



## 2020 Annual Meeting International Corporate Accountability Roundtable (ICAR)

**Session Title:** *Access to Remedy in the technology sector*  
**Date/Time:** *28 September, 10:15 - 11:15 am ET*

### PROGRAM:

#### Session Description:

The [UN Human Rights B-Tech Project](#) seeks to provide authoritative guidance and resources to enhance the quality of implementation of the United National Guiding Principles on Business and Human rights with respect to [four strategic focus areas](#) in the technology space, namely: Addressing human rights in business models; Human rights due diligence and end use; Accountability and Remedy; and Regulatory and policy responses to human rights challenges linked to digital technologies.

This session will be an engagement session to the on-going work of OHCHR B-Tech on Access to Remedy in the technology sector. The B-Tech team is currently drafting a series of foundational on this focus area and would like to share some initial thoughts and questions for feedback and input from ICAR members, particularly as it relates to the foundational paper on the “remedy ecosystem”.

In this session we will be exploring the “**remedy ecosystem**” for addressing technology-related harms, and **how technology companies can make a more positive and proactive contribution to remedy**, in fulfillment of their responsibilities under the UNGPs. Drawing from the findings of the recently concluded phase III of the **OHCHR Accountability and Remedy Project**, we will examine **the role of company-based grievance mechanisms** in this **complex, fast-moving and dynamic sector**, and the **challenges** that may be encountered in **responding to specific types of technology-related harm** (e.g. adverse impacts resulting from decisions based on algorithms), and in **defining and allocating responsibilities for remedy** in situations where technologies have been integrated into a wide range of products and applications. We will also consider **the various ways that States can drive and support the development of a well-functioning system of remedies** for technology-related harms that **properly responds to the needs of rights-holders**.

#### Session Takeaways/Goals:

A clearer understanding of

- The **distinctive but complementary roles of both State-based and non-State-based actors** in delivering remedy for technology-related harms, and **where there are the most serious gaps** as far as access to remedy is concerned;
- The **types of harms most amenable to remedy through company-based mechanisms**, and the **challenges involved in designing and administering company-based mechanisms** to respond to them, especially for technologies having potentially global use or impact; and
- **Areas where greater cooperation and coordination will be needed** to deliver effective remedies, such as between regulatory authorities and technology companies, between joint developers of technologies, or between companies in a supply chain.

#### Session Takeaways/Goals:

**Moderator:** *Lene Wendland ; Chief, Business and Human Rights; UN Human Rights Office*  
**Speakers:** 1. *Jennifer Zerk OHCHR Accountability and Remedy Project and B-Tech Project*  
 2. *Professor Lorna McGregor, University of Essex*

### SESSION FLOW (EXAMPLE):

*This is an example for what a session flow should look like. Please fill this out based on your own timeline for how you are planning your session*

10:45 am	All panelists meet in zoom room.
11:00 am	Lene Wendland frames session & introduces panelists/speakers.
11:10 am	Speakers 1 & 2 make short opening statements
11:20 am	Lene Wendland thanks panelists, opens up audience Q&A.
11:55 am	Moderator thanks panelists/speakers & transitions to ICAR member to close session.
11:58 am	ICAR member closes session.
12:00 pm	Session ends.