

GUIDELINES

For the preparation of reports by Member States on the application of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace (2003)

Preliminary remarks

These Guidelines are intended to assist Member States in the preparation of their reports on the application of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace, adopted by the General Conference of UNESCO in 2003. These reporting guidelines were established based on the topics set out in the Recommendation, available at: http://www.unesco.org/new/en/communication-and-information/access-to-knowledge/linguistic-diversity-and-multilingualism-on-internet/normative-instruments/recommendation/?fb_locale=es_LA

Systems of reports

Pursuant to Articles 15 and 16.1 of the Rules of Procedure concerning recommendations to Member States and international conventions covered by the terms of Article IV, paragraph 4, of the Constitution and in conformity with 32 C/Resolution 41 of the General Conference, in February 2004, the Director-General transmitted to Member States a certified copy of this Recommendation.

Furthermore, the General Conference, at its 33rd session, adopted 33 C/Resolution 54 concerning the establishment of a system of reports by Member States to the General Conference on measures taken to implement the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace. By this Resolution, the General Conference requested each Member State to prepare and submit to the Secretariat a first report on the action taken to implement this Recommendation by the end of the month of January 2007, and subsequently once every four years with effect from that date.

Pursuant to 33 C/Resolution 54, the Director-General prepared and transmitted to the General Conference, at its 34th session, the first consolidated report, which has also been examined by the Executive Board at its 176th session (34 C/23). The second report was examined by the Executive Board at its 186th session and then transmitted to the General Conference at its 36th session. The third report was examined by the Executive Board at its 197th session and then transmitted to the General Conference at its 38th session. For the reporting mechanism to be effective, it is indispensable for the number of Member States participating in the reporting process to increase significantly.

General indications

Given the reporting obligations stated above, please describe whether the legislative, judicial, administrative or other measures that have been taken pursuant to the Recommendation and the extent to which national laws, policies and programmes correspond at present to its provisions.

Information supplied by Member States should indicate how laws and practices comply with the commitments under the Recommendation, describing legal norms as well as the factual situation. The report should thus depict the constitutional, legal and administrative framework established for the implementation of the Recommendation.

The report should also cover laws and legislative texts adopted by Member States to promote the use of multilingualism and the universal access to cyberspace. It should provide a

description of policy measures and programmes implemented to that end, as well as of difficulties encountered in this process. The report should specify activities developed and supported by Member States for the promotion of this Recommendation at national level.

Please highlight the overall results achieved and the obstacles encountered in the process of the implementation of the Recommendation.

Submission and dissemination of reports

Please designate a contact person responsible for the information sharing and cooperation with UNESCO in relation to this Recommendation.

The report should not exceed 10 pages, excluding annexes, and is to be submitted to UNESCO preferably in electronic form (standard .pdf or .rtf or .doc format) or/and on paper in English or French.

The report will be made available on UNESCO's website in order to facilitate the exchange of information relating to the promotion and implementation of this Recommendation.

GENERAL INFORMATION:

Country: Denmark

Organization(s) or entity(ies) responsible for the preparation of the report: The Government of Denmark

Officially designated contact person or institution: The Danish Delegation to UNESCO

Name(s) of the designated official(s) certifying the report: Dorthe Wendt, First Counsellor at the Danish Delegation to UNESCO

Brief description of the consultation process established for the preparation of the report:

The contribution has been compiled on the basis of replies from the relevant Danish ministries.

Elements for reporting on the specific provisions of the Recommendation

1. DEVELOPMENT OF MULTILINGUAL CONTENT AND SYSTEMS

- 1.1. Please furnish detailed information explaining what measures have been taken to alleviate language barriers.

Answer:

Regarding public sector services provided to citizens and businesses, most public authorities are providing English language content on their website to non-Danish speakers. Dedicated websites and portals have been developed to accommodate non-Danish speakers in Denmark who are living and working/studying for shorter or longer periods and who need to access relevant public services: *lifeindenmark.dk* is the official citizen portal targeted non-Danish speakers working or studying in Denmark for a shorter or longer period. Complementary information can also be found on the website *nyidanmark.dk* ("new to Denmark").

- 1.2. Please provide information on support given to capacity-building for the production of local and indigenous content on the Internet.

Answer:

Cf. answer given to Question 1.1.

- 1.3. Please describe the measures taken for formulating appropriate national policies on the issues of language survival, revitalization, development and promotion in cyberspace. Please include information about main legislation and/or policy measures, if any, and date of their introduction/adoption.

- 1.4. Please provide information, including references, on major events, projects, publications and examples of best practices identified during the reporting period that contributed to the promotion of and use of multilingualism and universal access to cyberspace.

2. FACILITATING ACCESS TO NETWORKS AND SERVICES

- 2.1. Please report on national efforts to recognize and support universal access to the Internet as well as to promote access to the Internet as a service of public interest.

Answer:

In Denmark, Universal access has been attained through the implementation of the Universal Service Directive (Directive 2002/22/EC). The universal access obligations do not include internet access. Denmark's primary focus is on the roll-out of high-speed network infrastructure based on private investments. Denmark's focus concerning broadband coverage lies on the national goal of making 100 Mbps download and 30 Mbps upload speeds available for all households and businesses by 2020. In 2017, 89 % had access to minimum 100/30 Mbps broadband – and 99 % had access to basic broadband with speeds of minimum 2/0,5 Mbps. In addition, all of Denmark is covered with mobile broadband.

To support the National Broadband Goal, the Government has created the National Broadband Fund, which is aimed at local citizens aggregating their demand to apply for financial assistance collectively. Addresses are defined as associations of households, businesses and vacation homes with low bandwidth (max. 10/2 Mbps).

- 2.2. Please also describe what mechanisms have been established at the local and national levels to facilitate universal access to the Internet through affordable and accessible telecommunications, and internet costs.

Answer:

Most of the roll-out of broadband infrastructure is done on market terms. As mentioned above however, Denmark has established the National Broadband Fund, which in particular is aimed at underserved areas with lower population density.

In addition to this, the Government has this fall introduced a legislative proposal, which will allow municipalities to provide financial aid to the roll-out of broadband. If the legislation is passed by the Danish Parliament, municipalities will have to respect a number of conditions if they wish to use this possibility.

Prices for broadband access have never been regulated because the market is very competitive. Generally speaking, the prices for using ICT infrastructure in Denmark are low compared to most countries in the World.

- 2.3. Please indicate the measures taken for encouraging the development of information strategies and models that facilitate community access and support cooperation on ICT among public service institutions, including community telecentres, libraries, Internet access units, and others.

Answer:

Community access is not of much relevance in Denmark, as it is a national goal that everyone has access to affordable broadband on market conditions. Most libraries however, offer free wifi and computer use. This service is (as broadband accessibility as mentioned is high and internet access in itself is not an issue) primarily used by people who do not own a computer. This group is very small in Denmark.

- 2.4. What efforts have been made in order to encourage Internet service providers to consider provision of concessionary rates for Internet access in public service institutions?

Answer:

Please see answer 2.3

3. DEVELOPMENT OF PUBLIC DOMAIN CONTENT

- 3.1. Please explain the legal and administrative measures adopted to give effect to the provisions of this part of the Recommendation:
- (a) recognizing and enacting the right of universal online access to public and government-held records,
 - (b) identifying and promoting repositories of information and knowledge in the public domain and making them accessible by all, in particular persons with disabilities, linguistic minorities, women and girls and,
 - (c) promoting and facilitating ICT literacy, as well as information and media literacy, including popularizing and building trust in ICT implementation and use.

Answer:

Regarding question 3.1.(a): In Denmark, people have full and undiscriminatory access to public sector information, and as a registered citizen living in Denmark and as a registered business you will be provided with a national eID, which enables you to access transactional public online services. In general, most public sector services are accessible online through the national citizen portal – *borger.dk* – and through the national business portal – *virksom.dk*. Since 2016, more than 100 different service areas have been made mandatory-by-law to use online, and official communication from public authorities has largely been sent digitally only, using a secure, government-provided digital letter-box – *Digital Post*. Citizens and businesses may choose to answer a public authority digitally through *Digital Post*. The Danish administrative act and administrative practices give citizens a right to ask for insight in government-held records about one-self (“self-insight”), and wider rights for requesting government-held information and data is provided through the Danish Freedom-of-Information Act.

Regarding question 3.1.(b): For foreign citizens living in Denmark, a targeted portal with a selected number of public online services – *lifeindenmark.dk* – is in operation to help non-Danish speaking citizens with access to public services. A special initiative targeting vulnerable segments of the population (e.g. elderly people and female non-Danish speaking

immigrants and refugees) has been in operation for a number of years addressing basic competencies and skills. In order to provide easily read and understandable content to citizens, an editorial group situated within the Danish Agency for Digitisation is writing accessible texts, explaining the legal context behind each of the services provided by the national citizen portal.

Regarding question 3.1.(c):

Answer:

See answers given to Question 3.1.(b).

- 3.2. Please also provide information on whether open access solutions and web accessibility of public domain information were advanced and how, including supporting data, reference to best practices, examples and solutions.

Answer:

Since 2008, a political agreement between all parties in the public sector has ensured that Danish public sector digital services provided to citizens are in compliance with the WCAG 2.0 - niveau A og AA. With the Act no. 692 of 06/08/2018 (the Danish web-accessibility act) transposing the EU Directive 2016/2102 of 26/10/2016 it is a requirement to be in compliance with the European Standard EN 301 549 which in essence require a compliance to WCAG 2.1. It is expected that the minister responsible for the area will be issuing an executive order based on the mandate given in the Web-accessibility Act before the date of entry into force 26 September 2019.

The latest version of the development guide lists 27 requirements for user-friendliness and accessibility. The guidelines are mandatory for public sector services included in the set of services made mandatory-by-law to use online. An English language version of the development guide is accessible on the website of the Danish Agency for Digitisation: <https://en.digst.dk/digitisation/danish-development-guide-for-public-digital-services-v-02/> In addition, a special portal has been develop with information for non-Danish speaking foreigners who want to visit Denmark to study, work, etc.: <https://nyidanmark.dk/en-GB>

4. REAFFIRMING THE EQUITABLE BALANCE BETWEEN THE INTERESTS OF RIGHTS-HOLDERS AND THE PUBLIC INTEREST

- 4.1. Please indicate what action your Government has taken in order to update the national copyright legislation and its adaptation to cyberspace. Please indicate also what consideration was given to the possibility of encouraging rights-holders and the lawful beneficiaries of limitations and exceptions to copyright and related rights protection to ensure that such limitations and exceptions are applied. Please provide information on open access policies adapted, conditions to access open scientific data and any favourable conditions applied for marginalized groups, such as persons with disabilities.

Answer:

In regard to the question about adapting legislation to the conditions for cyberspace, Denmark takes active part in the ongoing negotiations about intellectual property and copyright laws in the European Union.

As to the question about limitations and exceptions in intellectual property and copyright law, the Danish legislation has instituted a fair balance between the interests of the artists and the interests

of the consumers. Still, the legislation contains unique rights for creators etc. but also some limitations. The main objective of the legislation is to fairly serve both the Danish society as a whole, the right-holders and the citizens.

In regard to the question about open access policies for people with disabilities or marginalized groups, Denmark does not have a specific legislation for open access for these groups but in the laws about intellectual property and copyright there are special regulations for people with specific disabilities.

- 4.2. Please also indicate what are the actions planned to give consideration to the development of technological innovations, including Free and Open Source Software (FOSS), and to their potential impact on access to information.

5. FINAL COMMENTS

- 5.1. What efforts has your Government made to establish a system of continuing monitoring of the implementation of the decisions taken at the World Summit on the Information Society and other internationally agreed development goals and commitments, and what time-related goals and benchmarks has your Government set in this respect? What time-related goals and benchmarks has your government set in this respect?
- 5.2. What are, according to you Government, the main issues, new challenges and actions that need to be further addressed for promoting multilingualism and universal access to cyberspace, including the evolution of the Internet and its governance? Please provide a brief description in your final comments.
- 5.3. Please provide references to the main sources of information and data used in compiling this report and that could be of interest to share with other Member States such as recent public policy strategies, reviews or evaluations; latest research or studies, and statistical data.