getulio Vargas Foundation (CTS/FGV)	Byte Girl		Brazil/ national	Gender-focused (main focus on gender)	It is an annual conference focused in bringing women from across the country to talk about gender. The event is particularly focused in empowerment through gender-sensitive knowledge diffusion and capacity building through several workshops.	bytegirl.com.br/#top
Vanda Scartezini (civil society)	DNS Women / 2010		Global	Gender-focused (main focus on gender)	our international women movement DNS WOMEN are around the world encourage women to enter internet business, enlarge network for this to happen. WE have been meeting now in all 5 continents. We had last meeting in Helsinki and next one will be in Hyderabad , India ...We started DNS women X years ago realizing inside ICANN there was no balance between	www.dndwomen.org (it is not up to date since karla, from US had a familiar problem and was not able to update the site. but it will be done.

					women X men. We then started to meet in all ICANN meetings organizing our group, set up a formal identity, looking for sponsorship for our meetings. at each meeting we debate issues related to Internet business, we focus on enlarge network, and we invite all women from the region we meet to attend (is free of charge), giving the floor to locals to explain their work there and difficulties women have is such region. Nowadays we are starting chapters around the world and debating our mission and how expand our activities to be locally more effective.	
Esther de Freitas (technical community)	Women and Mozilla and Web Literacy by Mozilla		Brazil	Gender-focused (main focus on gender)	They taught about internet and web for 150 women from a rural region and they provided acess to internet to that region	http://blog.melc.at/womoz-week-brasil-mais-que-uma-homenagem-um-exemplo-a-ser-seguido/ womoz.mozillabrasil.org.br
Sofia Hammoe (civil); AMARC	Conectar Igualdad/ 2010		1) Argentina/ national 2) América Latina y el Caribe	Gender-blind (no mention of gender)	1) Este Programa tiene el objetivo de entregar una netbook a todos los estudiantes y docentes de las escuelas públicas secundarias, de educación especial, y de los institutos de formación docente. Se propone, además, capacitar a los docentes en el uso de esta herramienta, y elaborar propuestas educativas que favorezcan su incorporación en los procesos de enseñanza y aprendizaje. 2) La Red de Mujeres de AMARC ALC es una asamblea de mujeres comunicadoras que trabajan para garantizar el derecho a comunicación de las mujeres con el apoyo y por medio del movimiento de radios comunitarias. La propuesta es promover la discusión con perspectiva de género en las radios comunitarias, apoyando el trabajo de las mujeres principalmente a partir de la formación, y el intercambio de informaciones y experiencias.	http://www.conectarigualdad.gob.ar/ amarcalc.org

Carla Licciardello (IGF), ITU	EQUALS, Girls and ICTS, BB Commission working group on gender		Global	Gender-focused (main focus on gender)	- ITU works with its government administrations (ministries and regulators) to encourage them to use their universal service/access funds to promote the digital inclusion of women, including providing digital literacy training and connectivity to rural areas. - Girls and ICTs is a global campaign led by ITU which has seen 7,200 events in 160 countries reaching over 240,000 girls. These events are organized by Ministries of ICT, ICT Regulators, Universal Service Access Funds, Private Sector companies, Academia and NGOs. - Moreover, ITU and UN Women are setting up EQUALS: the Global Partnership for Gender Equality in the Digital Age. This multi-stakeholder initiative aims to bring together programmes addressing the digital gender divide at the global, regional and national levels under a coordinated framework for action. The Partnership will focus on three areas of actions: 1. Ensure women and girls have access to digital technologies 2. Empower women and girls as ICT creators 3. Increase recruitment and promotion of women in the ICT sector and promote opportunities for women's entrepreneurship - ITU also organizes with UN Women the annual GEM-TECH Awards that celebrate personal or organizational achievements to advance Gender Equality and Mainstreaming in the area of ICTs. The only international prizes of their kind. The GEM-TECH Awards provide a platform for advancing women's meaningful engagement with ICTs and their role as decision-makers and producers in the technology sector. This year's GEM-TECH Awards will be held at the Forum of Telecom World 2016 in Bangkok, Thailand, from 14-17 November. - ITU is also preparing for a leadership workshop on negotiation, with a gender perspective, and panel discussion for delegates at the upcoming ITU World Telecommunication	www.itu.int

					Standardization Assembly (WTSA) which will be held in Tunisia from 23rd October to 3rd November 2016.	
Ivy Tuffuor Hoetu (govt), NCA	1) Social Media Platform for Women in SMEs 2) Tech Needs Girls 3) Technology for Female in ICT Project (T4F)	2) Foundation for the Advancement of Communication Technology (FACT) Ghana	Ghana/ national	Gender-focused (main focus on gender)	1) To create awareness and educate the women on how to use social media platform to · Market their products - hair/cloth/shoe products, beauticians, designers, food stuff, etc. · Provide services to customers. · Interact with their customers and build social network with others. 2) Tech Needs Girls is a movement and a mentorship program to get more girls to create technology. Our mission is mentoring girls to lead and innovate through learning to code. 3) The T4F project seeks to Educate & Empower Girls & Women through mentoring & training for: - Basic, Junior High and Senior High female students in some selected schools; and, - Girls and women groups in some selected communities; in the Greater Accra and Eastern Regions of Ghana.	1) http://www.ghanawomeninit.org/ 2) http://www.factghana.org/#home 3) http://www.soronkosolutions.com/tng.html
Denise Viola (civil), AMARC Brazil	1) Elas nas Extatas/ 2015 2) Projeto Cyberela de Inclusão Digital de Mulheres		national	Gender-focused (main focus on gender)	A iniciativa tem o objetivo de contribuir para a redução do impacto das desigualdades de gênero nas escolhas profissionais e no acesso à educação superior das estudantes, impactando também no acesso às Tecnologias de Informação e Comunicação. O foco são meninas do ensino médio, estudantes de escolas públicas. São oferecidas às meninas oficinas de circuitos elétricos, aula-performance sobre mulheres cientistas, capacitação em robótica, programação com software livre, produção de webseries sobre a atuação de mulheres negras na história das ciências, criação de peixes e hortaliças com uso da técnica da aquaponia e capacitação na área automobilística através do	http://www.fundosocialelas.org/elasnasexatas/

					desenvolvimento de um veículo . A iniciativa abriu um edital, no qual foram selecionados dez projetos de diversos estados do país. A ONG CEMINA - Comunicação, Educação e Informação em Gênero	
Júlia Ribeiro (civil society), trans.TI	trans.TI/ 2016		Brazil/ national	Gender-focused (main focus on gender)	This initiative was born along with my experience with TransENEM, a community prep course in Porto Alegre, Brazil, which is aimed at social inclusion of transgender women, men and non-binary people. The importance of digital inclusion of transgender and non-binary population comes with the fact social inclusion via inclusion in college and formal education takes a long way to be effective and to change their lives. Nowadays, 92% of transgender women in Brazil have their incomes derived from sexual work, and a significant part of these women do this because it's the best way to have an income given the barriers they face in face of social and institutional discrimination. Therefore, digital inclusion is key for not only including them in the new world's reality and spectre of interpersonal relations, but also to change their lives without having to rely on solving traditional educational gaps. Therefore, trans.TI works in two ways: i) through the capacitation of workforce by providing IT related and English courses; ii) developing and building healthy and friendly workplace environment in IT companies by providing consultancy related to or targeted social group.	https://www.facebook.com/transtipoa/ or our presentation (in Portuguese): http://tinyurl.com/trans-TI-apresentacao
Rebecca Ryakitimbo (civl soc), TechChix-Tanzania	STEM Mentoring Workshops/ 2016		Tanzania/ national	Gender-focused (main focus on gender)	This initiative is run by a non-profit organization that seek to provide STEM awareness to tomorrow's leaders who are the children of today by teaching them STEM related activities. It focuses on advocating for STE M careers among females, internet governance being inclusive.It is in this light that with the help of the Internet society organization (ISOC) sponsored 8 female engineers to attend different	http://techchix-tz.weebly.com/

					sessions of training on internet technologies.This initiative is still in progress and needs more support but we hope to run it fully soon.	

Examples of existing documentation on the gender digital divide

In addition to the need for gathering information about existing initiatives aimed at addressing women's ability to access and benefit from the Internet, the BPF also aimed to gather information about existing research, documents and/or reports on related topics.

For this reason, the survey asked whether respondents knew of any reports (including documents, blogs, policy briefs, articles, or other written material) that had been written on the topic of the gender digital divide, or women's meaningful access to the Internet, or simply material concerned with access that might be of relevance to efforts aimed at bridging the gender digital divide and/or gender and access issues. Respondents were asked to list relevant reports, titles, authors, publication dates and relevant URLs (if any). Submissions were:

Contributor	Publication title	Author(s)	Date	URL
Sellina Khumbo Kapondera (Academia), Mzuzu University	The challenges rural women face in using Telecentres: The case of the Eastern Cape Province	Nozibele Gcora, Amanda Gopeni, Mbali Tuswa, Tandi Lwoga , Wallace Chigona	**2015**	http://www.developmentinformatics.org/conferences/2015/papers/6-Gcora-Gopeni-Tuswa-Lwoga-Wallace.pdf
Júlia Ribeiro (civil society), Universide Federal do Rio Grande do Sul - UFRGS	Global Information Society Watch: 2013 - Women's rights, gender and ICTs	Hanane Boujemi	**2013**	http://www.giswatch.org/2013-womens-rights-gender-and-icts
Ingrid Brudvig (civil society), Web Foundation	Women's Right Online: Translating Access into Empowerment	Web Foundation	October 2015	http://webfoundation.org/docs/2015/10/womens-rights-online21102015.pdf
Ingrid Brudvig (civil society), Web Foundation	Affordability Report	Alliance for Affordable Internet	2016	http://a4ai.org/affordability-report/report/2015/
Natalia (tech), NIC.br	Journal of Peer Production, "Feminism and (Un)Hacking"	Special Issue Editors (in alphabetical order): Shaowen Bardzell, Lilly Nguyen, and Sophie Toupin	2016	http://peerproduction.net/issues/issue-8-feminism-and-unhacking/
Natalia (tech), NIC.br	Recoding Gender: Women's Changing Participation in Computing	Janet Abbate	2012	https://mitpress.mit.edu/books/recoding-gender
Carolina Lasen (IGO), Council of Europe	Factsheet on Combating Sexist Hate Speech	Council of Europe	2016	https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=09000016806515 92

Carolina Lasen (IGO), Council of Europe	BACKGROUND NOTE ON SEXIST HATE SPEECH	Council of Europe	2016	https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168059ad42
Carolina Lasen (IGO), Council of Europe	Recommendation CM/Rec(2013)1	Council of Europe	July 2013	https://search.coe.int/cm/Pages/result_details.aspx?ObjectID=09000016805c7c7e
Carolina Lasen (IGO), Council of Europe	Women's Reporting Point	Launched by the European Federation of Journalists (EFJ) partners with the European Centre for Press and Media Freedom (ECPMF	2016	http://europeanjournalists.org/blog/2016/03/08/new-platform-to-monitor-threats-against-women-journalists/
Carolina Lasen (IGO), Council of Europe	Report of the seminar Combating Sexist Hate Speech	Council of Europe	February 2016	https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=09000016805a933a
Marta García Terán (civil society), Save the Children	Procomunicando blog / Weekly columns on Diario Metro Nicaragua	Marta García Terán	Weekly since 2013	https://procomunicando.wordpress.com/category/marta-garcia-teran/columnas-en-metro/
Marta García Terán (civil society), Save the Children	Tesis: "La brecha digital de género"	Iker Merchan	2015	https://dl.dropboxusercontent.com/u/284774/The-gender-digital-divide-La-brecha-digital-de-g%C3%A9nero-def.pdf
Marta García Terán (civil society), Save the Children	+Hangout No.60: Acceso a Internet y violencia en línea hacia mujeres (y mujeres periodistas)	Hangouts de Periodismo / Mauricio Jaramillo	2015	https://www.youtube.com/watch?v=awBzRTMA0o8
Marta García Terán (civil society), Save the Children	Women´s Rights Online	Web Foundation	2015	http://apo.org.au/files/Resource/womensrightsonlinewf_oct2015.pdf
Niken (civil society), FAMM Indonesia	EROTICS: Exploratory research on sexuality and the internet	APC et al	2011	http://www.genderit.org/resources/erotics-exploratory-research-sexuality-and-internet-summary-report
Niken (civil society), FAMM Indonesia	Women's Rights Online Translating Access into Empowerment	Web Foundation with its partner	2015	http://webfoundation.org/about/research/womens-rights-online-2015/

Helani Galpaya (civil society), LIRNEasia	Mobile Phones, Internet and Gender in Myanmar	Zainudeen Z. , Galpaya H.	2015	http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2016/02/Mobile-phones-internet-and-gender-in-Myanmar.pdf
Alfredo Velazco (civil society), Usuarios Digitales	ICT Facts and Figures 2016	ITU	2016	http://www.itu.int/en/ITU-D/Statistics/Pages/facts/default.aspx
NOT DISCLOSED	UCAS survey of women in universities	UCAS	Annual	
NOT DISCLOSED	Women and the Web	Intel	Unknown	
Katharina Jens (UK)	Bridging the Gender Gap	Connected Women (GSMA)	2015	http://www.gsma.com/mobilefordevelopment/programmes/connected-women/bridging-gender-gap
Sylvia Musalagani (civil society), HIVOS	The Dark Side of Virtual: Towards a Digital Sexual Ethics.	Nicola Henry and Anastasia Powell	2014	http://www.academia.edu/7992691/The_Dark_Side_of_Virtual_Towards_a_Digital_Sexual_Ethics_with_Nicola_Henry_
Michael Oghia (Civil society), HIVOS	Empowering women through the back door: Digital activism for women's rights in the Arab World	Aline Sara	2015	http://womeninwar.org/wordpress/wp-content/uploads/2015/08/Beirut/8/Aline%20Sara_Digital%20Activism%20for%20women's%20rights%20in%20the%20Arab%20World.pdf
Michael Oghia (Civil society), HIVOS	Bridging the gender gap: Mobile access and usage in low- and middle-income countries	GSMA	2015	http://www.gsma.com/mobilefordevelopment/programmes/connected-women/bridging-gender-gap
Katambi Joan (Aca), Uganda Institute of ICT	ICT FACTS AND FIGURES 2016	ITU	2016	http://www.itu.int/en/ITU-D/Statistics/Pages/facts/
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	2015-16 Affordability Report (Chapter 4 - Gender Inequality: Exacerbating Affordability Challenges)	A4AI	2015	http://a4ai.org/affordability-report/report/2015/#gender_inequality:_exacerbating_affordability_challenges

Erica Penfold/Dhanaraj Thakur (civil society), A4AI Erica Penfold/Dhanaraj Thakur (civil society), A4AI	Unpacking Myanmar's Mobile Phone Gender Gap	Ayesha Zainudeen and Helani Galpaya of LIRNEasia	22 April 2016	http://a4ai.org/unpacking-myanmars-mobile-phone-gender-gap/
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	Developing an Inclusive and Gender-Responsive Digital Agenda in the Dominican Republic	A4AI	1 April 2016	http://a4ai.org/developing-an-inclusive-and-gender-responsive-digital-agenda-in-the-dominican-republic/
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	Web Foundation and A4AI Join Forces with UN Women to Promote Women's Empowerment through the Web	A4AI	8 March 2016	http://a4ai.org/web-foundation-and-a4ai-join-forces-with-un-women-to-promote-womens-empowerment-through-the-web/
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	Putting Gender at the Heart of Policy in Ghana	A4AI	18 December 2015	http://a4ai.org/putting-gender-at-the-heart-of-policy-in-ghana/
Erica Penfold/Dhanaraj Thakur (civil society), A4AI	Increasing Women's Online Access, Driving Development	A4AI	20 November 2015	http://a4ai.org/increasing-womens-online-access-driving-development/
Paula Perez (Tech community), D&D Internacional - GN MARKETING INC	female entrepreneurship			http://laboratoria.la/noticias/articulo/mariana-costa-conversa-con-el-presidente-obama-y-mark-zuckerberg
Karina Barreto (academia)	Quandeel Baloch killed by her brother	Playground	16/06/2016	http://www.playgroundmag.net/noticias/actualidad/Kim-Kardashian-paquistani-asesinada-hermano_0_1793820604.html
Unidentified (Panama, govt)	100 RULES OF BRASILIA ON ACCESS TO JUSTICE OF INDIVIDUALS CONDITION VULNERABILITY			https://www.justiciachaco.gov.ar/pjch/contenido/varios/100reglas.pdf

Louise Marie Hurel (academia), Center for Technology and Society at Getulio Vargas Foundation (CTS/FGV)	Women's Rights, Gender and Internet Governance Feminist Principles of the Internet			http://feministinternet.net
Vanda Scartezini	it was a very interesting report from IBM about reasons why there are less women in STEM areas. I saw an presentation but do not have the report itself.	IBM	if I remember it was around 2012	unhappily I do not have access to this report.
Daniela Viteri (aca)	GIT, Fundación Karisma, several in mexico			
Rebecca Ryakitimbo (civil society), TechChix-Tanzania	Women rights online digital gender gap audit	World wide web foundation	September 9,2016	http://webfoundation.org/about/research/digital-gender-gap-audit/
Rebecca Ryakitimbo (civil society), TechChix-Tanzania	The Digital Gender Gap: Unleashing the Value of the Internet for Women	Mia Mitchell	April 30,2015	http://harvardkennedyschoolreview.com/the-digital-gender-gap-unleashing-the-value-of-the-internet-for-women-2/

SECTION 2 SURVEY CONTENT

The survey was conducted using Google Forms, which allows an unlimited number of questions and responses and user-friendly design mechanisms to aid the layout of the survey. The survey contents are copied below (although the formatting is not reproduced).

IGF BPF GENDER & ACCESS SURVEY

GENDER AND ACCESS: ENABLING WOMEN'S ABILITY TO ACCESS AND BENEFIT FROM THE INTERNET

This survey was designed for an online platform and reflects best there:
https://docs.google.com/forms/d/1o3aeN7Tft7Lunsx3AXu8HXu1nXSAjtdkkOCLCXlqPJw/edit

Context:

Almost 60% of the world's people are still offline (World Bank, 2016) and are thus unable to benefit from the many opportunities ICTs offer for empowerment and development. In addition, this challenge is even more acute for women, as it is estimated that 12% fewer women than men can benefit from Internet access worldwide; rising to 15% in developing countries and almost 29% in least developed countries (ITU, 2016). As the Alliance for Affordable Internet argues (2016): "'We cannot achieve universal access without bringing women (half the world's population) online; likewise, women's empowerment through ICTs will not happen without enabling women affordable access to the Internet."

The United Nations Internet Governance Forum (IGF) best practice forum (BPF) on Gender is currently studying ways to ensure equal access to the Internet regardless of gender. To ascertain what initiatives and work has been done and is currently ongoing to address women's ability to access and benefit from the Internet, the BPF decided to map existing initiatives and work using an open and accessible platform, like this survey.

BPFs like this one were created by the IGF to bring the global community together to address some of the most pertinent challenges pertaining to the Internet and the ways in which it is used, governed, developed and benefitted from.

It takes approximately 15-30 minutes to complete this survey (depending on the number of initiatives and publications you know of).

Please note that all references to 'women' in this survey also include people who identify as women, and girls (unless otherwise specified).

Tell us about yourself

What stakeholder group do you belong to?

(Select closest option.)

- Government (e.g. you work for your government)
- Technical community (e.g. you design websites or applications)
- Civil society (e.g. you consider yourself an activist working to ensure human rights apply online)
- Private sector (e.g. you represent a company that sells mobile plans to customers)
- Intergovernmental organisation (e.g. you work for an organisation like the UN)
- Academia (e.g. you're a student or lecturer)
- Other:

Where are you from?

Please write only the country name where you are ordinarily resident - i.e. where you spend most of your time and consider your home.

What is your name?

You can remain anonymous if you choose to. If you don't mind telling us who you are, please write your name.

What organization do you work for?

You can remain anonymous if you choose to. If you don't mind telling us who you are affiliated to, please write your organization's name.

How can we get in touch with you?

What is your email address? Note that contact details will not be published, and we will not share your contact details with any third parties.

About women's ability to access and benefit from the Internet

Almost 60 percent of the world's people are still offline (World Bank, 2016) and are thus unable to benefit from the many opportunities ICTs offer for empowerment and development. It is furthermore estimated that there is a gender gap of 11% in male and female access to the Internet worldwide, rising to more than 15% in developing countries and almost 29% in least developed countries (ITU, 2015).

Women and men have equal opportunity to access and benefit from the Internet.
Please rate on a scale of 1 to 5 whether you agree or disagree with the statement, where 1 is strongly disagree and 5 is strongly agree.

What, if any, are the barriers preventing women from accessing and benefitting from the Internet?

- Availability (e.g. women have no broadband access or public internet centres are in spaces where women don't usually have access to etc.)
- Affordability (e.g. insufficient income to pay for data, or cannot afford a device etc.)
- Culture and norms (e.g. boys prioritised for technology use at home, online gender-based violence, restrictions to movement etc.)
- Capacity and skills (e.g. literacy gap in reading, lacking in skills and confidence to access the internet or explore technology etc.)
- Availability of relevant content (e.g. language issues, lack of content that speaks to women's contexts, gender-related content is censored/restricted)
- Women's participation in decision-making roles pertaining to the Internet and/or in the technology sector (e.g. when women are not able to pursue careers in science and technology, when their participation in relevant policymaking fora is restricted)
- Availability of relevant policies (e.g. policies with a gender focus and/or that address women's ability to access and benefit from the Internet)
- Other:

Please provide a brief explanation of your response regarding barriers to help us understand the context better. Do you have any examples of these barriers?
i.e. what are the barriers you think are important, and how do they relate to another in impacting women's ability to access and benefit from the Internet?

Help us map existing initiatives

Do you know of any past, existing or planned initiatives, programmes and/or projects concerned with enabling Internet access, addressing the gender digital divide and/or empowering more women to access the Internet?

What is the name of this initiative?

When was the initiative launched?
An approximate date will do (e.g. 2015).

Who is responsible for the initiative?
i.e. what person or organisation is running the initiative?

Where can we find more information about the initiative?
i.e. what website would be useful in learning more?

What country/region is the initiative focused on?
i.e. what area is the initiative focused on in actually doing its work? An initiative can derive from the USA, for instance, but can aim to alleviate the gender digital divide in Kenya, for instance.

Is the initiative national, regional or global in its operation?
Note that 'national' includes local or grassroots initiatives.

Please provide us with a brief summary/ key highlights of the initiative
A paragraph will do.

To what extent does the initiative reflect a gender dimension?
In other words, is the initiative gender-blind (no mention of gender), gender-focused (it contains a strong focus on gender), or does it contain a partial dimension of gender (i.e. gender is not the main theme, but it is mentioned)?
Gender-blind (no mention of gender)
Gender-focused (main focus on gender)
Partial gender dimension (some focus on gender)

Any other notes that you'd like to share in respect of this initiative?

Do you know of another relevant initiative?

[repeat]

Help us map existing research and reports

Do you know of any reports (including documents, blogs, policy briefs, articles, or other written material) that have been written on the topic of the gender digital divide, or women's meaningful access to the Internet, or simply material concerned with access that might be of relevance to efforts aimed at bridging the gender digital divide and/or gender and access issues?

Do you know of any research or reports aimed at addressing, in whole or part, gender and meaningful access?

Title:
Author:
Publication date:
URL (if any):

[repeat]

Join us

Are you interested in helping us learn more about gender and meaningful access? We welcome all participants:
Join our mailing list for updates on meetings and other developments:
http://www.intgovforum.org/mailman/listinfo/bp_gender_intgovforum.org.
Learn more about this initiative on the IGF's website.
For more information, contact Anri van der Spuy (avanderspuy@unog.ch).

Thank you

We appreciate the time you spent in completing this survey, look forward to learning from your valued responses, and hopefully to welcoming you to our BPF in the future.

APPENDIX 4: ANALYSIS OF COMMENTS RECEIVED ON DRAFTS I & II

Explanation

On 1 November 2016, the BPF published its first draft document ('Draft I') on the IGF's open review platform. It remained open for a period of just over three weeks (24 days), until 25 November 2016. Stakeholders were encouraged to comment on the review platform using the BPF's mailing list, a variety of other mailing lists, as well as the IGF's Twitter account. Contributors were reminded that while all comments would be public, pseudonyms could also be used. A total of 11 comments were received from four (4) unique commentators.

In the first part of this Appendix, the comments received and actions taken to address the comments on Draft I, along with original text, are listed. This, along with other input received (e.g., case studies) were combined to form Draft II.

The BPF's second draft document ('Draft II'), in turn, was published on the IGF review platform on 30 November 2016, where it remained open for public comment until 18 December 2016. As with Draft I, stakeholders were encouraged to comment on the review platform using the BPF's mailing list, a variety of other mailing lists, as well as the IGF's Twitter account. In addition, the BPF also encouraged input on Draft II during its dedicated 90-minute session at IGF 11, held in Guadalajara, Mexico, from 6 to 9 December 2016. Two further comments were received on the review platform from two (2) unique commentators.

In the second part of this Appendix, the comments received and actions taken to address the comments on Draft II, along with original text, are listed. This, along with other input received (e.g., case studies and input during IGF 2016) were combined to form this final output.

DRAFT I: Comments and actions

Original text on which comment was made	Commentator & comment	Action
Existing gender disparities, discrimination and inequalities has a significant impact on the gender digital divide. multiple digital divides, and demands an approach	**Anna Orlova:** I think it is important to include race or racial and ethnic original to the second sentence of this paragraph as a factor that	**Addition (underlined):** "Women's ability to gain meaningful Internet access is influenced by factors including location, economic power, age,

that is located within economic, social, political and cultural contexts that recognizes existing inequalities…and other stakeholders in the past year.	influences women's ability to gain access, especially in the Global South. **Anna Orlova:** For example, gender literacy gaps – including digital literacy – results in uneven capacity amongst women to use the Internet for their needs and capacities. – Here capacity used twice, seems one of them should be replaced with some other word.	gender, racial or ethnic origin, social and cultural norms, and education, amongst other things." **Deletion of second 'capacities':** "…results in uneven capacity amongst women to use the Internet for their needs ~~and capacities~~."
Measures that promote access therefore need to focus on ensuring access is also meaningful. The World Bank notes that gains will not be automatic when gender parity in ownership, access and control over digital technologies is reached – they need to be complemented by 'analog complements' in order that also 'address the underlying barriers to women's employment, voice, and agency'[117], for instance.	**Nathalia Foditsch:** I suggest changing the expression "meaningful". It seems that the goal here is to show that speed and bandwidth quality are crucial to enable the benefits the documents talks about. The word "meaningful", however, might lead to different interpretations – e.g. content related interpretations. I understand that the expression "soft components" was taken from the Broadband Commission Report. I believe, however, it does not reflect what this paragraph wants to convey , which is the need for policies that also look at the issue from the perspective of the demand and use of broadband.	**Edited section:** "Measures that promote access therefore need to focus on ensuring access is also *meaningful*, or able to also empower and enable users (as is discussed in more detail in another IGF intersessional activity, *Policy Options for Connecting and Enabling the Next Billion(s) – Phase II*)." **Explanation:** the term 'meaningful' access is used to describe access in the descriptions, and also other IGF material. For the sake of consistency it should be retained but perhaps better described.
Technological advancements in connectivity have expanded broadband access and mobile penetration in recent years – also for women. Yet a variety of factors and barriers impact women's ability to access and benefit from the Internet. Some barriers are more 'obvious' than others (e.g. affordability or a lack of available infrastructure), while others are more generic, complex, and often intertwined with cultural and normative perceptions of gender roles in a given community[118].	**Nathalia Foditsch:** I suggest adding a sentence/paragraph saying that gender goals are rarely part of National Broadband Plans (I state this based on research I have undertaken)	No action taken in this paragraph, as national broadband plans are discussed in section 4.6. **Addition to section 4.6 (underlined):** "Besides explicit policies aimed at enabling women's inclusion, many policies, including national broadband plans are furthermore outdated and/or lacks a gender-perspective (Denise Viola, Brazil)."

[117] Page 134; The World Bank (2016). *World Development Report 2016: Digital Dividends*. Available at: http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2016/01/13/090224b08405ea05/2_0/Rendered/PDF/World0developm0000digital0dividends.pdf. [Accessed 11 October 2016].

[118] c.f. page 47; Broadband Commission (2016, September). *The State of Broadband: Broadband catalyzing sustainable development*. Available at: http://www.broadbandcommission.org/Documents/reports/bb-annualreport2016.pdf. [Accessed 19 October 2016].

In its background contribution to the BPF…along with revenge pornography…	**Sara Baker:** This may have already been addressed, and I apologize if I missed it. APC and several other organisations and groups discourage the use of the term "revenge pornography" due to it not always being associated with revenge and not being pornography (i.e., not consensual). Terms such as "non-consensual sharing of intimate images" and "blackmail" or "sexualised blackmail" are preferable. Since "sharing photographs of women without authorization" comes right after "revenge pornography," would it be adequate to just cut out "revenge pornography" and add "and videos" after "sharing photographs"? Another option would be to write "so-called revenge pornography" with a footnote.	**Edited section as follows:** "They point out that practices like sexting and digital violence have become 'a recurring' and even 'normalized' practice online~~;~~ along with ~~revenge pornography,~~ sharing photographs and photographs of women without authorization, and breaching women's privacy."
The BPF community furthermore also decided to, as a sub-task, build on and improve the outcomes of the 2015 BPF Gender: online abuse and gender-based violence against women. As this priority is relevant to the issue of enabling women's access to the Internet, it was agreed to study it as a part of the work in 2016.	**Renata Aquino Ribeiro:** "sub-task" could be better defined as "continued task" since work on VAW is ever-changing and the BPF augmentation of 2015 brings yet another snapshots on such an increasingly important topic	**Edited section as follows:** "The BPF community furthermore also decided to, as a continued task, build on and improve the outcomes of the 2015 BPF Gender: Online Abuse and Gender-Based Violence Against Women."
Various efforts have been launched in recent months and years to address connectivity challenges and to ensure that more people are able to benefit from Internet access…	**Renata Aquino Ribeiro:** academic, technical and research institutions – suggestion to add the importance of the technical community	**Added section as follows:** "…including diverse initiatives at intergovernmental, governmental, private sector, academic and research institutions, technical community, and at civil society level."
ISOC/ APC Workshop on Mainstreaming Gender in Internet and Development in the Asia-Pacific Region - 2 to 3 October 2016 (led by Jac SM Kee) (in-person in Bangkok, Thailand), summary here….	**Renata Aquino Ribeiro:** I think here it is important to add: collective online work by Youth LAC IGF participants and Youth Observatory on "Young Latin American Women Declaration: Enabling access to empower young women and build a feminist Internet Governance", here.	No action. **Explanation:** This section is already addressed separately, as the Youth Declaration did not actually refer to an event, but an activity.
These sessions were used to gather local best practices and raise awareness of the BPF's work.	**Anna Orlova:** It is not clear what does 'Part 1 of this document' refer to. In the table	**Numbering and tables fixed.**

Where possible, lessons and stories gathered from these events are incorporated in Part 1 of this document.	of contents there are Parts A, B, C etc. throughout the document, but neither section of the document is marked as Part 1 in the TOC. Does Part 1 refer to the IGF Community Consultation? I think it makes sense to make clarify it here, because the document is not very intuitive to navigate, especially for newcomers or people outside of the IGF community.	
These case studies are discussed in more detail in Part A of this paper.	**Anna Orlova:** Again, there are a few Parts A in this document, for those who want to go directly to that section this is misleading. Please clarify which section of the document this Part A refers to. Thank you.	**Numbering and tables updated.**
To help raise awareness and repackage the outcome document in a more digestible format, the BPF community extracted recommendations from the 2015 report and summarized them in a roadmap format on Google docs. The BPF's mailing list and a virtual meeting was used to gather stakeholder input on these recommendations, whereafter two volunteers used the content and redesigned it into an infographic format to be shared with the community.	**Anna Orlova:** How will it be shared exactly and will this infographic be available on the IGF webiste? Thank you.	**Explanation added:** Shared on the IGF website, through Twitter, and by asking participants on the IGF's mailing lists to distribute infographic.

DRAFT II: Comments and actions

Original text on which comment was made	Commentator & comment	Action
GSMA's research, which relates primarily to mobiles, identified four broad categories of barriers, namely cost, a lack of perceived value, technical literacy, and cultural issues. In a 2015 report, GSMA expanded and altered its categories based on the input from both men and women in countries it studied, including barriers related to device and data cost; network quality and coverage; security and harassment; operator/ agent trust; and technical literacy and confidence.	**Claire Sibthorpe:** The first sentence refers to 2010 research – worth mentioning the date of those findings to contextualize how they have changed over time. GSMA researched this issue again 5 years later and the updated findings on this topic are in the 2015 report mentioned.	**Addition (underlined):** "GSMA's research, which relates primarily to mobiles, <u>in 2010</u> identified four broad categories of barriers, namely cost, a lack of perceived value, technical literacy, and cultural issues."
Footnote [1] IGF BPF Online Abuse and Gender-Based Violence (2015). Final report. Available: http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file. [Accessed 11 October 2016].	**Ziaur Rahman:** In Cyberspace, if to all users do not assign Universal Unique Identity (UUID), crime using	

	Internet and violence against women can't be reduced/stopped.	

APPENDIX 5: CASE STUDIES OF INITIATIVES

Case study 1:[119]

The Tanzania-based **Techchix**, for instance, takes the view that the future of sustainable development in Tanzania to a large extent depends on current investments in STEM education. It notes that women in countries like Tanzania face barriers to access including a lack of relevant skills; actual access to infrastructure and devices (including affordability challenges); a lack of self-esteem and confidence (including fears to take up tasks and resources that are considered 'men-oriented); cultural norms and beliefs about women's roles in society; 'the fear of being labeled a feminist' and in trying to 'achieve more than women are 'supposedly' expected to achieve'; and 'unfriendly' environments for women – including fears of online harassment and bullying.

Techchix-Tz plans is overcome these barriers by:

- building safe working environments for women;
- promoting women in STEM by ensuring they gain the skills needed to advance their career further (starting with the youth);
- developing an attitude in the future generation of women to know that their opinion matters and that their involvement could lead to a better Africa;
- improving access to ICT resources, including the capacity to use such resources, by collaborating with organizations with similar approaches;
- educating communities about the need to involve more women in STEM and ICTs;
- empowering women by providing them with a platform to safely share their views.

Techchix notes that it has faced challenges in implementing its objectives due to community perceptions of women's role in a society. They note that many stakeholders in Tanzania do not perceive STEM fields to be suitable for women, and would rather dedicate resources to training men.

[119] This summary was compiled from an initiative deep-dive kindly conducted by Jackie Treiber.

For this reason, Techchix argues that while women do need to be empowered in using technologies and gaining access to STEM fields, there is an even bigger and more underlying need to address underlying perceptions of women's roles in communities, and the reasons for focusing on women's empowerment.

Case study 2:[120]

PoliGen was started in 2012 on International Women's Day with the aim of establishing a permanent forum for reducing gender inequalities. Composed of undergraduate and graduate students, faculty, and non-teaching staff of the University of São Paulo (USP), as well as some collaborators from outside the USP, this mixed-gender group was created to facilitate discussion, research and action on the themes of gender, feminism, science and technology.

Among other activities, PoliGen hosts open chats or discussions about gender-related topics normally featuring external guests and enabling collaborations with other groups. Examples of these discussions include enabling more women to enter the labour market with specialists from McKinsey Consulting;[121] supporting the development of female entrepreneurs122 and engineers;[123] and the presence of women in sports, for instance. PoliGen also organizes empowerment and technology workshops that are open to all interested women; focusing on issues such as site maintenance, email list management, information security and privacy, and application development. In respect of the latter, the group for instance developed an app, 'Let's Go Together', to enable women to feel more secure when going to bus stops.

PoliGen's mentorship programme was designed for women in the fields of STEM, and gives every new female student a mentor to guide her through her studies. As goals of this programme include to:

- attract and retain female talent in STEM courses;
- foster discussions about gender inequalities faced in STEM;
- strengthen a network for dialogue and information-exchange;
- involve teachers, alumni and undergraduate students;

[120] This summary was compiled from an initiative deep-dive kindly conducted by Louise Marie Hurel.
[121] See: http://poligen.polignu.org/node/25.
[122] See: http: //poligen.polignu.Org/node/267.
[123] See: http://poligen.polignu.org/node/150.

- provide emotional support to incoming students; and
- decrease the probability of students quitting their courses in STEM.

The group also supports internal capacity-building activities, and hosts awards to support women in hard sciences and engineering. The Anna Frida Hoffman award, for instance, was named for the first woman to graduate as a chemical engineering from the Polytechnic School of São Paulo in 1928, while the Marília Chaves Peixoto award is given in honour of the first woman to join the Brazilian Academy of Sciences in 1951, and is given to projects in the hard sciences area.

PoliGen notes that it is sometimes difficult to mobilise and motivate people and activists, and that they therefore sometimes do not have enough volunteers to develop prioritized work. This challenge is aggravated by the lack of consistent funding. Other challenges include trying to address a lack of understanding about the need to address gender prejudice – and thus the need for the initiative.

APPENDIX 5: BPF SESSION REPORT AT IGF 2016

At the IGF 2016, held in Guadalajara, Mexico, from 5 to 9 December 2016, the BPF held a dedicated 90-minute session (Day 2, 6 December 2016 at 10:15 in Workshop Room 9[124]) that was focused on the work the BPF did on gender and access in general over the past year and, in particular, in relation to the barriers of Internet access women face around the world.

Introductory remarks – Anri van der Spuy, Jac SM Kee & Renata Aquino Ribeiro

To provide context to newcomers to the IGF and the BPF processes, the way in which the BPF fits into the IGF's work and intersessional activities was explained, along with the BPF's general methodology and working approach. It was explained that the BPF's work was driven by community input from various stakeholders through various methods of providing input – including a survey (the responses to and sample of which were discussed at length), regular meetings, case studies, and the participation at various national and regional IGF sessions conducted over the past year.

It was noted that while a lot of substantial work had been done in the field of gender and access, the IGF's multistakeholder advisory group (MAG) agreed that the BPF could contribute by aggregating and mapping the input and investigating more national and regional initiatives.

It was explained that the BPF's work was also conducted in the context of the need to support women and girls' equality goals, and the promotion of the empowerment of women and girls outlined in the UN 2030 Agenda for the Sustainable Development, specifically goal 9c about access and goal 5 about the need for gender equality and the need to empower women.

In this context, it was stressed that not only access is important, but also questions around what is actually meant by access. As Jac SM Kee asked:

> '…does access contribute to the improvement of women's lives and what does this

[124] Video available online at: https://www.intgovforum.org/multilingual/content/igf-2016-day-2-room-9-bpf-gender-and-access.

mean?'

In this respect, the importance of ensuring that access is meaningful and do not just become another task or responsibility to women was stressed. A so-called 'value-lag' between whether access is actually perceived as valuable to and by women was identified as an area of potential further research. Jac SM Kee pointed out:

> '…if you don't see the value of accessing the Internet to your lives, then even if you gave out free laptops, et cetera, you are not going to take it on. It's not going to matter to you. It's an additional thing you have to take on rather than something that is going to add value to your life.'

The role of women as not only users but also active participants in meaningful access was also stressed as a way to ensure that women become more invested in shaping the Internet they want in the future.

The importance of context – Jac SM Kee

> *'Context is at the heart of challenges around access and we have to use it as a starting point to discussions around meaningful access for women' – Jac SM Kee¸ BPF session at IGF 2016.*

It was noted that one of the BPF's primary findings concerned the central significance of context in addressing gender digital divides. Factors like the age of users, the region and other dimensions are important to understand, including the different barriers that apply in diverse contexts. At the same time, the fact that content is so important to access challenges causes difficulties for researchers in trying to identify and/or extrapolate best practices.

The point of access was also noted as vital, including whether access concerns to community or individual access, and the barriers and/or solutions that apply to these different dimensions of access.

Understanding diverse barriers to access

It was noted that the BPF identified a series of barriers that are impacting women's ability to benefit from meaningful Internet access. In the remainder of the session, the BPF's findings

pertaining to each of these barriers were discussed in turn, followed by comments from diverse panelists working in the field.

Culture and norms – Claire Sibthorpe (GSMA)

It was noted that the BPF's findings indicate that culture and norms are a foundational concern that impact women's access, with disparity in terms of Internet access being situated primarily within the context of other cultural disparities. The BPF's findings in respect of this barrier were briefly discussed, including the significance of gender roles, the fact that women have multiple responsibilities and limited time, and the ways in which culture impacts other barriers – including women's literacy skills and digital capacities.

Claire Sibthorpe, who leads the Connected Women programme at the GSMA (UK), was asked about the GSMA's research on the significance of culture and norms in various regions. She referred to the findings of the GSMA on particularly mobile in developing countries, and noted that mobile access is the primary tool for Internet access in developing countries. She noted that while many barriers for women and men are the same, women are disproportionately affected by these barriers. Things like education and income, for instance, and other structural inequalities are driving disparities, she noted, with technology being situated within structural inequality.

Claire noted that the GSMA's research in India, for instance, indicates that women are much less likely to be able or allowed to make decisions pertaining to handsets and credit – thereby affecting the efficiency and cost of devices that women tend to have access to:

> '...if you are not making a decision to purchase your technology device, it means you are often getting a cheaper device, so you are not getting an Internet-enabled device or you are not getting the same access that you would if you had more control.'

She also noted that fears of safety and harassment are significant, and are much more important to women than men. Their research indicates that men are much more likely to check their wives' phones (etc.), while women are not able to check their husbands' phones. Men are also often not allowing women or wives to go online because of safety concerns:

It is significant that in Kenya last year, the number 2 most downloaded application was a call-blocking service.

In response to a question about whether there are limitations to thinking of mobiles as a viable tool for access, Claire noted that the GSMA believes that private and individual access is much more useful than shared access. Their research indicates that in areas where users share access, women have less opportunity to develop skills needed to benefit from technology, and therefore have lower digital literacy skills and less confidence. Where access is shared, men are given more time with devices than women. Shared ownership therefore results in women having much less access than men.

Threats and safety – Angie Contreras (Youth Observatory, Mexico)

It was noted that various BPF participants and survey respondents also stressed the significance of fears pertaining to Internet access and the safety thereof as barriers to access, and reference was made to the BPF's work on online abuse and gender-based violence conducted in 2015.

Angie Contreras from the Youth Observatory, Mexico, described the Declaration submitted by some participants from the Youth Observatory, and explained that the Internet as a space and a tool for confidence and freedom of expression for women is threatened by fears of online abuse and violence. She noted that research shows girls and women are subjected to substantial social surveillance both 'at home and as social surveillance'.

A roadmap of recommendations drawn from the BPF's work in 2015 was shared with the session participants as a potential way for policymakers and other stakeholders to address the challenge of online abuse and gender-based violence.

Availability of relevant policies – Doreen Bogdan-Martin (ITU, Switzerland)

Doreen Bogdan-Martin of the International Telecommunication Union (ITU) stressed the importance of evidence-based action and the need for working with various stakeholders in addressing policy gaps. She described the development of the ITU and UN Women's Equals campaign, including the way in which existing initiatives has been mapped, and invited participants to a session later in the week at the IGF where the ways in which EQUALS will do its work, and the ways in which the BPF can collaborate with the initiative, will be further

discussed.

Affordability and availability of relevant infrastructure – Alison Gillwald (Research ICT Africa, South Africa) and Nanjira Sambuli (Web Foundation, Kenya)

It was noted that while affordability and cost (of devices and data plans) and the availability of relevant infrastructure (also including electricity) were discussed as separate barriers in the BPF's report, they were combined for the purpose of the session.

Alison Gillwald from Research ICT Africa, South Africa, lamented the fact that there appears to be little systemic improvements required to overcome the problem:

> '…we are still sitting with major evidence problem and a data problem that I think it is really incumbent on us to address if we don't want to come back each year, ten years from now, sort of telling the same tragic story without much progress on how to address them.'

Alison noted that there is a lack of national statistics, or context-specific statistics that are public and non-rivalrous; with supply-side data collected by the ITU being very unequal, particularly where prepaid mobile is concerned. She stressed the need for a governance framework that obliges the collection and use of public data to reach a better understanding of digital divides, and noted that only demand-side data can enable a true measurement of differences in access between men and women. To understand usage problems and other challenges, she noted, there is a need for nationally representative data without which it is impossible to make sound policy decisions. She also warned that a lack of data can lead to wrong decisions, while some data can also mask other things. For instance, RIA's findings in some countries show that once one looks at data more closely, and controls for some barriers, there appears to be less of a gender gap in certain areas.

Alison concluded by saying that it is vital that the expertise of different stakeholders be leveraged to reach better solutions, as 'this is not only a civil society story', but governments and academia must also be held accountable. She noted that while we 'are going into ICTs as if we're dealing with inequality for the first time', stakeholders need to learn from lessons of the past through doing systemic research and gathering better data.

In her intervention, Nanjira Sambuli from the Web Foundation (Kenya) focused on affordability as a barrier, and noted that the price of devices and broadband represents too high a proportion of income of many. She noted that the Alliance for Affordable Internet has proposed a new and more ambitious affordability target of 1 for 2, namely that 1 GB of data should not cost more than 2% of income. She noted that the existing measure used by many organizations, namely 500 MB of data, is too low to be truly meaningful or useful to anyone.

Digital literacy and other capacities

Ritu Strivastava from the Digital Empowerment Foundation, India, noted that technology itself often becomes a barrier to women, as women do not feel able to benefit from and use many technologies and even feel pushed aside. She noted that her experiences in India in the roll-out of community networks have indicated that women want to engage in all aspects of building community networks. Yet women suffer from a lack of understanding of technology to an extent not experienced by many men.

Similarly to what Claire noted in the session, Ritu also said that many women only have access to second-hand mobile phones and men tend to make decisions for women; meaning that women often have fewer opportunities to improve their digital literacy skills. Where women have no private access, they often struggle to access and benefit from public access facilities or public wifi points because trainers and facilitators are male. Where female trainers are involved, she has found that women are more likely to make use of a public access facility than when there are male trainers.

TOWARDS BETTER SOLUTIONS

Peter Bloom from Rizomática, Brazil, shared his experience from working in rural areas to establish community networks, asking how such networks can be established in ways that will also be meaningful to women. He noted that underlying gender issues are rarely not addressed in establishing community networks, but that proponents of community networks are increasingly talking about how such networks can become more than the sum of their parts; i.e. how community networks can also become transformative. He noted that while it is often difficult to talk about gender, it is just as difficult to talk about technology; and there is a need and opportunity to do so when new community networks are built.

Peter noted that when community networks are built, they often get questions from men in the community about how they can access metadata to ensure 'their wives, sisters, and daughters are not allowed to talk to men they don't want them to talk to'. While lamenting the ongoing presence of a patriarchal system where women's bodies may be surveilled and controlled, he noted that Rizomática has already changed some of men's perceptions by educating them about why there is a need for supporting women's privacy in building community networks.

COMMENTS FROM THE FLOOR

A participant from the Dominican Republic noted that even if the costs of Internet access were to be reduced, there will still be a gender digital divide in that many women choose not to have access.

Helani Galpaya from LIRNE*asia* noted that negotiating free access in return for giving access to our private data, or the transactional cost of privacy, is important to both women and men; and is also important irrespective to whether we have access to zero-rated content or not. Because women are less likely to have access to education than men, she noted that it is important that women's capacity gap in understanding this transactional gap be addressed and that such education be developed at grassroots levels to improve both capacity and policy gaps.

Wisdom Donkor from Ghana noted the importance of establishing enabling environments, and concluded by saying that to show true impact of the BPF's work, participants would have to bring their grandmothers to the IGF to enable them to tell their stories and to learn more about the challenges women of different ages face in accessing and benefiting from the Internet.

Chat Garcia from the APC, Philippines, stressed that it is 'heartening' to see the recognition of the importance of gender in ICT4D recently at the IGF. She noted, however, that the problem of gender and access can be found at macro and community levels, and therefore has to be addressed with due reference and assistance of a diversity of stakeholders. She noted the importance of building capacities, also at policymaker levels, where there is often a lack of understanding pertaining to gender.

Anja Kovacs from the Internet Democracy Project, India, similary noted that she is similarly

heartened by the attention given to gender and access in the past two to three years, but is also concerned that discourses around threats and online abuse may be abused at other levels, and may even become counterproductive at local contexts. Describing bans by the Punjarat (local councils in India), she explained that the basis for these bans is often that women and girls need to be protected from online abuse and therefore should not have access to the Internet. The fact that there is a generalized perception of threat pertaining to the Internet therefore tends to be used as an excuse for preventing women and girls from accessing the Internet. She noted that there is therefore a need to refrain from fueling the abuse of this rhetoric by stressing the need to empower women, rather to protect them.

Osama Manzar from the Digital Empowerment Foundation noted the need to calculate the 'social journey from being disconnected to being connected', and that connectivity should be regarded from the perspection of inclusion, not exclusion. He stressed the need to consider access as not just about the technology, but about a social need in the community.

Mary Uduma from the Nigeria IGF and Nigeria Internet Registration Association, Nigeria, highlighted the notion that women may choose not to connect for reasons ranging from cultural to literacy reasons. In an area of Nigeria where a sub-regional IGF was held, women are fearful of the Internet due to the presence of Boko Haram in the area and the fear that the Internet is a tool for radicalizing children. She noted the need to consider these local challenges when addressing the gender digital divide and for investigating the reasons why some women may choose not to adopt the Internet even if they do have access to the Internet.

CONCLUSIONS

In final comments, Nanjira noted again that we should look at gender and access in terms of not only challenges, but also opportunities; while Claire noted that interventions must be based on rigorous evidence and that we need to stop talking about women as a homogenous group. Alison stressed the need to not strip people of their agency and to enable user innovation; remembering that the things that drive Internet access and usage for the poor are the same as for the non-poor: 'It's social networking – even if we're morally outraged by it – not because they want access to an e-gov service'. Peter, lastly, stressed the fact that technology is not neutral.

Lastly, participants were invited to further contribute to the BPF's outcome document, which was published on the IGF's review platform on 3 December remained open for public comment until 18 December 2016.