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Stakeholders meetings

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Project Consortium

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Dissemination Level

PU	Public	X
CO	Confidential, only for members of the consortium (including the Commission Services)	
EU-RES	Classified Information: RESTREINT UE (Commission Decision 2005/444/EC)	
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Dissemination Type

|		
R	Document, report	
DEM	Demonstrator, pilot, prototype	
DEC	Websites, patent filling, videos, etc.	
O	Other	X
ETHICS	Ethics requirement	

Table of Contents

Executive summary

In deliverable D5.4 we present the prototyping process, the three versions of CIID Tools and the 2nd version of the ORG PESIA tool. The focus of that deliverable is on the framework, the process, the design principles and the prototypes. This deliverable instead describes the activities carried out with the stakeholders, it collects the documentation of the meetings and the feedback they provided.

This deliverable documents in particular the activity carried out in the 2 meetings of London, May 2019, and Amsterdam, July 2019.

1.   Overview

The Stakeholders meetings represent an organic component of the sharing and understanding and prototyping process that the partnership is collectively carrying out with a wide participatory approach. The audience of these meetings is heterogeneous and covers a wide range of professionals in the technical field. It is not therefore an opportunity to test the tools with the target group nor it is constrained to a specific topic, as it happened with other events. It is instead an opportunity for a wider debate around ethics and technology where valuable feedback could address the ethical framework or some specific tools or the scenarios and language used.
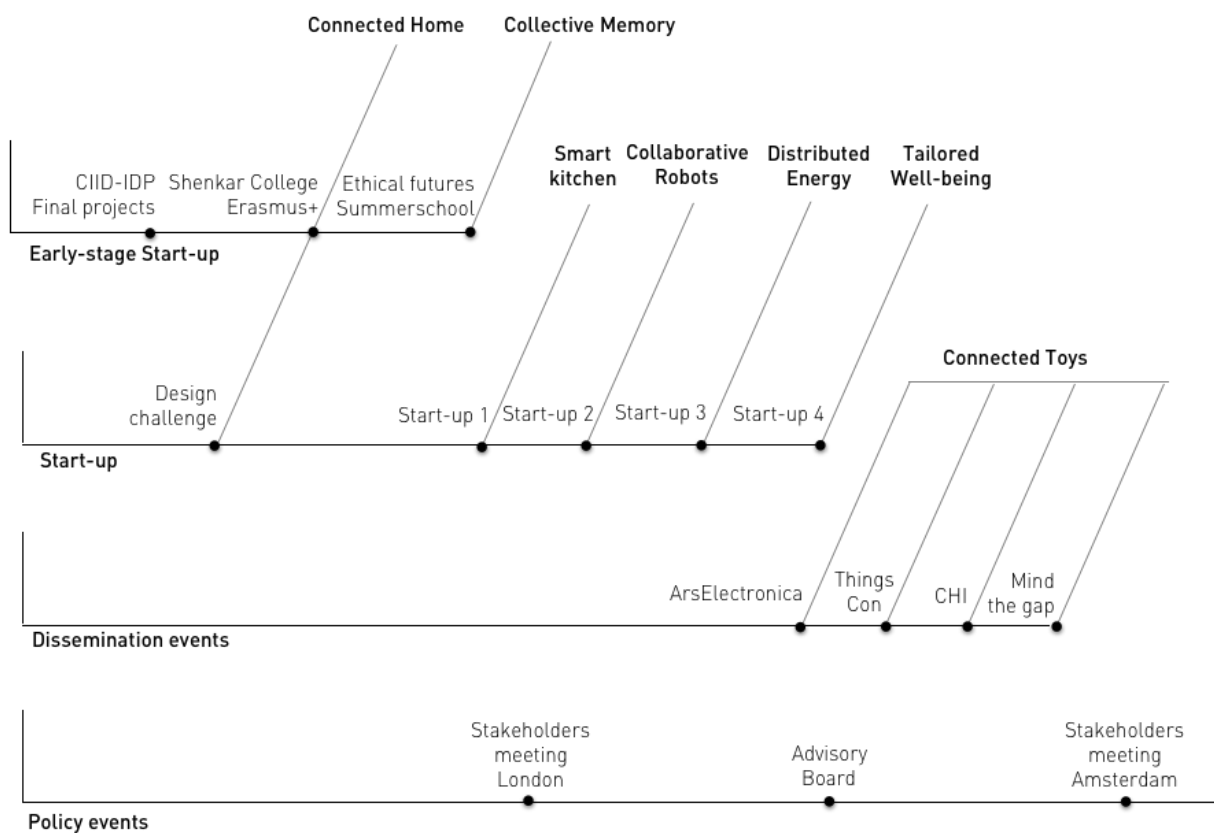
2.   Stakeholders meeting - London

Our workshop in London was attended by several policy specialists with experience on the intersection of data and ethics and IoT, representatives of consumer groups, some academics and professional privacy officers.

LSE fieldwork and ethical framework
After introductions, Alison Powell from our LSE team, explained their work to investigate how people talk about and put into practice their values when they are building Internet of Things products, including ideas about how to run their companies. She covered the work of the last

two years, with 500 pieces of fieldwork looking at the question of who is responsible for ensuring connected devices behave ethically.

Dr. Powell explained the ethical framework we have developed for the VIRTEU project, which is different from how ethics are often spoken about in the technology industry, which has to do with the kind of consequential position as illustrated by the classic philosophy problem of the trolley dilemma. In VIRTEU we started with the virtue ethics tradition, but quickly discovered that there are some issues with the focus on the individual of virtue ethics, which makes it hard to figure out what is that right thing. So we decided to expand our framework and include some other philosophical concepts of ethics coming from traditions of capability, ethics, which are familiar in the field of international development. We also looked at how individuals try to build things together and how people negotiate problems and the relationships of care that sustain that organization through that decision, the shifting responsibilities and obligations in a web of relations. This will involve the care ethics approach.

Workshop participants gave very positive feedback on the ethical framework.

Dr Powell also explained the research on enabling ethical behaviours in start-ups, and the challenges involved:

"When we're thinking about enabling people to make different kinds of decisions and operate their organizations in different ways, do you need to have a tool? Or do you need to have a person? That this is a question that's been coming up for me a lot, as part of this project. And of course, you know, people think about ethics in different ways. And having an ethics researcher turn up, allows for that conversation to unfold and we are not sure whether it would unfold without us."

"(One) of things that we've heard from the field is that Unfortunately, ethics never makes it into my growing to do list, maybe one day, I will have time for it. And this one is actually about the particular kinds of organizations we're working with, who are small organizations who have a perception that they do not have the resources to make ethics or value based decision making a priority in their organization. Their perception is that large organizations like Google, have the resources time and money to do that, whereas they don't."

"There is another way that this is often interpreted, which is that it's a very important space of innovation to have focus on ethics in design. Some people we spoke to said, well, the big companies have all the resources, so we really need to make sure that questions around privacy and questions around ethics are top of our mind, because that's a place where we can compete with large organizations who maybe are not as agile, or maybe not as capable of actually like putting into practice different ways of dealing with data, for example, stronger ways of protecting privacy."

"There was a very interest strong interest in particularly in strong regulatory frameworks, from small companies, because they thought that was a way of levelling the playing field with the large companies. If it's just about saying that you have an ethical advisory board giving you five guiding principles than the big companies will always have the five guiding principles. But if there's an actual regulation that is perceived as level playing field, potentially."

Participants raised a variety of important issues unprompted:

- "I was wondering if through your interviews and field work, the idea of ethics washing came up much." Dr Powell explained that people interviewed did talk about ethics washing. And they talked about the kind of risk of ethics washing by big companies shifting the discussion away from actually putting these kinds of values into practice in a meaningful way and just giving lip service to the idea of ethics.
- "Because you only spoke to startups and smaller companies, you didn't really speak to the big ones that would be leading." We explained that this was part of the design of the project.
- "Obviously, there are specific ethical issues arising in the internet of things. But IoT is just one area where startups happened. And ethics should concern everybody right across society. So I just wanted to know whether you're in a position to say there's something special about startups in this area in relation to start ups generally." We explained that the reason that we focused on startups in this area was because connected objects move large amounts of data between them and from our previous LSE research we know that people who use connected devices are really not aware and don't understand that some of the qualities of that data that it's relational. An individual barrier around individual data is difficult to maintain in the Internet of Things space. It's very easy for personal patterns or patterns of family life to be revealed through sensing technologies. We also found special concerns with the lifecycle of hardware and provenance of hardware. Questions about how sensors, for example, are constructed.

This first section took over 30 minutes.

Exercise: Talking about ethics together

Annelie Berner from CIID led the next section of the workshop. The exercise was designed to elicit the tensions generated in this kind of conversations. We asked participants to take a moment and think about some common ethical concepts that they might either use at work, or it might just be something coming into their mind very often. They were asked to write down a word and short description in post-it notes. This led to a question:

"Just so I make sure that I do this, right. When you say ethical concept. Do you mean, a fundamental ethical concept, like the idea of good and bad, or do you mean like an implementation and ethical implementation concept". We explained that both were fine, but this should be made clearer in future workshops.

Participants raised very diverse ethical issues, from fundamental concepts, such as respect, equity, to more detailed problems like spying on co-workers, or ethical attitudes:

- "In my own team departments, we have a motto, but whatever it is, we do security or privacy with our people, not to our people"
- "We're all concerned about reducing our carbon footprint these days. But actually, there are things that we need to do in order to live normal lives in order to be productive of work. Take a plane to go to a conference, for example. And is that the right thing to do? When is it the right thing to do?"

The exercise took around 30 minutes and successfully showed the diverse understanding of ethics and led participants to a very engaged discussion.

Presentation of PESIA
In this section of the workshop Javier Ruiz from ORG ran through a presentation of the privacy, ethics and social impact assessment framework developed by the VIRT-EU consortium, which we call PESIA. He explained the challenges of developing an impact assessment, which generally tend to be all about consequences and risk within a very different ethical framework as explained previously.

Javier Ruiz also explained the steps we are taking to make the tool useful for developers so it can help them understand potential risks. The tool is based on an iteration of a questionnaire prepared by the team the NEXA centre for internet and society at Politecnico di Torino.

We obtained some very important feedback for the development of the tool:
● "This feels like One Trust or those other tools… and I'll be really honest, I mean, I watch organizations try and do that to people, they go, you're doing a project, you need to fill out this questionnaire. And so you put up the questionnaire and it says, Do natural persons have to provide data? And it feels like what the heck is a natural person? … So from a business perspective, yeah, the business personnel hasn't got the context to answer the question, the answers to the question assume you understand the context of the question."
● "Have you thought about STRIDE and things like that? Threat analysis and privacy impact analysis, which leads to impact analysis."
● "To me it strikes as much too abstract and too general, so I would have thought that it would work better if before anybody saw any of these questions they had to commit to paint a picture of what the thing was that they were designing in a structured way, say we have the hardware and the software and put in the picture in the data flows. And then you could have the questions for the picture. So it can be more concrete."
● "I found that if ever you talk about the rights of natural persons, that anyone who studied data protection law can go, yeah I can do that. But if I asked you, if I asked the person who wasn't into that protection law, to list what are the rights and freedoms for natural persons, they have no idea. … If you asked most business people, and certainly software developers to list what they think of the rights and freedoms, they don't start off with a right to life, the right not to be tortured. They might get the right to privacy and that would be about it. … You have to ask questions about the fundamental rights, because otherwise people may just think in privacy, they might add security to it, they don't think of everything else."

Exercise: fictional product Old Life Well
In our next exercise we took participants on a role based exercise around an imaginary product called Old Life Well, which is a wristband for older people with dementia. This product is based off of a focus from LSE on wearables and start-ups, and had already been identified as having high potential for discussions around ethical dilemmas.

Participants were presented with a technical diagram of the product and asked to complete any data flows and relationships in the picture. In this case we were looking for what they considered important to include in these kind of product maps.

We then asked participants to complete a short selection of the questions from the PESIA questionnaire that were relevant to the Old Life Well product.

We then asked participants to elicit issues and problems based on the questions, then revisit the product and redesign it in a way to solve the problems.

The exercise successfully led to several detailed discussions and proposals. We had a long discussion about legality and ethics.

We had some useful ideas for how to trigger developers to think of the consequences:
- "This is a tweet. But it's to say, if this tweet were to appear, what to the management? What would we what would you do in response? So it's not a shocker. No, it's not just the shock of the middle of the thing. It is trying to turn it into positive action, handling an incident effectively. This has happened, some journalist has tweeted this, what would we do? Yeah, because it allows the management to role play their response to it. And in doing that I have succeeded in people say. Actually, I don't think we should do that. Because well, because it's different to me asking your opinion. But that asking you to role play the consequences."

Presentation CIID Tools
Annelie Berner gave a presentation of the various tools they are prototyping, such as the gap analysis.

We had some very important feedback, particularly from people who had developed similar toolkits, such as the Open Data Institute, on issues such as the importance of discussion, the use of paper based tools vs electronic media and how to integrate the tools into the general design process.

- "If your audience is developers, and they're not the people who often make the decisions about the products, maybe in really small teams, but fundamentally, they really care about that product. I'm not trying to undermine the agency intelligence and expertise of developers here. Normally, even in small startups, they're not necessarily the people that own the nature of the product and make the decisions about it. So stuff, like, if we were to go back to this, like the consent, where does the consent come from? That could be a very simple technical implementation, but it's a massive product decision. So if this tool is aimed at developers, then enabling them to then use the outcome of it as an advocacy thing, within their organization, would maybe, you know, motivate them to engage with it in a different way."
- "Marketing is important. And at this point, when I'm designing for is like, product, the product team is the product owner or the product manager, going to be the person that then says this is a problem, we'll need to articulate the risk, and then we'll put a business case up to the up to that's obviously in a in a bigger startup."

- "Have you thought about translating English into non functional requirements? Developers often get non functional requirements. Some of the legal stuff, you can still translate into NFRs. I've done that work, where you translate GDPR into non functional requirements, and much better at being able to understand what non functional requirements because I'm used to reading lists of non functional requirements that got no romance or love attached to it."
- We had a particularly useful insights around risk management and avoiding common pitfalls from a participant who worked for the airline industry, on the use of the so-called Bowtie model:
  "So one of the advantages of working for an airline is we do risk really well… People tend not to do probability, you tend to do something called the bow tie diagram. So you have a threat, which produces what we call a main event management… And the main event is for example You stole my data… And then you have the other side consequences. E.g. if something happens, there's a regulatory fine, there's a lack of consumer trust… And then we're gonna do is you say, what barriers can I put in here to make sure this doesn't happen, this main event? Right, you spend a lot of time in the engineering think what if that happened? What would we do? Yeah, what are corrective measures we can take? Right? And actually, we've got no probabilities in here."

  This approach was incorporated into CIID tools.

3. Stakeholders meeting - Amsterdam

The workshop was attended by a mixture of policy specialists, including two individuals who had developed tools for ethical assessment, and designers. We started with a round of introductions where we asked each participant to tell us about a recent news story related to technology that they had found interesting or shocking. The responses were very different and helped us frame the discussions from the point of view of that diversity of perspectives. One of the stories, about a TikTok e-girl that had been murdered by an incel, required further explanation for most of the participants, raising interesting questions about the language that we should use in our tools if we want to reach young technology developers.

This initial round was useful as a warm-up to the topic of IOT and ethics as well as to understand the individuals in the room and what they care about. However, it took almost 30 minutes, which was not expected. It is a very valuable exercise to get participants involved, but it requires being incorporated in the schedule and shortened with tighter facilitation.

Ethics discussion
We then proceeded to give an overview of the ethical framework, using the slide deck from LSE that we had used in the London workshop. As part of this discussion we asked for feedback on one specific issue: how much do we explain to workshop participants and tool users the underlying ethical principles and approaches. Will this just simply put them off?

Based on other feedback for our advisory board we are thinking about moving away from the discussion of ethics as such, because we feel that we can talk about design, practical, responsible design, things like that inset doc ethics.

The feedback we obtained pointed at the difficulties with engaging openly on ethics:

- "Yeah, so in the tool we use, actually, for a long time, the way it was first designed, we used to the really big theory theories, for reflection for the participants. So utilitarianism, for example.
- But didn't actually work In practice, because you don't, you don't have the time to explain it to them in such a way that they can use it and actually was useful. And it wasn't that it changed their perspective. So we forced them to ask a lot of questions about their own projects. And then afterwards, we wanted to ask them, okay, now, you think from a utilitarian perspective, this, what does it give you any new ideas about the project. But you could do something like that, just to take somebody out of the projects and look at it from the perspective without using like these really ethical, theoretical terms? Yeah. So now we do it in more loose ways."
- "In a project of a master student of mine that they work with (COMPANY NAME REMOVED) and their AI team to figure out how to deal with matters of unfairness, she framed it from the unfairness side, it was easier than fairness. What worked was to talk to project managers, designers and developers, usually data scientists, in terms of values, and helping them work with values as a design material, but not necessarily high level moral values, but more than situated values that come into play when you have to make a decision. So value alignment between the company and the client and the value alignment within the team. And then sort of signing up the contract within the team to be accountable for downstream in that process to those values. So not so much ethics is a big framework as values as design materials."

Tool overview and device map exercise
Our next workshop section gave a quick overview of the tools we are developing before starting our first exercise based on a fictional scenario and role-play.

We asked participants to imagine that we were working on a product or start-up in order to get engaged with some of the problems that that we would like to engage with. The script for this section, in order to set the scene correctly, is the following:

All of us are working for the same start-up, but we each are probably going to have different roles within our product, called Old Life Well, a wearable device for people with dementia, based on a composite of several real-life such products with some added purely fictional elements.

Our fictional product is going to help the families and people living with dementia, by providing them with a system where they can be tracked. They can receive messages and caregivers can communicate with them. If caregivers see that they are veering off course, you can actually tell them, or if they need to take medication to remind them.

Unfortunately, there have been some problems. A few people have been kidnapped and forced to empty their bank accounts - and because they have dementia, they do not remember the perpetrators of these incidents. Also some political parties that target specifically older voters, they realised that they can actually reach out to our users directly, sending them messages, telling them to vote for certain extremely racist political parties.

We gave participants a starting, but incomplete diagram of the system and asked them to work in pairs to fill it in more deeply as well as to unpack all of the elements of the product. They had a choice of two kinds of templates based on our product-mapping tool, but most used one of them with icons to explain the different sensors and elements of the system. This exercise took 20 minutes. Participants were really engaged and had very lively discussions. The aim of the exercise was to get them to generate critical insights on the product, and to uncover tensions:

"We feel like we had identifies some issues and tensions. Because some of the elements are repeated in different blocks. For example, the tension between edge and cloud data storage,

Focus power in the device, but also in the system. The tension in having a third party that helps with the service or the data, but also might take my profit from it. The third one is the fuzziness between public and private. Our storage on the edge can be considered as private. And so it's used privately, But then when there are transactions with the services, that is not private anymore."

Values exercise
Our next exercise was intended to work with values, by asking the participants to help create a North Star for the fictitious company so we can stay true to our values.

As a warm up, we played a bingo game where we gave participants a paper sheet with a list of values and showed a series of relatively creepy articles about technology that we have read and we think are relevant and asked them to identify when any of those values are being compromised. We could improve the exercise with some audio play out, maybe short YouTube videos instead of us reading out the articles. We discussed the values they could identify and why they found those values relevant to the articles they heard. This was a method to bring values out of real-life stories, in context of IOT, as opposed to identifying and starting to think about important values without context.

We then asked participants to shortlist 5 values for the list into a worksheet and then to prioritise them. In the next step we asked them to create a communal definition values using a different worksheet. Finally we asked them to map the values back into the designs and the components they had in the system maps they had seen earlier.

In the follow up discussion participants talked about several values (autonomy, accountability) and where in the design they could place them, for example:

"The one value that we could sort of map was autonomy. And we placed it on two sides, Like, what does the system do and also in who it is for? Who it is for, because like the moment that you get multiple stakeholders in who it is for you are me to be infringing on the autonomy of the user? Because there's a clash of interests.

And then what it does is because in your actual use, you have, you can sort of use it in your own way that you wonder is no prescriptive behaviour in the way the product has to be used?

Autonomy concerns the fact that we are often locked in in very narrowly scripted scenarios that enforce compliance to technology and prescriptive behaviours that have been deemed desirable by other people in other places for a variety of reasons, that can be also very much meaning intentionally while you know, we want to keep all the people healthy.

But do not take into consideration what are the values, for example, besides being healthy for a person, right? Because if I'm an older person, and I have to do things that do not match my sense of purpose and vitality, and might be healthy, but absolutely, my lifestyle not be meaningful, Right. Anyway, so it's about the prescriptive, prescriptive compliance with technology scripts, technological scripts."

These kinds of insights help us (CIID and ORG as well as the VIRTEU partnership), as designers of the tools for ethical reflection and the overall service package, to identify the most productive language, stories, and scenarios that help surface tensions that complicate assumptions around what a given value and technological solution might in fact mean (such as the above comment about wellbeing and technological prescription).

This full exercise took around 50 minutes, taking us 2 hours and 20 minutes into the workshop.

PESIA

After a break we presented an overview of PESIA using the slides included in this deliverable. We then discussed the difference between process based tools and product based tools and sought to understand at what point of the process we are intervening and how, or if, our toolkit should cover a full lifecycle of the product.

We then explained the risk management approach we are exploring based on a modified Bowtie Model, from our previous workshop, although in our model we also try to incorporate positive consequences.

This took over 25 minutes. The feedback on the risk approach and the questionnaire was very positive.

Gap exercise

After the initial exercise of mapping the product more deeply and trying to find the places in which participants could insert the ethical values they sought to uphold, we transition to the exercise of finding "gaps" between the reality of the product and the vision of the ethical values. The tool for that stage involves identifying and presenting relevant, critical questions selected from PESIA, and then to contextualise the answers through scenarios and narratives. The relevant worksheets are included in the deliverable.

These stories and narratives around problematic situations help identify the aspect or element of the product that our participants (in their role-play as employees of a start-up) are most concerned about. They then work towards ideas of how to prevent or mitigate the possibility of that element creating a problematic situation. These are generated through ideation methods where the statements are structured around what we worry about as opposed to a more standard solution for a technology problem. We are considering the potential of building a library of design patterns to help find such solutions and reuse them.

Ideas are weighted according to values, like security or autonomy, not just functional requirements. Based on the kind of barriers the designer is trying to put, using these tools they could get certain solutions that would be more relevant for them, as well added to the brainstorming pool. Based on how that value evaluation goes, they could share it, not just for example as a blog date, but also potentially to argue for a decision or for a specific design option. What is quite important to the process is that they return to their map and actually commit a change there

The last tool we presented focused on speculating beyond visible issues. Up until now we went through trying to elicit values and work on the mapping and getting a question in the present day. We now want to consider that question in another dimension, for example imagining that everyone in the world is using our product. What kind of issues might we start to create?

In our research we have discovered that we need to shift the designers' perspective to "shake things up" and look towards the future. We have to recognise that it is not a welcome thing. Designers don't sit down with us and ask to help them speculate about the future consequences of their products. They want to solve issues right now. But they need to imagine a little bit about the future in order to solve things in the present.

We asked for specific feedback on some issues: first of all, what else is needed before during, after the questionnaire, keeping in mind that we tend to only answer three questions out of assessment, and that should be okay. We also asked about the impact of hardware component decisions.

Participants gave some high level feedback:
- "What do you want to achieve with this process. Is it more like helping people helping think through their values? Or was it more like you need all these failures taken into account? You want to learn? And so do you want to have a minimal set of value that people want to take into consideration?"
- "The other thing I liked is this whole role playing but I think if you use you should be more strict or to be tweaked so we are clear when we are shifting the roles. And so it's really hard to say when I know playing a role or reflecting."
  We explained that when working with designers we don't normally use fictitious products and roles but we have been exploring doing this to "de-professionalise" people out of their job personas and force higher levels of speculation.
- "I think I would add something that would have to bring in another perspective. Now, the way you do is you put the people around the table and let them discuss their projects, as they are.They are all together. And I think that's very important, but it's also important that at some point to try to get out of that role, try to reflect on it in a different way. But you also need them together."
- "I'm actually also curious about your experience with the workshops. Did you notice a really big difference between what kind of organisation you're working with? There's a commercial, especially in big commercial, company or corporation. And that's because when we work with municipality, we can put the project group at a table, and they will already start thinking about what they think is best for the citizen, because they just assume that's their role. And that's already a mindset. And then we noticed when we do with company, that's not the mindset at all."
- "For me a big question is also how to get institutional cultures with an orthodox way of problem solving. In the end, you also maybe want to think about what is the outcome in the sense of like, how is it possible to implement the outcome of a very chaotic colourful, postery session, and then integrate it into existing conservative schemes and frameworks, and really, to kind of tie ethics back into the real existing product development process?"
- "I was wondering about the practicalities. Like how long should this be? For whom exactly should we do it? At least it always helped to have follow up. Because now when you try to do everything that we know, from data life circles, and bring this all together and kind of connect each point in each other. But already, the just form the point of mental personal wellness this could be a whole day."
- "So within this PESIA process you have the mapping, and then the risk assessment. And how much of this do the participants do themselves? It's exactly like we didn't know that you have to assess your own risk t because at some point it sounded like you were developing some questions for the participants specific for their project."

These kinds of comments are extremely useful for our VIRTEU team to understand how to position our offer, and how it is being received thus far. Through our answers to the questions, and by fielding those questions in the first place, we are identifying the narrative for the service package we will deliver at the end of the proejct. Thus, we explained that the PESIA questions were not specifically for the dilemma presented on that day. We have questions and a series of scenarios, fictitious examples, and then questions around those examples but we have turned those questions also into generic standalone questions.

The problem to solve in terms of the questionnaire is that answering many of the questions is very hard for people. When it comes to data protection and legal issues we're we've tried to simplify the language. But even then developers are using data but they don't know exactly what's the legal basis. If you have a facilitator or someone doing it with you, and then ideally a lawyer it would be a lot easier. But the point is that people don't have that. And that's why we are building these tools.
- "I think this kind of the questions you asked were pretty specific, in a way. So what I like about the approach of DEDA is that it uses questions that are actually more general.

And then it uses the discussion that is generated by them. So the idea is not that you try with the questionnaire to ask every question that will be relevant, but you hope that everything that is relevant will be put on the table by the participants themselves.

- So I feel like there could be a danger to asking these close questions that you could answer with yes or no, that are already kind of specific. I think you should test them. Do they provoke discussion, or do they close off discussion? You want to use the knowledge that is in the group."

- "How do you address the position of the ethics that they want to adopt, and the current ideological framework of both the organisation that they are working in and the society that they are living in? Because I have noticed often with these really small ethical startup state, they start off thinking that they are going to play something ethical in a neutral context. But of course, society forces a certain ethics upon you and there will be values, which are a contradiction to the things that you live in. And then you sort of need to recognise that this will be a challenge and that you are acting in opposition to that. Because it's often that these small ethical things start getting demotivated because they're not actually creating change. But it's because they believe that they're acting in a neutral environment…it's often interesting, because you don't sort of see the ideology that you're living in. But as soon as you sort of, for example, you're doing a startup programme refugees, you're already assuming that borders need to exist or hierarchies needs or exists and got a whole list of assumptions that, on some level, you're going to continue."

- "I thought it was really interesting, I understand sort of this idea of sort of role play or sort of stepping away, you know, when you're in a scenario you can leave your assumptions at the door more or less, it's easier to understand some of your assumptions. But what I'm interested in to understand better is how you can surface these assumptions in reality. When you go to these companies and talk about their own work, you actually want them to become aware of their own prejudices and in the assumptions that they make, that are relevant to the decisions they make in the workplace. And do you have like, as part of these tools and mechanisms trying to surface those? Or do you feel that using like, the dilemma machine, is that the way in which people also become aware of the assumptions that they're having in their own company, or the way in which they go about these ethical dilemmas in their own work?"

- "Last week, we worked with an artist who did a a project whereby you could play poker in a setting with your own data. You just sit in a room and played but there was an additional rule that you could choose to get an advantage, basically cheat on the game, if you decided to share some of your personal data with the other people. But it's real, in a sense that you've got your own phone here and show everyone around the table your balance on your bank account. He uses the elements of game in order to have something which is running properly, and makes people feel uncomfortable, or at least reflect on on values or aspects within your privacy. By having to do not, it's not like a simulation. It's like, it's me, right, I have to really reveal myself. And I'm interested in concentrate that and which is not a pure role play is using techniques to confront people with their own true beliefs."

- "Our tool it's pretty similar to what you did in some ways. But we are never there to see what they do in the end. How is it handled after we're away?"

Annex I - London Stakeholders meeting documentation materials

Facilitation materials, notes and pictures from the London stakeholders meeting
https://owncloud.itu.dk/index.php/apps/files?dir=/VIRT-EU/Public_Deliverables/D5.4-Workshops/AnnexI&fileid=7842645

Annex II - Amsterdam Stakeholders meeting documentation materials

Facilitation materials, notes and pictures from the Amsterdam stakeholders meeting
https://owncloud.itu.dk/index.php/apps/files?dir=/VIRT-EU/Public_Deliverables/D5.4-Workshops/AnnexII&fileid=7842648