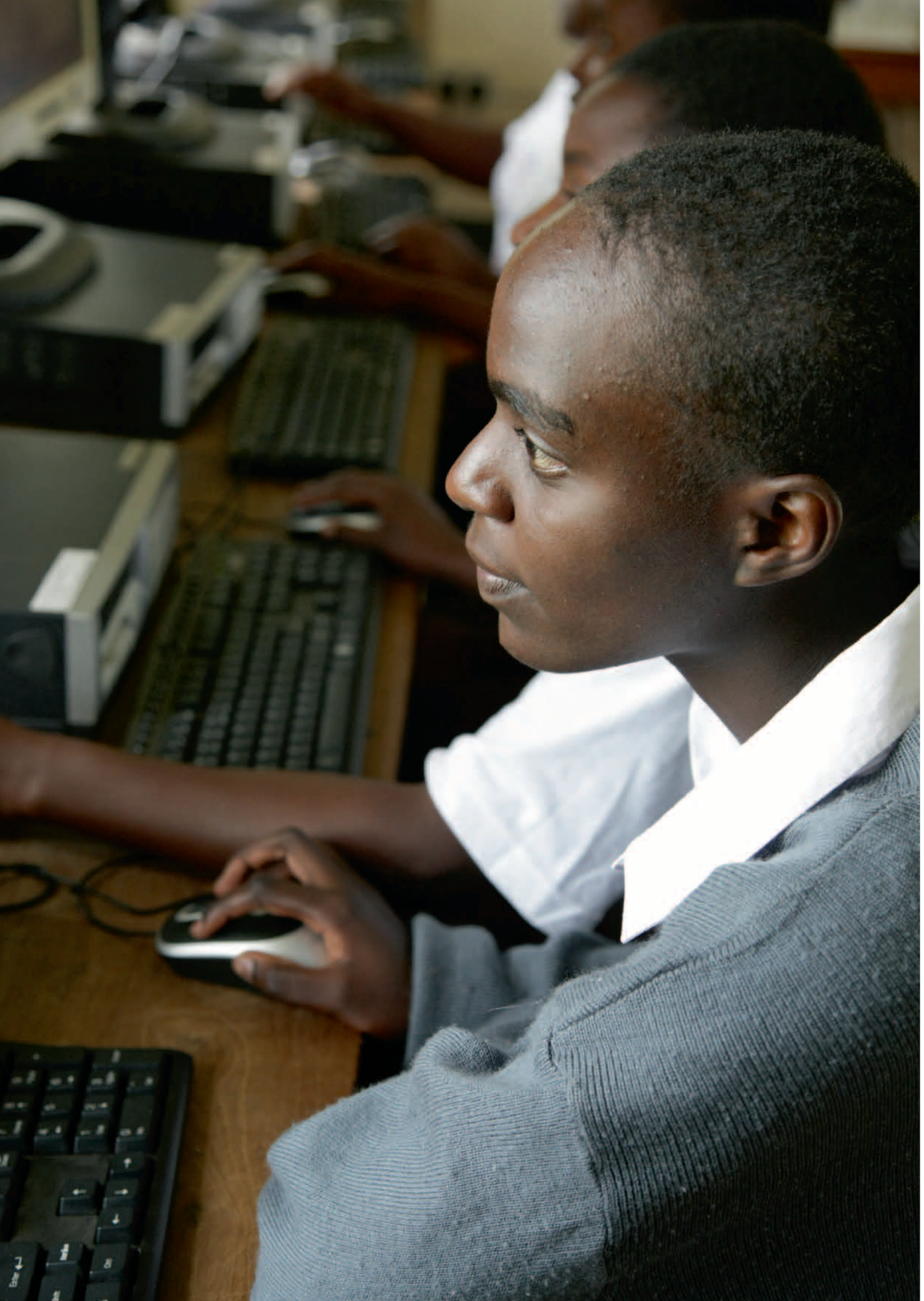
ANNUAL REPORT 2011

CLOSE THE GAP
BRIDGING THE DIGITAL DIVIDE

THE GLOBAL COMPACT
WE SUPPORT



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CHAIRMAN'S FOREWORD

In the foreword of the annual reports for 2009 and 2010, I wrote that notwithstanding the global financial and economic crisis Close the Gap had been able to continue its growth path. I am pleased to mention that this trend also continued in 2011. Indeed, to a large extent Close the Gap seems to be unaffected by today's uncertain economic situation. No doubt this is due to the sound business concept, including great social entrepreneurial talent, of our non-profit organisation. The strength of Close the Gap lies in its innovative concept, which has led to sustainable projects that have been valued by our various computer donors and strategic partners for almost ten years. Another important factor is that Close the Gap offers its partners an efficient, transparent and above all reliable tool for translating their community investment objectives into effective and down-to-earth actions. Monitoring and evaluation of all activities, in a participatory approach, are key fundamentals.

On the inbound side, Close the Gap has been very active in Belgium and the Netherlands since the start in 2003. Over the past two years our activities in France, Germany and Luxembourg have also been growing in a promising manner. In January 2011 Close the Gap participated in a CIO colloquium in Germany and presented its business concept to a select group of German CIOs.

Without the continued and substantial support of its sponsors and strategic partners, Close the Gap would not be in a position to develop its activities so successfully. At present, we can rely on strong and reliable partnerships with strategic partners in Belgium, France and the Netherlands.

In 2011 Close the Gap also succeeded in extending its original concept of shipping IT hardware to projects in developing countries to offering fully fledged IT solutions with networking equipment, software solutions and training programmes with the direct and active involvement of qualified local partners. There is no doubt that Close the Gap has further strengthened its position in the market of ICT for Development (ICT4DEV) projects, using principally reused ICT equipment.

In 2011 the total on the balance sheet came to €5,574,901. As in previous years, efficient management and a conservative expenditure policy accounted at the end of this fiscal year (31/12/2011) to a positive result of €572,797. This result will allow Close the Gap in the coming years to expand its activities within its mission towards new areas.

While there was a fairly major dip in received assets in 2010, this was more than compensated for in 2011. In 2011 Close the Gap received 40% more IT assets than in 2009, our previous top year. In total more than 16,000 high-quality computer assets were shipped to projects: almost 11,000 (10,978) to 26 developing countries and more than 5,000 (5,186) to social projects in Europe. In 2011 Close the Gap supported no less than 727 different organisations. This is a clear indication that Close the Gap has become an important player in the ICT4DEV sector.

In addition, 2011 saw major steps taken in the greening of Close the Gap. A three-year cooperation agreement was worked out between Close the Gap's e-Waste project, WorldPC vzw and Recupel vzw, the Belgian take-back scheme of electronic waste, in line with the EU WEEE directive. Not only will Recupel make a substantial financial contribution, it will also provide the technical expertise needed for setting up an e-waste recycling system in Eastern Africa. An essential component of the e-waste concept by WorldPC was the creation of a self-sustainable financing system through the sale of e-resource certificates, so that for each computer installed there is one computer that is recycled.

An important practical step was the official inauguration of WorldPC's first recycling plant in Africa, which was opened in Nairobi on 27 September 2011 by Mrs. Neelie Kroes, Vice-President of the EU Commission, and Mr. Peter Sabbe, CEO of Recupel. Both key project enablers were accompanied by the main strategic partners in this project, namely the VUB, KLM, Deloitte, Ricoh and Flection.

I would like to finish with a word of appreciation and gratitude for the continued support Close the Gap received in 2011 from its long-standing partners and sponsors, the members of the Board of Directors and, last but certainly not least, the management and staff of Close the Gap. A special thanks to all our project partners in the developing countries for their continued trust, transparency and professional collaboration.

Prof. em.
Dr. Wim A.G Blonk

ORGANISATION

1.1 About
1.2 Mission
1.3 Key facts and figures
1.4 Structure & organisation

1.1 ABOUT

Close the Gap is an international non-profit organisation that is helping to bridge the digital divide by offering high-quality pre-owned computers donated by European companies to projects which empower the individual and their community.

In the industrialised world, computers are replaced every three to four years, so companies are increasingly looking for sustainable ways to replace their used equipment. At the same time, millions of computers are needed in developing countries. Access to ICT fosters social and economic development, as it offers enormous potential to accelerate growth in competences and efficiency. It can also significantly empower people and enhance their chances of personal and professional success.

Close the Gap creates a win-win situation by supplying projects in developing countries with high-quality refurbished IT equipment that is donated by companies in Western countries. Not only does Close the Gap offer an alternative to just recycling, but it also provides a full service for companies and institutions wishing to reuse their computer equipment in a socially and environmentally responsible way.

Since the foundation of Close the Gap in 2003, more than 220,000 computers assets have been donated by companies in Belgium, France, Germany, Luxembourg, the Netherlands and Switzerland to projects in Sub-Saharan Africa, South-East Asia, Latin America and to employment programmes in Europe.

Close the Gap is recognised as a United Nations Department of Public Information (UNDPI) NGO and is a member of the United Nations Global Alliance for ICT & Development (UN GAID) and of the United Nations Global Compact (UNGC).

1.2 MISSION

Close the Gap aims to bridge the digital divide between high-tech countries and developing countries by offering communities access to IT equipment.

Close the Gap adopts a comprehensive and sustainable approach: local partners take care of the installation and maintenance of the computers and offer IT training on-site. Supporting partners provide content and educational software for the projects. When the computers reach the end of their lives, Close the Gap's partners in Eastern Africa take care of the collection, dismantling and sustainable treatment of the electronic waste (e-waste). It is the intention to extend this system to other regions in the South were Close the Gap is active.

An equal partnership with all stakeholders is a key value of Close the Gap. Furthermore, Close the Gap always works on the basis of a supply-demand equilibrium with its partners in the South.

Ultimately, Close the Gap offers companies and organisations the opportunity to participate in the United Nations Millennium Development Goals.

Fund Isaan project in Thailand

1.3 KEY FACTS AND FIGURES

March 2001: De facto association (unofficial start-up at Vrije Universiteit Brussel).
September 2003: Official establishment of the legal entity by deposition of the articles of association at the Brussels Chamber of Commerce.
May 2004: Official launch in the Netherlands.
March 2006: First strategic partner study visit – Belgian crown Prince Philippe and Princess Mathilde visit one of Close the Gap's projects supported in Cape Town (South Africa) with Archbishop em. Desmond Tutu.
November 2008: Close the Gap receives its 100,000th computer.
March 2009: Official launch of PC Solidarity in Belgium.
September 2009: Close the Gap becomes founding member of the spin-off WorldPC vzw/asbl.
December 2009: Close the Gap becomes UN GAID forum member and is recognised as a UN Global Compact Programme supporter.
July 2010: Close the Gap is recognised as an official NGO by the United Nations (United Nations Department of Public Information).
September 2011: European Commissioner Vice-President Mrs. Neelie Kroes inaugurates Close the Gap's first e-waste centre in Nairobi (Kenya).

1.4 STRUCTURE & ORGANISATION

ORGANISATIONAL AND LEGAL STRUCTURE

Close the Gap Int. VZW/ASBL[1]
Registration number: 860353772
VAT Belgium: BE 0860 353 772
VAT The Netherlands: NL 8153.23.062.B01

REGISTERED HEADQUARTERS & POSTAL ADDRESS

c/o Vrije Universiteit Brussel
Pleinlaan 2, 1050 Brussels, Belgium

OFFICE & VISITOR'S ADDRESS

Karel Van Miert Building
Pleinlaan 5, 1050 Brussels, Belgium

CLOSE THE GAP TEAM

Mr. Olivier VANDEN EYNDE[2]
Managing Director

Mrs. Aurelie DUPONT
Operations Director

Mr. Peter MANDERICK
Head of Projects

Mrs. Sophie COLMANT
Project Manager

Mrs. Joëlle VERRIEST
PR, Communication & Office Manager

Mrs. Danuta SARNA
Management Assistant

WORLDPC TEAM[3]

Mr. Olivier VANDEN EYNDE[2]
Managing Director

Thomas POELMANS
Project Director

Barbara TOORENS
Business Development and External Relations Manager

From left to right: Barbara Toorens, Aurélie Dupont, Sophie Colmant, Peter Manderick, Joëlle Verriest, Olivier Vanden Eynde, Danuta Sarna, Thomas Poelmans, Wim Blonk

[1] ASBL = Association Sans But Lucratif;
VZW = Vereniging Zonder Winstoogmerk
[2] Via a management contract, representing OKMGM bvba
[3] WorldPC vzw is a separate legal entity co-founded by Close the Gap Int. vzw

BOARD OF DIRECTORS

Mrs. Alessandra AZCARRAGA DE SURMONT
Member of the technical committee at Close the Gap, Mrs. Azcarraga de Surmont assists the management of Close the Gap in developing environmentally friendly technology and in challenging Close the Gap's solutions in terms of green ICT hardware and software solutions for developing countries. Mrs. Azcarraga de Surmont is also a founder of Avalon Studios and Avalon Network.

Prof. em. Dr. Wim A.G. BLONK, President
Since 2002, Prof. Blonk has been actively involved in the creation of Close the Gap. Since its creation, he has been Chairman of the Board of Directors at Close the Gap. He retired in 1999 from the EU Commission as Honorary Director General and retired in 2004 as Professor of Economics at the Vrije Universiteit Brussel. Prof. Blonk is personally involved in projects for disabled children in Tanzania, Malawi and North India (Ladakh).

Mr. Michel DE BRAUWER
President and CEO of the Pietercil Group N.V., an international sales and marketing company located in Belgium, Mr. De Brauwer is member of the audit & budget committee at Close the Gap. On top of being Board member in several non-profit organisations in Belgium, Mr. De Brauwer has been elected President of the European Sales and Marketing Association (ESMA). He is also founding member of the Flemish Business Club "De Warande" in Belgium. Mr. De Brauwer is currently member of the Board of Teisseire fruit syrup company (based in France, as a part of Britvic International Plc).

As a social enterprise, Close the Gap needs to re-challenge itself permanently in order to realise the best achievements and solutions for its partners.

"Eventually we want to federate our vision by creating a worldwide federation based on Close the Gap's values, experience and strengths."

- Michel De Brauwer
President and CEO of the Pietercil Group N.V. & Member of Close the Gap Board of Directors

Mr. André BONTEMS
Television Systems Engineer and member of the technical committee at Close the Gap, Mr. Bontems helps develop new technologies that consume less energy and are an alternative source of power within ICT4Development. He is also a founder of Avalon Studios and Avalon Network.

Mr. Olivier VANDEN EYNDE[4]
Mr. Vanden Eynde founded Close the Gap in September 2003 at the Solvay Business School, as a mini-enterprise and spin-off of the Vrije Universiteit Brussel. Since the start, Mr. Vanden Eynde has been the Managing Director of Close the Gap. He is also founder and Managing Director of WorldPC vzw since September 2009. WorldPC vzw is focusing on a sound e-waste solution in developing countries.

Mr. Guido VANDERVORST
Managing partner of the Enterprise Risk Services division within Deloitte Belgium, Mr. Vandervorst focuses on internal audit and control services, CFO services, forensic services and ICT. Mr. Vandervorst is a member of the audit & budget committee at Close the Gap.

Since 2003 Close the Gap has continued to grow impressively. This on all different levels: strategic partners, donors from different European countries, supporting and service partners...

"This is only the beginning of a long story for a small organisation acting local but thinking global, being ambitious without forgetting to stay realistic"

- Guido Vandervorst
Partner Deloitte Belgium & Member of Close the Gap Board of Directors

[4] Via a management contract, representing OKMGM bvba

BOARD OF RECOMMENDATION

Viscount Etienne DAVIGNON
Former Vice-President of the EU Commission

Prof. Dr. Marc DESPONTIN
Professor at the Vrije Universiteit Brussel

Mr. François-Xavier de DONNEA
Member of the Belgian Chamber of People's Representatives
Minister of State, Belgium

Mr. Dieter FRISCH
Former Director General for Development at the EU Commission

Mrs. M.F. HEIJN EVERWIJN LANGE
Ambassador De Grote Onderneming
Ambassador STOP AIDS NOW!

Mrs. Corinne LEPAGE
Member of European Parliament
Former Minister of Environment, France
Partner at law firm Cabinet Huglo Lepage Associés

Prof. em. Dr. Silvain LOCCUFIER
Honorary Rector of the Vrije Universiteit Brussel

Baron Dr. Peter PIOT
Director of the London School of Hygiene and Tropical Medicine
Former Executive Director UNAIDS

Prof. Dr. Jan PRONK
Former Minister for Development, the Netherlands
Former Deputy Secretary-General United Nations
Former special UN envoy for Sudan

Prof. h.c. Dr. Harold E. ROBLES
Founder & President Medical Knowledge Institute (MKI)

Archbishop em. Desmond Tutu
Nobel Peace Prize 1984

Baron Prof. Dr. Benjamin VAN CAMP
Chairman UZ Brussel
ProRector Vrije Universiteit Brussel

Count Jacques ROGGE
President International Olympic Committee (IOC)

The International Olympic Committee (IOC) congratulates Close the Gap for delivering the benefits of computer technology to thousands of young people in the developing world. Education is also at the heart of the IOC.

"The refurbished computers that Close the Gap provides are a gateway to knowledge for young people and a opportunity for them as they strive to achieve their full potential."

- Jacques Rogge
IOC President & Member of Close the Gap Board of Recommendation

Mrs. Sylviane TOPORKOFF
Founder and Partner at Items International
Founder and President of Global Forum
Lecturer at Paris VIII University (Dauphine)

Prof. Dr. Frank VANDENBROUCKE
Former Flemish Minister of Education, Belgium
Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen & Universiteit van Amsterdam

Mr. Tony VANDEPUTTE
Honorary Delegate Administrator at the Federation of Belgian Companies

Close the Gap owes the late **Prof. Dr. Karel Van Miert** a tremendous debt of gratitude for all his efforts to help Close the Gap. We would therefore like to mention his name here as a sign of our recognition and respect.

COUNSELLORS

Since 2011 Close the Gap has received the support of six counsellors. The counsellors use their expertise and networking to support Close the Gap in further developing projects and partnerships. The duties and responsibilities of a counsellor vary greatly, depending on his or her speciality.

Mr. Corjan BAST
Counsellor for North America

Mr. Bast seeks opportunities to build a network of contributing and strategic partners for Close the Gap by communicating and promoting its mission, which strongly aligns with his own personal goals. He is a Global Product Manager for ITpreneurs, a provider of learning content and training for IT best practices. He works closely with IT vendors and executives to discuss how to best leverage innovative learning solutions. In addition, he collaborates with industry professionals to publish articles and deliver presentations on the latest trends in the IT Governance arena. Mr. Bast resides in Tampa, Florida.

Mr. Remko DALKMANN
Counsellor for Andes Region Latin America

Mr. Dalkmann is a publicity professional who moved to Ecuador in 2011. He is interested in using his presence in Ecuador for Close the Gap in order to assess potential synergies with ICT Development projects in Ecuador, Peru and Bolivia.

Mrs. Anne HERMAN
Counsellor for Africa

Mrs. Herman has a background in institutional and public policy development and has worked for 20 years as a parliamentary advisor (Belgium), specialised in international issues. She was involved with Close the Gap right from the start and coordinated one of the first school projects in Mali. As an international expert in development, she has conducted numerous monitoring and evaluation missions within a large variety of projects, funded by international donors. Mrs. Herman contributes with extensive field knowledge of development problems and policies, especially in Africa.

Mr. Jean-François SOUPIZET
Principal Counsellor

Mr. Soupizet, a graduate of the French National Statistics and Economic Administration School (ENSAE), is a doctor of economics at the Université Libre de Bruxelles and a member of the French think tank Futuribles International. He has mainly devoted his career to ICT in the field of development. Mr. Soupizet occupied various positions in the French development cooperation, the United Nations and during the last 20 years in the European Commission, notably as Head of International Relations for the Information Society and Media Directorate General. He contributed, in particular, to the community positions for the World Summit on the Information Society (WSIS Geneva, December 2003; Tunis, November 2005). Mr. Soupizet published “la Fracture numérique Nord Sud”, Paris Economica 2005, and edited “Nord et Sud Numériques”, in “Les cahiers du numérique”, Hermès Science Europe, Paris 2002. Mr. Soupizet is well positioned to support Close the Gap in its strategic objectives.

Mr. Rafael TORRES
Counsellor for Central America

Mr. Torres has a background in electricity and engineering. As a native of the Dominican Republic, he is very well placed to assess the needs of ICT4Development in the Central American and Caribbean Region.

Mrs. Nel WAGNER
Counsellor for Africa

Mrs. Wagner became interested in ICT issues through a PC donation from KPN to a school network in Africa. She was involved in the founding of the “1 million PCs for Africa Campaign” for Schoolnet Africa. Mrs. Wagner has shown a very strong commitment to connecting Close the Gap to World Links Zimbabwe and other service partners in Uganda, Nigeria and Suriname.

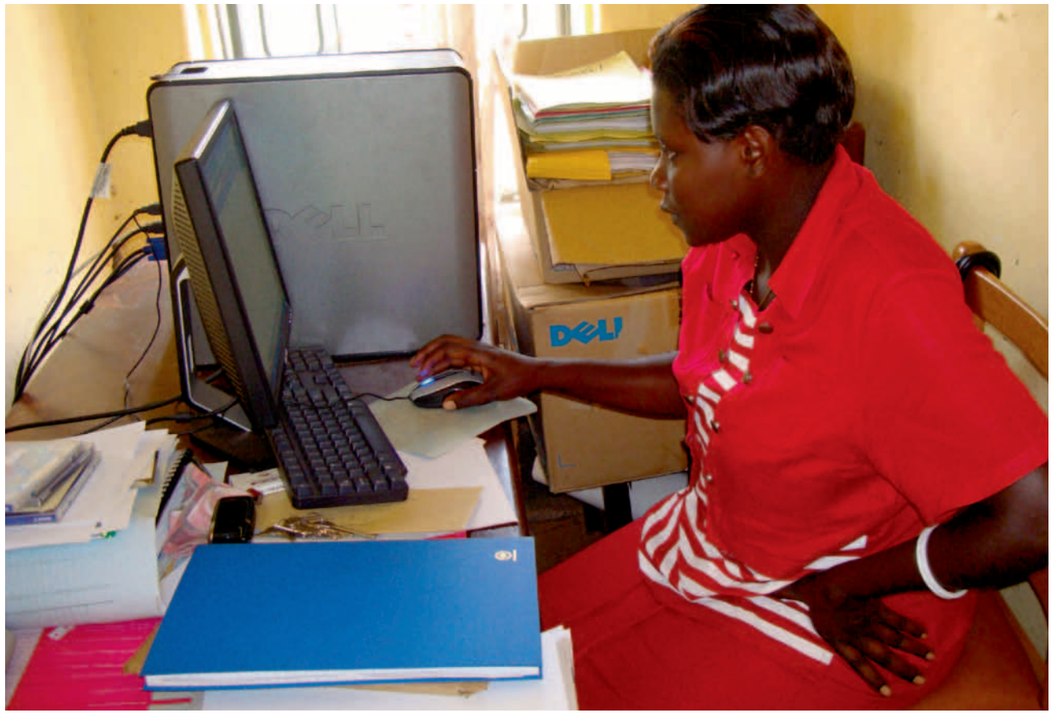
In 2011 my main contribution to the development of Close the Gap’s activities in France was to facilitate the arrival of new French members on the Board of Recommendation and participate in several networking events in the country. Furthermore, I raised awareness of Close the Gap’s activities within the international community, i.e. within the United Nations Department of Public Information and the International Telecommunication Union.

“The counsellor’s role is to concretise a strategic orientation, for instance the development of activities in a new geographical zone.”

Therefore, to promote Close the Gap’s activities I started to develop a network of contacts in Colombia through the network of municipal libraries within the municipality of Bogota.

“As a counsellor for Close the Gap, my challenge is to connect Close the Gap’s activities with new actors in the field of development.”

- Jean-Francois Soupizet
Principal Counsellor



International Institute for Communication and Development; project in Uganda

2011 AT A GLANCE

2.1 Events in 2011
2.2 Facts & figures in 2011
2.3 Project overview 2011

2.1 EVENTS IN 2011

JANUARY

CIO dinner and colloquium in Hamburg

On 20 and 21 January Close the Gap participates in a CIO dinner and colloquium in Hamburg, Germany, hosted by Finaki. The members of this German CIO Colloquium together represent more than 40 billion euros in IT budgets and are key influencers for Close the Gap's first steps in extending its activities in Germany.

FEBRUARY

TechSoup Global "Contributors' Summit"

On 16 and 17 February TechSoup Global hosts its first "Global Contributors' Summit", which brings together more than 200 people who have contributed to moving TechSoup Global's mission forward to create far-reaching change. The summit addressed the following question: how do we get technology into the offices and hands of grassroots organisations, and this in a meaningful way?

CharITy Foundation

On 22 February CharITy Foundation in the Netherlands pledges to increase the Dutch ICT companies' contribution to raise the total number of computers donated to 50,000. By the end of 2011, the Dutch ICT community had already donated a total of 45,306 computers as well as 2,050 e-resource certificates to WorldPC.

Prof. Jan Pronk (Member of Close the Gap Board of Recommendation), Mr. Piet Mosch (CIO, DNB) and Mr. Olivier Vanden Eynde (Managing Director, Close the Gap)

MAY

Ambassador Day

On 11 May Close the Gap welcomes its strategic partners and key donors to the Ambassador Day at the SAS Institute in Belgium – a great opportunity to present past, current and future opportunities. The day sees WorldPC's successful launch in the IT industry-related press.

JUNE

Rencontres Prestiges

On 28 June Ricoh France organises its first "Rencontres Prestiges" in Paris to exchange best practices in corporate social responsibility (CSR) with partners and clients. A special slot was reserved for a keynote presentation by Close the Gap to around 100 key French ICT decision-makers. There was a verbal commitment to the donation of several thousands of computers during this lunch meeting.

PC Solidarity event

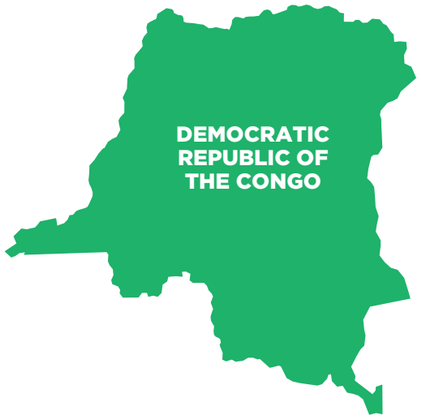
On 17 June Close the Gap distributes a total of 520 computers to 65 Belgian non-profit organisations through the PC Solidarity project, so empowering employability through access to ICT applications. The laureates event was hosted at the King Baudouin Foundation in Brussels, with practical presentations by all PC Solidarity partners.

PC Solidarity project

JULY

Assessment of e-waste situation in DRC

From 2 to 8 July a delegation from the Flemish Association for Development Cooperation and Technical Assistance VVOB and Close the Gap travels to Kinshasa and Bas-Congo (Democratic Republic of the Congo) in order to assess the e-waste situation and possible solutions for the treatment of e-waste in the country.



AUGUST

New service partners

Close the Gap starts a new collaboration with three service partners who are in charge of the implementation of projects locally: Great Lakes Initiatives for Communities Empowerment in Rwanda (GLICE), Affordable Computers and Technology for Tanzania (ACTT) and Computers for Education and Development in Ghana (CFED).

Girl in Kagiso Trust project, South Africa

Minister Kris Peeters meets with Archbishop em. Desmond Tutu

On 19 August Close the Gap's President and Managing Director are invited to take part in a foreign trade mission from Flanders to South Africa. The focus of this mission is development cooperation. It is with great pleasure that on 26 August Archbishop em. Desmond Tutu received Minister Kris Peeters, Flemish Minister-President, for a private audience, followed by a press meeting. Desmond Tutu took the opportunity to inform the Minister-President about the creation of the Desmond & Leah Tutu Foundation. This foundation is being established as an independent organisation to take care of the legacy of Archbishop Desmond Tutu.

Archbishop em. Desmond Tutu, as a strong member of Close the Gap's Board of Recommendation, also took the opportunity to warmly thank Flemish stakeholders for the great support they have given Close the Gap over the years.

Minister Kris Peeters (Flemish Minister-President) and Archbishop em. Desmond Tutu

I am thrilled to support Close the Gap. They are building bridges of understanding and knowledge. As social entrepreneurs,

"**they focus on the process of teaching a person to fish instead of giving a fish as a handout.**"

- Archbishop em. Desmond Tutu
Nobel Peace Prize 1984 & Member of Close the Gap Board of Recommendation

SEPTEMBER

UNDPI conference "Sustainable Societies; Responsive Citizens"

From 3 to 5 September, as a recently inaugurated United Nations NGO, Close the Gap was invited to participate in the UNDPI conference "Sustainable Societies; Responsive Citizens" in Bonn in order to play a more active role within the network of UNDPI organisations.

Bike to Close the Gap

On 8 September Close the Gap's strategic partner DNS.be organises the first edition of the cycling event "Bike to Close the Gap", raising a total of €35,000 for various projects of Close the Gap and PC Solidarity. This event will take place every year.

Mrs. Sanne Kant and Mr. Johan Museeuw (Belgian cyclists)

Inauguration of Close the Gap's first e-waste centre in Nairobi

On 27 September, European Commissioner Vice-President Neelie Kroes inaugurates Close the Gap's first e-waste centre in Nairobi (Kenya). This is Close the Gap's first African centre for e-waste treatment and proper disposal of sensitive material, which has led to the direct and indirect creation of a significant number of jobs.

Mrs. Neelie Kroes (Vice-President, European Commission), Mr. Peter Sabbe (CEO, Recupel) and Mr. Olivier Vanden Eynde (Managing Director, Close the Gap)

OCTOBER

DO for Desmond Tutu

On 18 October the "DO for Desmond Tutu" project provides 160 computers for three projects supported by Archbishop Desmond Tutu in the Western Cape Province in South-Africa. The three projects supported emphasise on township employability initiatives and ICT access in public libraries.

Do for Desmond Tutu project

IICD's 10th birthday

On 25 October the International Institute for Communication and Development (IICD) celebrates its 10th birthday. The occasion was marked by a conference that presented important events in the history of the organisation as well as ideas for the future. Close the Gap took part in the event and introduced its pilot project on e-waste to the audience.

NOVEMBER

Global Forum: think tank on digital future

On 7 and 8 November Close the Gap took part in the discussion of the Global Forum, an international and independent event dedicated to the economic, political, social and societal issues relating to the successful evolution of the information society.

CIO Day: Me, Myself and I[5]

On 14 and 15 November, Close the Gap participates in the CIO days in the Netherlands, organised by ICT Media, on the topic "Me, myself and I[5]" (Information, Intelligence, Inspiration, Innovation & Interaction).

Planète SG event

On 15 November Close the Gap and Ricoh France participate in the Planète SG event. This event gathered general service directors to discuss the latest trends in this sector, to open the dialogue between clients and suppliers and to review and exchange ideas on future development.

ICT DELTA congres

On 16 November Close the Gap participates in the ICT DELTA congres in the Netherlands, where participants exchanged and demonstrated the latest innovations and services in communication technologies.

DECEMBER

The IT Executive Circle launches the CIO-PE initiative

On 1 December the IT Executive Circle network in Belgium launches a pledge of 10,000 computers through the CIO-PE (CIO for Hope) initiative for Belgian companies. During an exclusive diner, Close the Gap was offered a keynote presentation in a panel discussion with CEOs and CIOs from Belgian leading organisations.

The Executives' circle's CIO Summit – launch CIO-PE
Mr. Alain Vande Kerkhove (Managing Director, The Executives' Circle), Mr. Daniel Lebeau (CIO, GSK), Mr. Olivier Vanden Eynde (Managing Director, Close the Gap), Mrs. Aurélie Dupont (Operations Director, Close the Gap), Mrs. Anne De Baetzelier (Moderator)

SPARKS Conference on social entrepreneurship

On 9 December 2011 Close the Gap opens the conference on social entrepreneurship at the Biblioteca Centrala Universitara of Bucharest, Romania. Close the Gap was highlighted as a great example of social entrepreneurship, which offers the possibility of expanding its activities in central Europe. The conference consisted of practical and crowd-sourced consulting workshops where young people with entrepreneurial ideas had the opportunity to pitch their social business concept to an expert audience. Close the Gap was invited to be the main jury assessment partner.

2.2 FACTS & FIGURES IN 2011

59,584 computer assets donated

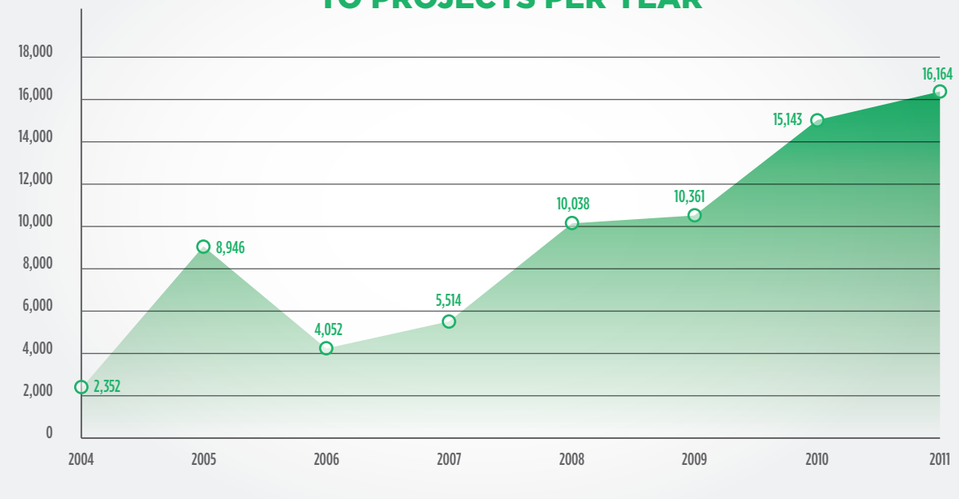
72 donor companies

727 organisations supported

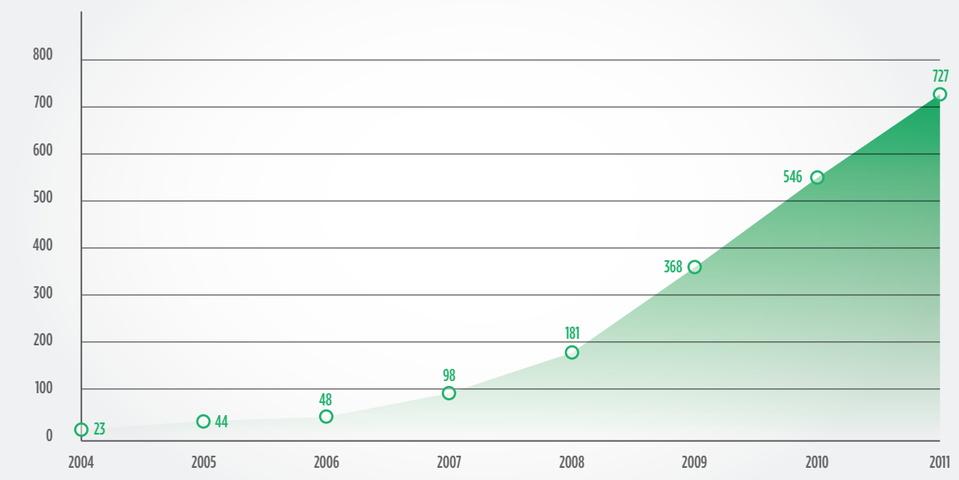
26 countries

More than **220,000** computer assets have been donated since 2003

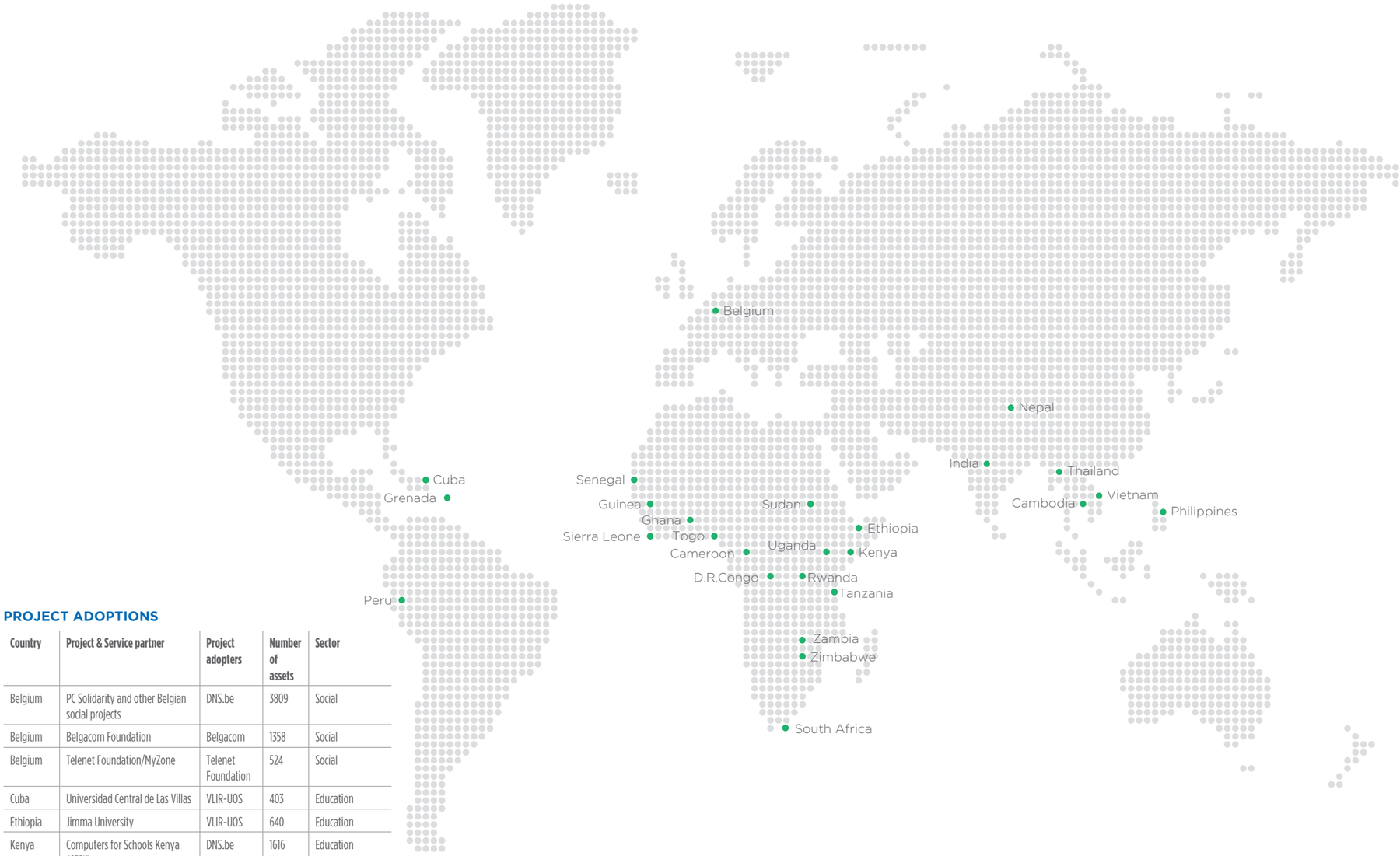
NUMBER OF COMPUTER ASSETS DELIVERED TO PROJECTS PER YEAR



NUMBER OF PROJECTS SUPPORTED PER YEAR



2.3 PROJECT OVERVIEW 2011



REGULAR PROJECTS

Country	Project & Service partner	Number of assets	Sector
Belgium	Tonuso	20	Youth care
Ghana	Computers For Education & Development	112	Education
Ghana	Impakt	59	Education
Ghana	Kwahu Aduamoah ICT centre	69	Education
Grenada	Community Development Ministry	42	Entrepreneurship
Guinea	Institut Nako Diabate	89	Education
India/Nepal	YouBridge	16	Education
Kenya	International Centre for Reproductive Health	11	Health
Democratic Republic of the Congo	Mission St Paul Kasumbalesa	50	Education
Democratic Republic of the Congo	Sisters of Charity of Jesus and Mary	73	Education
Democratic Republic of the Congo	Lubumbashi tertiary education project	1080	Education
Democratic Republic of the Congo	Institut Européen de Coopération et de Développement	14	Entrepreneurship
Democratic Republic of the Congo	Congo Biodiversity Initiative	35	Environment
Democratic Republic of the Congo	Ecoles Franciscaines de Kolwezi	28	Education
Senegal	1Night4Dakar	24	Education
Sierra Leone	Sierra Leone Virtual Education Project	44	Education
South Africa	DO For Desmond Tutu	320	Training
South Africa	Mamelodi YMCA	52	Youth
South Africa	Stichting Projecten Zuid-Afrika	13	Childcare
Sudan	War Child Sudan	25	Childcare
Tanzania	Louis Leitz Stiftung	52	Education
Thailand	Fund Isaan	138	Education
Thailand	Fatima Self-Help Center	66	Training
Togo	Education, Science and Experience	18	Education
Uganda/ Democratic Republic of the Congo	Centre for Children in Vulnerable Situations	13	Childcare
Zambia	VVOB Zambia	515	Education
Zimbabwe	ICT for Schools project Zimbabwe (World Links Zimbabwe)	924	Education

PROJECT ADOPTIONS

Country	Project & Service partner	Project adopters	Number of assets	Sector
Belgium	PC Solidarity and other Belgian social projects	DNS.be	3809	Social
Belgium	Belgacom Foundation	Belgacom	1358	Social
Belgium	Telenet Foundation/MyZone	Telenet Foundation	524	Social
Cuba	Universidad Central de Las Villas	VLIR-UOS	403	Education
Ethiopia	Jimma University	VLIR-UOS	640	Education
Kenya	Computers for Schools Kenya (CFSK)	DNS.be	1616	Education
Kenya	Moi University	VLIR-UOS	466	Education
Kenya	NairoBits (CFSK)	DNS.be	70	Entrepreneurship
Peru	Universidad Nacional Agraria La Molina	VLIR-UOS	715	Education
Philippines	Benguet State University	VLIR-UOS	448	Education
South Africa	Desmond Tutu HIV Foundation	Ricoh Netherlands	210	Health
South Africa	Ivory Park	Ricoh Netherlands	42	Education
Tanzania	Rubya (ViAfrica)	Flection	42	Education
Tanzania	School project Tanzania (ACTT)	DNS.be	119	Education
Uganda	ICT for Schools project Uganda (CFSU, UConnect)	DNS.be	1815	Education
Uganda	Virtual University of Uganda (CFSU)	DNS.be	40	Education
Zimbabwe	University of Zimbabwe	VLIR-UOS	362	Education

MICRO-PROJECTS

Micro-projects are projects requiring less than 10 assets. 108 assets have been donated to the following projects: Energy Assistance (Cambodia, Democratic Republic of the Congo and Togo), project UGent (Cameroon, Vietnam), Slum Cinema, YouBridge, UCOS, Université de Kisangani, CDI Bwamanda, OSJ Congo, Leraren Zonder Grenzen, Scheut Bumba, University of Antwerp (Democratic Republic of the Congo), Hôpital de Kabgayi, Maison de la Culture (Rwanda), Medical Knowledge Institute, Life Exchange, Carabriere Daycare Centre (South Africa), Leguruki King'ori Education Centre (Tanzania) and Asbl Abantu Zambia (Zambia).

PROJECTS IN DEVELOPING COUNTRIES

3.1 Supporting partners
3.2 Service partners
3.3 Beneficiary partners
3.4 Projects examples
3.5 Evaluation

While most of the projects supported by Close the Gap are located in Sub-Saharan Africa, projects in developing and emerging countries in other parts of the world can apply for computer donations. In each case, Close the Gap will select projects that share one common denominator: the empowerment of the individual and his or her community. In 2011, 57% of the projects were located in urban settings whereas 43% of the projects were situated in rural areas.

Close the Gap provides ICT support for projects in the following sectors:

- Education
- Health
- Environment
- Microfinance
- Research
- Social
- Culture
- Good governance

Close the Gap does not cover all refurbishing and shipping costs, but strives towards a sustainable partnership. So project partners or beneficiaries in the South are asked to contribute financially to these costs.

Close the Gap is increasingly working towards a co-financing model: companies receive the opportunity to adopt a project by co-financing, among others things, the refurbishing and shipping costs of the computers. In exceptional cases, Close the Gap may decide to co-finance these costs with third-party revenues or its own allocated funds.

Close the Gap finds that the financial contribution to a project adds a sense of ownership that leads to more sustainable projects and better maintenance of hardware in the long-term.

Close the Gap wants to provide an all-inclusive and sustainable approach. Projects have to demonstrate the sustainability of their proposal. Ensuring sustainability is a key condition for receiving a computer donation. Therefore, Close the Gap collaborates with several partners through three types of partnerships: generally North-based supporting partners, South-based service partners and beneficiary partners.

The IT support for health and medical projects in the developing world is essential in order to guarantee the monitoring required for patients. Therefore,

“

I am very glad that Close the Gap does not exclusively support educational projects, but also pays attention to health initiatives in countries where access to medical care is not always automatic.

”

- Monique M.F. Heijn Everwijn Lange
Ambassador DGO and Stop Aids Now! & Member of Close the Gap Board of Recommendation

3.1. SUPPORTING PARTNERS

Supporting partners are generally North-based organisations that support Close the Gap by providing training, educational software or expertise for Close the Gap's beneficiary organisations.

Belgian Raiffeisen Foundation (BRS) is Close the Gap's consultancy partner for microfinance projects. Additionally, Close the Gap supplies BRS projects with hardware.

Belgian Technical Cooperation (BTC/CTB) is Close the Gap's knowledge partner for e-waste management in the East African Community.

E-learning for Kids Foundation develops educational software for children. Close the Gap's projects can obtain this software at a preferential price.

Energy Assistance (EA) is a consultancy partner for energy projects. Close the Gap delivers hardware for EA's projects.

Ex-Change provides consultancy for management and sends volunteer experts to share knowledge and experience with local entrepreneurs.

International Institute for Communication and Development (IICD) is Close the Gap's knowledge and training partner in Uganda and Tanzania.

LearningGuide Solutions is e-learning software that offers structured support and immediate help and training for questions and challenges on Microsoft Office and Windows. Projects can opt for this free service.

Medical Knowledge Institute (MKI) is Close the Gap's knowledge and innovation partner in the medical sector (more specifically HIV-related). Close the Gap provides them with hardware.

MKI is proud to be a partner of Close the Gap.

“

I thank the day that Close the Gap came into our lives here at MKI because they are truly making a difference to our healthcare activities.

”

- Prof. h.c. Dr. Harold E. Robles
Founder and President Medical Knowledge Institute (MKI) & member of Close the Gap Board of Recommendation

Ukengee Foundation is Close the Gap's partner for the implementation of solar energy and eco-friendly computers.

UNESCO offers an open online training platform to provide trainers and trainees with free resources and training. Close the Gap supports this training platform by promoting it to its project partners.

The **Flemish Interuniversity Council for University Development Cooperation (VLIR-UOS)** supports research and higher education institutions in the South through partnerships with Flemish universities and higher education institutions. VLIR-UOS wants to improve the capacity of institutions in the South to better fulfil their societal role. Close the Gap supplies computers to these partner universities in the South and to social projects supported by the educational institutions. VLIR-UOS guarantees sustainability by providing ICT maintenance and training to local staff.

The **Flemish Association for Development Cooperation and Technical Assistance (VVOB)** contributes to improving the quality of education in developing countries. Close the Gap provides educational institutions in the South that are partners with hardware. Additionally, in 2011 the VVOB organised a visit to the Democratic Republic of the Congo to study the local e-waste situation.

YouBridge wants to create opportunities for young people all over the world by building a platform that allows people to send new laptops to developing countries. Working in partnership with YouBridge, in August 2011 Close the Gap gained its first experience in sourcing new netbooks from ASUS. This new equipment will be used in Uganda to support secondary school teacher training programmes.

3.2 SERVICE PARTNERS

Close the Gap works through local service partners who work as intermediaries between Close the Gap and beneficiary organisations. Service partners are players who have local project management expertise for making ICT4Development sustainable and successful.

Close the Gap works through local service partners who work as intermediaries between Close the Gap and beneficiary organisations. Service partners are players who have local project management expertise in making ICT4Development sustainable and successful.
Working with service partners has great advantages: it enables Close the Gap to work on a larger scale and it ensures the sustainability of computers donated to projects. Based on a win-win situation, Close the Gap is creating a client-supplier relationship with its service partners. On the one hand, service partners make very critical assessments of the quality of the projects supported as well as of the service level of Close the Gap's delivery. They provide innovative input and tools for improving Close the Gap's work. On the other hand, Close the Gap contributes to the creation of a sustainable financial and social entrepreneurial model for the service partners, which ultimately leads to being less dependent on funds coming from industrialised countries. Over the past few years, Close the Gap's track record has demonstrated that newly established service partners in developing countries reach a maturity level within less than 18 months of a partnership. During this period, the service partners become well respected local organisations, creating significant employability opportunities. As a result, service partners are also increasing Close the Gap's local standing.

Service partners are all local social entrepreneurs who support a large number of projects in their country in terms of:

- import administration
- distribution and transport of the computers to the beneficiary organisations (mostly schools)
- preparation of suitable infrastructure
- installation and maintenance of ICT equipment
- training project managers or users (mostly teachers) on the software, the Internet, etc.
- take-back of end-of-life assets

ACTT is an IT social enterprise in Tanzania that supports schools in setting up sustainable computers labs by linking them to donors and partners who can fund the purchase of computers, training and maintenance as well as environmentally-friendly disposal.

"We are Close the Gap's distribution partner in Tanzania and offer communities access to much needed IT equipment."

We started our collaboration with Close the Gap in 2011 by providing three educational institutions with computers.

- Robert Mafie
Manager at Affordable Computers and Technology for Tanzania

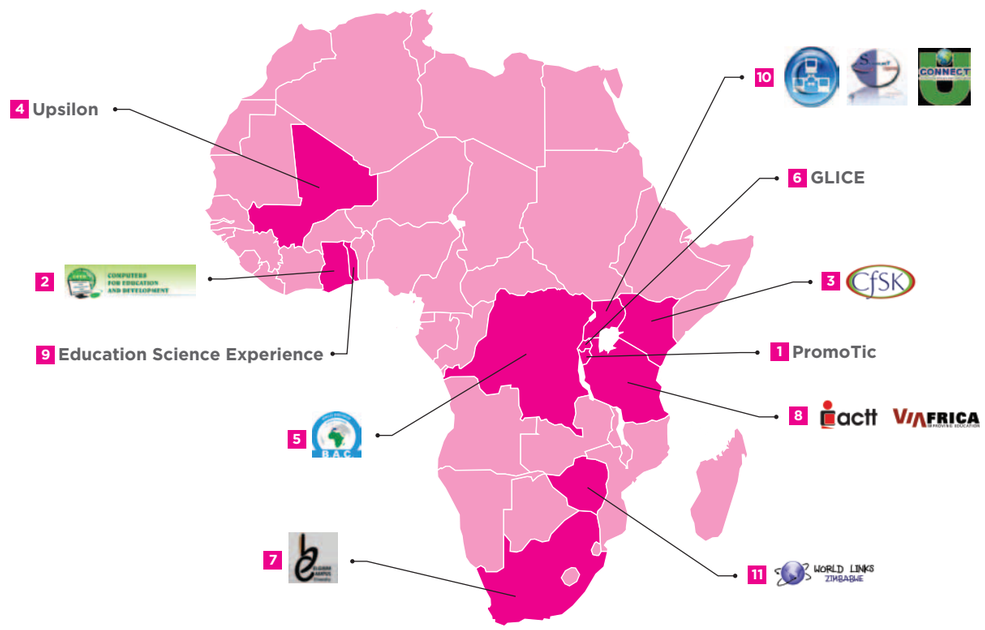
We work with local and international development organisations that support educational and social development projects. We provide ICT equipment for schools, train teachers and provide support.

"Through CFED, Close the Gap is able to reach the most remote parts of Ghana, where its services are needed most."

Our biggest challenge in 2011 was to provide laptops for lecturers and students who live far from the institution in order to enhance their e-learning opportunities.

- Hillar Addo
Director at Computers for Education and Development (Ghana)

OUR SERVICE PARTNERS IN 2011



1	**Burundi**	- PromoTic
2	**Ghana**	- Computers For Education and Development (CFED)
3	**Kenya**	- Computers for Schools Kenya (CFSK)
4	**Mali**	- Upsilon
5	**D. R. of the Congo**	- Benelux Afro Center (BAC)
6	**Rwanda**	- Great Lakes Initiatives for Communities Empowerment (GLICE)
7	**South Africa**	- Belgian Campus
8	**Tanzania**	- Affordable Computers and Technology for Tanzania (ACTT) - ViAfrica
9	**Togo**	- Education Science Experience
10	**Uganda**	- Computers for Schools Uganda (CFSU) - SchoolNet Uganda - UConnect
11	**Zimbabwe**	- World Links Zimbabwe

Université Libre de Luozi, DRC

3.3 BENEFICIARY PARTNERS

Beneficiary partners are directly supported by Close the Gap, without the intervention of a third party (supporting partner or service partner). In 2011 Close the Gap supported 54 projects directly.

All support for beneficiary partners is request-driven. The projects are selected on the basis of the following criteria:

- the extent to which the description and objectives of the project are in line with Close the Gap's mission;
- the extent to which a needs assessment shows a genuine need for computer donations;
- how much added value the use of IT equipment brings to the project;
- the way the equipment will be used and by whom;
- the pedagogical scenario for educational projects;
- the infrastructure available (electricity, security, safety, protection of the equipment against heat, humidity and/or dust if relevant);
- the quality of the maintenance plan;
- the level of IT knowledge (hardware and software) of the local coordinators and end users;
- the quality of the training plan;
- respect for the environment (for instance in terms of the recycling of e-waste).

These conditions help to ensure that the equipment sent to the project meets real needs and provides access to information in a sustainable way.

Fund Isaan project in Thailand

Young people everywhere are eager to access the communication skills possibilities and knowledge available through new technologies. More than a thousand young people have signed up to participate in our youth centre programmes, which aim not only to reduce the incidence of HIV in and around Cape Town, but also to provide young people with a future.

"Through the generosity of donors and Close the Gap, our youth centre now has a fully equipped computer lab. After school hours, every computer is occupied until closing time – a testimony to the success of the programme."

- Lavinia Crawford-Browne
Marketing and Liaison Officer Desmond Tutu HIV Foundation

3.4 PROJECT EXAMPLES

REGULAR PROJECTS

Project coordinators in the South are asked to contribute financially (partly with external co-funding) to the refurbishing and shipping costs of computers. The regular projects finance these costs without the intermediary involvement of Close the Gap. Since 2011 service partners have had the opportunity to obtain co-funding. This incentive was created to help service partners become sustainable and self-supporting.

DEMOCRATIC REPUBLIC OF THE CONGO

Name of project
Congo Biodiversity Initiative

Equipment
35 computer assets

The Congo Biodiversity Initiative (CBI) is an open knowledge platform that brings together national organisations, local authorities, research institutes and NGOs involved in the study, protection, conservation and sustainable use of the biodiversity of the world's second largest tropical rainforest in the Congo basin. The CBI wishes to provide the organisations with an easy-to-use, fast and efficient tool for discussing and streamlining their activities. It actively works to stimulate new collaborations and synergies. Regular newsletters with updates and news on relevant activities are sent to the growing CBI community. Close the Gap sent 35 computers assets to the CBI.

GHANA

Name of project
Kwahu Aduamoah ICT centre

Equipment
69 computer assets

This project aims to improve the ICT knowledge and practical skills of 400 primary schools children in Aduamoah and Nkwatia in the east of Ghana and 80 teachers in the community and the surrounding towns. Although IT is taught through the Ghana education service syllabus, the children are clearly missing practical knowledge because of the lack of access to computers. Thanks to the acquisition of 69 computer assets, children and teachers now receive the ICT training required for future educational needs. Additionally, members of the local community receive access to these computers to communicate with friends and family outside the community.

SIERRA LEONE

Name of project
Sierra Leone Virtual Education Project

Equipment
44 computer assets

The aim of this project is to use e-learning applications to educate, mentor and cultivate academic and leadership skills in children throughout their education: from elementary school to college.
Close the Gap has supported the creation of a computer laboratory by supplying 20 computers with an e-learning curriculum. Pupils and college students have access to this lab and work daily on a self-study curriculum guided by a facilitator. Adults working in orphanages and community centres also have access to the lab to learn ICT skills. Volunteers assist teachers and students with communication and life skills through one-to-one mentoring.

THAILAND

Name of project
Fatima Self-Help Centre

Equipment
66 computer assets

The Fatima Self-Help Centre in Bangkok helps former prostitutes and abandoned girls to re-integrate into local society through education and basic healthcare. Close the Gap has supplied the organisation with 66 computer assets for their computer centre. These computers will be used by the girls who follow courses at the secondary school in order to practise the computer skills they have learned at school. Moreover, during the day, the computers will be used by the teachers in the centre for their administration

ZAMBIA

Name of project
VVOB Zambia

Equipment
515 computer assets

The Teacher Training Support Programme is run by the Flemish Association for Development Cooperation and Technical Assistance (VVOB) together with the Zambian Ministry of Education. The main purpose of this programme is to improve the quality of primary education in Zambia.
VVOB collaborates with all Colleges of Education that offer training for primary school teachers (10 in total), two in-service colleges (NISTCOL and ZAMISE), and the Provincial, District and Zonal Educational Support teams in three provinces (Central Province, Copperbelt and Northern Province). The programme in the three provinces also aims to strengthen the management of in-service training in the community schools.
VVOB wants to ensure that the computers are placed in an environment that is conducive to learning and that pupils will benefit from the use of a computer. It is important that schools that receive desktops can create a computer lab that is secure and dust-free. For schools that do not have sufficient space to create a lab, mobile IT equipment such as a laptop and beamer may be considered. In this case, the whole class can benefit from computer use and the laptops secured at the end of the day.

School children in Tanzania

PROJECTS ADOPTIONS

Since 2011 Close the Gap has given companies and foundations the opportunity to adopt projects financially. Below is an overview of some projects that received financial support from Close the Gap's strategic partners for the costs related to the refurbishing and the transportation of the computers.

KENYA

Name of project
NairoBits

Equipment
70 computer assets

Project adopter
DNS.be

Service partner
Computers for Schools Kenya

NairoBits is a youth-based organisation that uses ICT multimedia creatively to improve the lives of less privileged children and youth from the non-formal settlement in Kenya. The organisation equips young people with knowledge about web design, creative multimedia, IT skills and entrepreneurship to improve their opportunities in employment and/or entrepreneurship. Founded in 1999, the organisation has positively impacted the lives of over 1,500 young people in Kenya.
With the financial support of DNS.be and the logistical help of Computers for Schools Kenya, Close the Gap was able to supply this organisation with 70 computer assets.

SOUTH AFRICA

Name of project
Desmond Tutu HIV Foundation

Equipment
210 computer assets

Project adopter
Ricoh Netherlands

The mission of the Desmond Tutu HIV Foundation is the pursuit of excellence in research, training, treatment and the prevention of HIV-related diseases and infections in South Africa.
Close the Gap, together with its strategic partner Ricoh Netherlands, has installed 210 computer assets in several high schools in the country. All the computers will be used for "Kethuphila", a programme that uses innovative interactive drama to reach primary school and pre-adolescent children. Through education and training, the programme promotes responsible life choices that lead to delayed sexual activity.

Stakeholders involved in Close the Gap are deriving the direct benefits of their support and involvement at a corporate social responsibility level.

"The involvement of employees really makes a difference."

- Carol Dona
CEO Ricoh Netherlands

UGANDA

Name of project
Virtual University of Uganda

Equipment
40 computer assets

Project adopter
DNS.be

Service partner
Computers for Schools Uganda

In partnership with DNS.be, Close the Gap has offered 40 computer assets to the Virtual University of Uganda. This is the first online university in the East African region to offer fully online programmes. It registered its first students in January 2012. The university offers online education for obtaining a master's in international development and public health.

ZIMBABWE

Name of project
Mount Pleasant Public Library

Equipment
86 computer assets

Project adopter
VLIR-UOS

The University of Zimbabwe has been collaborating with the Mount Pleasant Public Library for many years. With the help of Close the Gap and VLIR-UOS, the library has now been automated. The objectives of the project are:

- to have the entire physical collection and harvested Open Source Collections available online;
- to build online portals to give users of the library access to enriched content;
- to provide Internet access at the public library;
- to train library staff to maintain ICT assets.

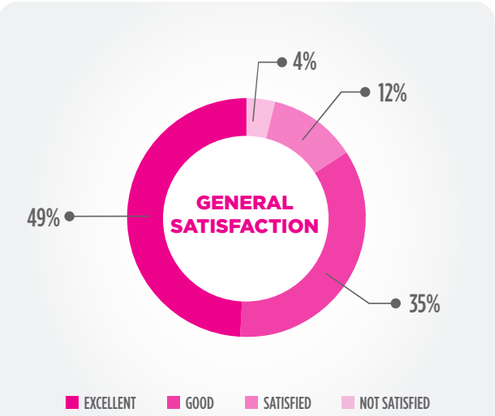
3.5 EVALUATION

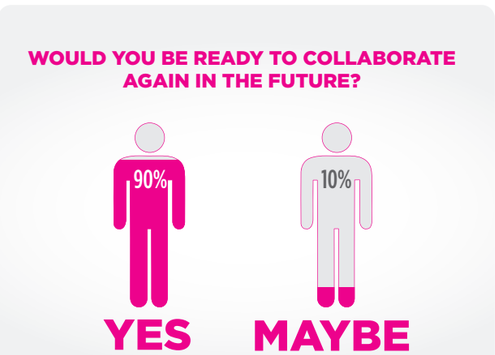
Close the Gap evaluates the quality of its products and services in order to improve future collaborations by means of a yearly survey of its project partners. The overall evaluation of the collaboration between Close the Gap and its partners in 2011 was positive: 96% of the partners evaluated the collaboration with Close the Gap as excellent, good or satisfactory.

This general satisfaction rate is divided into subcategories:

- 100% of partners in the South find the **communication** with Close the Gap's team excellent, good or satisfactory;
- 97% of partners find the **personal financial contribution per product** excellent, good or satisfactory; only 3% of partners were not satisfied with the prices.
- 97% of partners find the **support** given excellent, good or satisfactory; only 3% of partners were not satisfied with the support given.
- The last satisfaction rate concerns the **follow-up** given by Close the Gap's team: 91% of partners find the follow-up excellent, good or satisfactory; 9% are not satisfied with the follow-up provided.

With regards to the quality of the equipment delivered, 45% of partners found it was excellent, 45% of partners said it was good and 10% of partners thought it was satisfactory. Moreover, 100% of Close the Gap's partners are open to the idea of collaborating again in the future.





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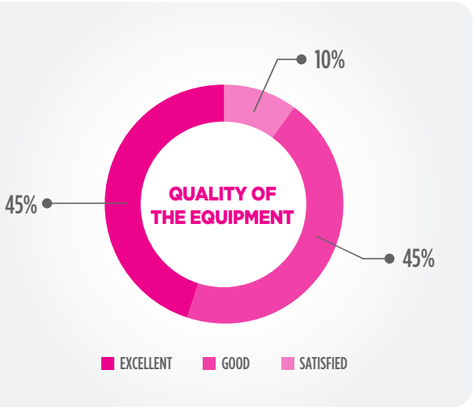
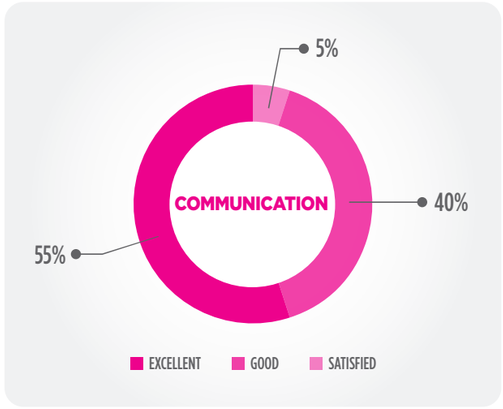
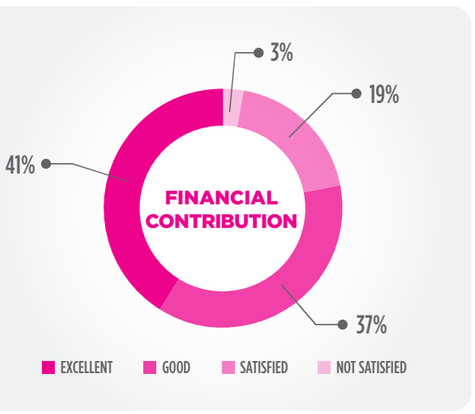
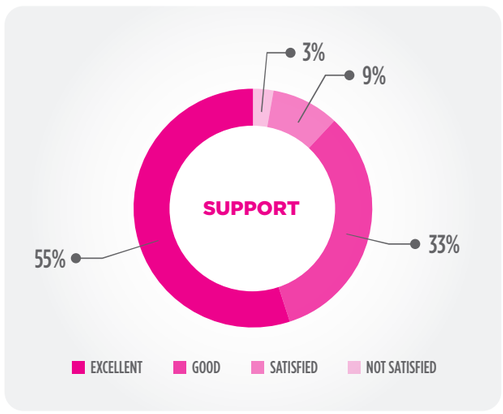
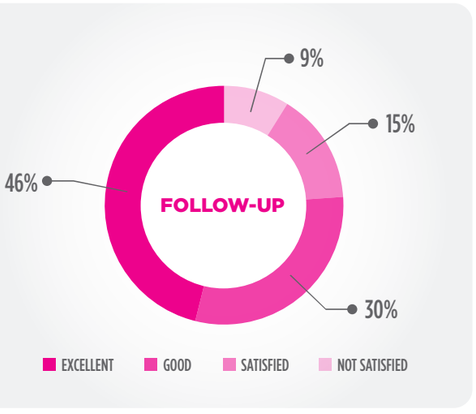
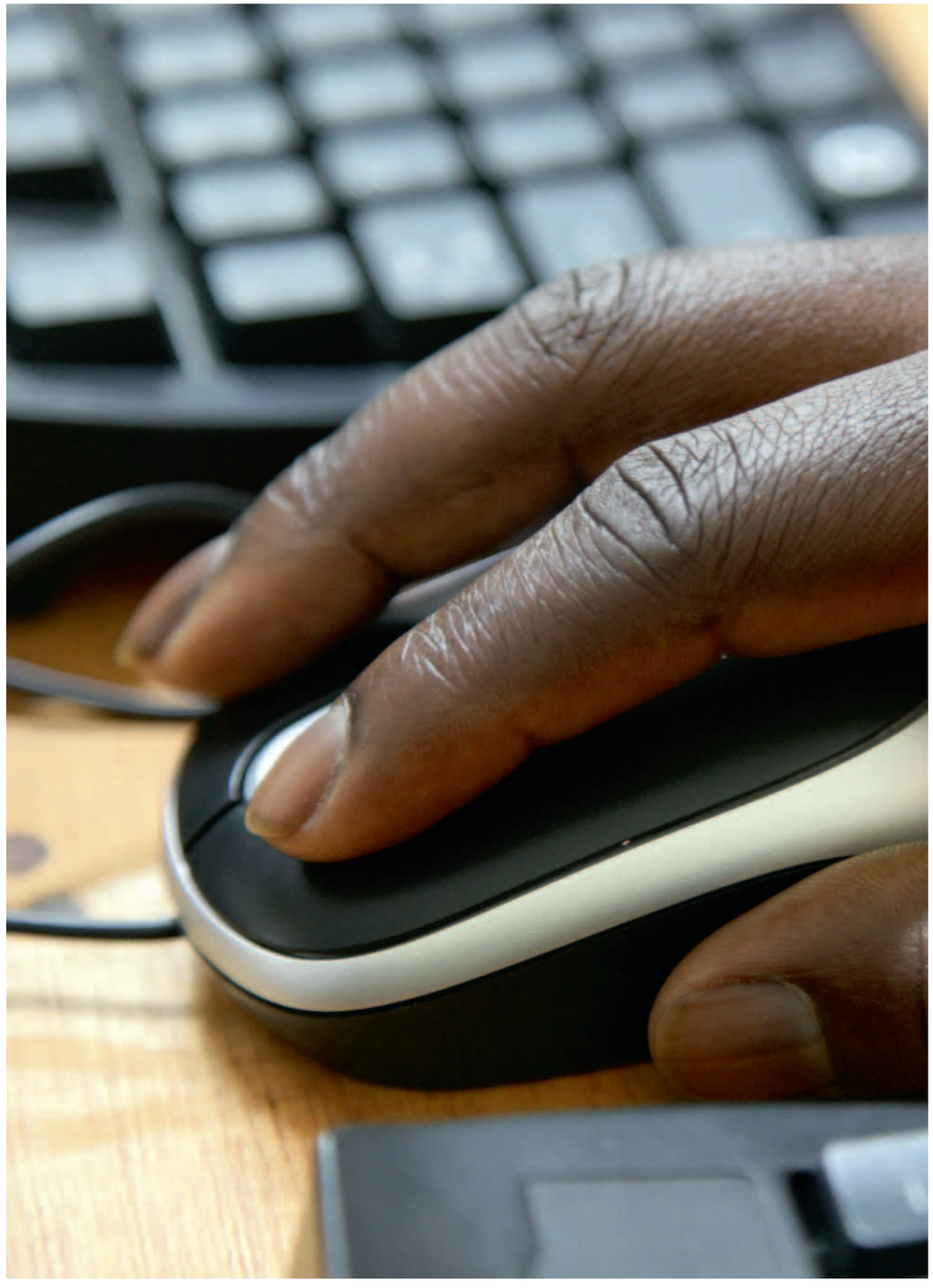












PROJECTS IN EUROPE

4.1 PC Solidarity
4.2 Belgacom Foundation
4.3 Other Belgian projects

Running parallel to its projects in developing and emerging countries, Close the Gap supports several projects in Europe (mainly in Belgium) which aim to enhance employability and empower the most vulnerable people.

4.1 PC SOLIDARITY

PC SOLIDARITY
POWERED BY CLOSE THE GAP

Launched in 2009 with the support of DNS.be, PC Solidarity is Close the Gap's major project in Belgium for countering the digital divide in that country. According to Belgian research of 2010, 15% of the Belgian population between the ages of 16 and 74 did not use ICT. Moreover, 27% of Belgian families did not have access to the Internet at home.[6]

The aim of Close the Gap is to reach out to organisations that help disadvantaged people to improve their skills. PC Solidarity wants to strengthen the ICT capacities of these organisations, both on an infrastructural and a pedagogic level, and works with different partners to achieve its aims.

In 2011 there were two calls for a proposal from grassroots organisations, managed by the King Baudouin Foundation. As a result of the first call, 520 computers were distributed to 65 organisations throughout Belgium. In addition to hardware, the organisations received a printer, train-the-trainer courses and a financial contribution for ICT-related services and equipment.

The distribution of computers for the second call takes places in 2012.

> "**PC Solidarity helps the VDAB to pass on ICT skills to users who are difficult to reach.**"
>
> The VDAB contributes by giving train-the-trainer courses for basic ICT skills as well as e-learning courses. The collaboration is a success and we are pleased to continue our partnership with PC Solidarity in 2012.
>
> *- Fons Leroy*
> *Managing Director VDAB*

PROJECT EXAMPLES

ALPHABETIC

Non-profit organisation
Lire et Écrire Namur asbl

Equipment
24 computer assets

Lire et Écrire Namur is a non-profit organisation which combats illiteracy in and around Namur. The organisation received 12 computers and financial support for the installation of the computers and the purchase of software, including anti-virus software. The computers are used to introduce ICT into literacy lessons in the poor neighbourhoods of Namur and the surrounding rural areas.

WIE ONLINE

Non-profit organisation
Begeleidingsdienst
Limburgs Mijngebied (BLM)

Equipment
36 computer assets

BLM organises support for visitors of associations for disadvantaged groups and neighbourhood associations, who come to use the available ICT. Members of the organisation are trained to supervise a public computer space and to encourage people to develop relevant and beneficial skills for using computers. BLM received 18 computers and financial support for implementing the project in four locations.

[6] Federal Public Service Economy, S.M.E.s, Self-employed and Energy

PROJECT PARTNERS

dns.be
DNS.be has been financing PC Solidarity since 2009.

King Baudouin Foundation
Working together for a better society
King Baudouin Foundation organises the PC Solidarity calls for proposals.

Microsoft
Microsoft provides software (Live and Windows 7) for the selected projects.

SOCIALware
SOCIALware gives selected projects the opportunity to receive donations from Cisco (network applications), Symantec (antivirus) and Microsoft.

RICOH
RICOH Belgium donates a printer to every selected project.

VDAB
samen sterk voor werk
VDAB provides educational services and train-the-trainer courses.

LE FOREM technofutur TIC
centre de compétence
Forem/Technofutur TIC provides educational services and train-the-trainer courses.

NFTE
Jongeren Leren Ondernemen
Network For Training Entrepreneurship (NFTE) organises project calls for part-time educational centres and organises e-learning courses for young people.

4.2 BELGACOM FOUNDATION

The Belgacom Foundation organises a yearly call for projects aimed at non-profit organisations and special schools in order to enhance their computer infrastructure. Close the Gap delivers the computers for these organisations. In 2011 Close the Gap supplied 197 organisations with 676 computers.

4.3 OTHER BELGIAN PROJECTS

In addition to the projects supported through PC Solidarity and the Belgacom Foundation, Close the Gap supports the following Belgian projects by means of computer donations.

The **Telenet Foundation** wants to counter the digital divide by helping vulnerable youngsters to use ICT in a proper and secure way. Therefore, in 2011 Close the Gap delivered 250 computers to projects which were selected through the annual call for proposals. Furthermore, Close the Gap delivered 12 computers to **My Zone**, a Telenet Foundation project offering computer and Internet access to hospitalised children that suffer from chronic diseases.

Bednet is an organisation for 6 to 18-year-old children who suffer from long-term and chronic diseases. It wants to create a connection between the children and their own classroom through the Internet. This way, the sick children can follow as many courses as possible during their absence and can stay in touch with their teachers and classmates. In 2011 Close the Gap donated 36 computers to this organisation with the support of DNS.be.

With the support of DNS.be, Close the Gap delivered 384 computers to **Centra voor Basiseducatie**. These learning centres offer basic adult education in Flanders.

Belgacom is committed to reducing the digital divide and strengthening social integration in Belgium by, among other things, providing computers to non-profit organisations and schools.

> "**Since our mission is similar to Close the Gap's mission, we have decided to develop this partnership with Close the Gap, a recognised actor in the sector.**"
>
> *- Loïc van Cutsem*
> *Head of Corporate Social Responsibility Belgacom*

THE GREEN PERSPECTIVE

5.1 Reduce, reuse, recycle

5.2 WorldPC: Creating an integrated e-waste solution

Close the Gap highly promotes the three Rs as they apply to ICT equipment: Reduce, Reuse and Recycle. For its projects, the organisation wants to ensure that end-of-life equipment is handled in an environmentally-friendly and cost-effective manner.

5.1 REDUCE, REUSE, RECYCLE

REDUCE AND REUSE

IT equipment ages quickly. However, this does not necessarily mean that the hardware is "old". A computer does not need to have the very latest specifications to still be useful. Close the Gap has always promoted affordable and environmentally-responsible reuse of used computers to support technologically disadvantaged communities in the developing world. By making high-quality and professionally refurbished IT equipment available at cost-efficient prices, Close the Gap lengthens the lifespan of e-equipment. A longer lifespan means reuse; reuse means less production of new consumption goods, which means less use of scarce resources and also less waste. At the same time, it enables businesses to deal with their obsolete electronics in an environmentally responsible and economically effective way.

In short, the following measures and controls are in place:

- Close the Gap collects and processes IT donations from its donors and adheres to specific and clearly defined criteria to evaluate whether a computer is just "old" or really worn-out. After collection, the "old" equipment is refurbished by Close the Gap's refurbishing and logistical partner Flection;
- Flection has all required permits and audit controls to support, to prevent and to facilitate electronic waste (e-waste) minimisation.

Flection is also an active member of the StEP Initiative (Stop the E-waste Problem), which has the following core objectives:

- Optimising the life cycle of electrical equipment by improving supply chains, closing material loops, reducing contamination;
- Increasing utilisation of resources and reuse of equipment;
- Exercising concerns about disparities such as the digital divide between the industrialising and industrialised countries.

RECYCLE

Extending the lifespan of IT equipment, however, does not automatically imply that this equipment will be properly recycled afterwards. The recycling and disposal of this e-waste can cause significant problems. Unfortunately, a common perception is that it is too cost-prohibitive to dispose of e-waste in an environmentally friendly way and that it is more cost-effective to throw away the products or export them to developing countries. Most of these products contain various hazardous chemicals and materials (including heavy metals such as lead and cadmium) which pose a real threat to human health and the environment. As a consequence, e-waste is severely damaging entire communities by polluting water sources and causing poisoning, miscarriage, mental retardation and even death.

The Basel Convention and the WEEE (Waste Electrical and Electronic Equipment) Directive of the European Union have made strides to address these concerns. The Basel Convention on the Control of Trans-boundary Movement of Hazardous Waste and their Disposal is a 1989 international treaty that is designed to control and minimise the movement of hazardous waste between nations and to prevent the transfer of hazardous waste from developed to less developed countries. The WEEE Directive aims to restrict hazardous components in EEE (Electrical and Electronic Equipment) and to diminish the e-waste stream by compelling producers to take back and recycle electrical and electronic equipment in the European Union. Besides this, the Directive has imposed the Basel Convention for all Member States, heavily regulating the movement of e-waste for recycling and banning its export for disposal outside of the EU. These regulations encourage refurbishment and reuse of IT equipment, as this means that less hazardous equipment must be produced. Hence, properly functioning equipment is exempt from the WEEE directive concerning transport, enabling people in developing countries to bring about a true change to their lives.

Close the Gap and its logistic partner Flection International B.V. fully comply with these directives. If equipment fails tests and is not suitable for reuse, the product will be disassembled and materials and waste disposals handed over to European-approved downstream recyclers. This whole process is in compliance with the WEEE Directive and the Basel Convention. This way, Close the Gap and Flection implement a 0% landfill policy and will never ship malfunctioning equipment or hazardous waste to their projects in developing countries.

Over the years, Close the Gap has become increasingly aware of the growing e-waste issue in developing countries, including the regions where Close the Gap has projects. Once equipment reaches the end of its productive life in the developing countries, it is important to arrange recycling and safe disposal of the equipment. Environmentally sound management of e-waste is a complex process and requires specialised equipment and expertise. The necessary take-back systems and specialised processing infrastructure are currently almost non-existent in developing countries and when e-waste enters the standard waste stream, or is broken down in the wrong conditions, it can cause serious health problems as well as severe environmental damage.

As an organisation that provides e-equipment to these regions, which are ill-equipped to handle the end-of-life management in an environmentally friendly way, Close the Gap felt a responsibility to play a part in finding a solution.

By collaborating with Close the Gap and thus supporting the reuse of ICT equipment in the South, companies receive the opportunity to help reduce the production of ICT equipment.

> **"In 2011 Close the Gap went a step further by creating a concrete solution for the e-waste problem in the South. In this way, companies are being offered a great opportunity to contribute to the reduction of e-Waste in developing countries."**
>
> *- Sabine Denis*
> *Managing Director Business & Society*

5.2 WORLDPC: CREATING AN INTEGRATED E-WASTE SOLUTION

In 2008 Close the Gap introduced the concept of creating a public-private partnership to facilitate the creation of an environmentally sound e-waste management system in the East African Community (EAC) and the WorldPC project was born.

WORLDPC
PLATFORM AGAINST THE DIGITAL DIVIDE

MISSION:

Reach a 100% sustainable e-waste management in developing countries through an efficient local, operational network and an auto-funded system.

VISION:

Reduce the negative impact of EEE throughout the entire product lifecycle. Turning e-waste into sustainable, human and economic resources.

OBJECTIVES:

- To create awareness and drive action, engage in knowledge sharing and influence policy with regard to e-waste management globally;
- To facilitate the creation of an operational network of collection points, dismantling and recycling facilities to process e-waste in a safe and environmentally sound way;
- To act as a quality label for actors involved in e-waste management, guaranteeing a 100% sustainable end-of-life treatment for electrical and electronic equipment;
- To set up a self-sustaining funding system for e-waste management in developing countries based on sales of e-resource certificates

A pilot project was created in 2011, based on a feasibility study and the support of its strategic partners. On 27 September 2011 Close the Gap inaugurates the Waste of Electrical and Electronic Equipment (WEEE) Centre for the East African Community (EAC), WorldPC's first facility for e-waste recycling in Nairobi (Kenya) that specialises in the end-of-life management of ICT equipment. A high-level delegation of European Union representatives led by European Commission Vice-President Mrs. Neelie Kroes, corporate supporters and strategic partners, attended the special event.

Mr. Jappe Blaauw (CIO, KLM) and Mrs. Neelie Kroes (Vice-President, European Commission)

The WorldPC pilot project is financed through a mechanism of e-resource certificates that are voluntarily purchased by sponsors in Europe. For each certificate bought by a European partner, one asset is collected and recycled in Africa. Since the start of this system in 2011 over 5,000 certificates were purchased by European early believers and 5,000 computer assets were collected and recycled in Kenya. The hazardous components of computers that cannot be recycled locally are shipped back to Europe and handled by best-practice recycling companies in Europe with whom WorldPC has a strategic partnership, such as Umicore. This allows WorldPC to ensure closed loop recycling of all e-waste components.

At the end of 2011 a period of transition started for WorldPC. Based on a business plan developed by Close the Gap, the Belgian take-back organisation for electrical and electronic waste Recupel has committed to supporting WorldPC in fulfilling its mission by setting up an integrated e-waste management system in the EAC. WorldPC will be launched as a separate organisation with a dedicated management team as of January 2012. The new team will leverage the momentum created by Close the Gap's WorldPC pilot to expand the operational partner network to Tanzania, Burundi, Rwanda and Uganda, collecting end-of-life electrical and electronic equipment and having it recycled. Additionally, through collaboration with the communication agency AIR, WorldPC will launch a new name, brand and awareness campaigns on the impact of e-waste in developing countries by using strategic outbound communication activities and promoting the e-certificate programme. In 2012 WorldPC will have its own separate annual report.

WORLDPC'S STRATEGIC PARTNERS

Without the invaluable support of Close the Gap's early believer strategic partners (listed below) it would not have been possible to achieve this remarkable result.

Belgian Technical Cooperation (BTC/CTB) is the Belgian development agency that mobilises resources and expertise to eliminate poverty in the world. In 2011 BTC/CTB supported WorldPC by co-financing the feasibility study to set up an integrated e-waste management system in the EAC.

The auditing and consulting firm **Deloitte** is an important and long-time loyal supporter of Close the Gap. In 2011 Deloitte supported WorldPC by offering strategic advice and expertise in the setup of the business model and it is the accountant of WorldPC.

Digital Pipeline Africa (DPA) drives initiatives for ICT for Development in Africa and facilitates collaborative relationships for environmentally sound management of e-waste. DPA is WorldPC's local strategic partner in the set-up of an e-waste management system in the EAC from the collection, through dismantling, to disposal of e-waste components.

The **Flection Group** is an international company that proactively manages the transfer of used and obsolete IT equipment. In 2011 Flection supported WorldPC by offering strategic advice and technical expertise on setting up and implementing the business model of WorldPC.

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM was among the first buyers of e-resource certificates in 2011.

PKF Belgium provides quality accounting and business advisory services. PKF has committed its expertise to ensure the transparency of World PC's finances through its extensive annual internal auditing contribution.

Recupel organises the collection and processing of WEEE for Belgium, in response to the "take-back obligation" laid down by the European Union. In 2011 Recupel supported WorldPC by offering strategic advice and expertise on setting up its business model. Recupel is committed to providing seed funding for the operational costs of WorldPC for the next five years.

Ricoh is one of the world's leading manufacturers and suppliers of office automation equipment and document solutions. In 2011 Ricoh supported WorldPC by offering strategic advice and expertise in the set-up of the business model of WorldPC.

Umicore is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference. Through its support, Umicore allows WorldPC to ensure closed loop and proper recycling of all e-waste components.

Mrs. Neelie Kroes (Vice President, European Commission)

The dismanting of CRT screens in Close the Gap's WEEE Centre

COLLECTION AND REFURBISHMENT PROCESS

6.1 Collection of ICT assets

6.2 Refurbishment and reporting

6.1 COLLECTION OF ICT ASSETS

All ICT equipment is collected in a professional way and at no cost to the donor. Appointments for collection are made quickly at the donor's convenience and organised within days of the request.

6.2 REFURBISHMENT AND REPORTING

As a result of a restricted call for tenders at the European level, the Dutch company Flection International BV has been selected as Close the Gap's preferred logistics and refurbishing partner. Its warehouses hold all the required Waste of Electrical and Electronic Equipment (WEEE) collection permits and certifications. Flection implements and holds certificates for ISO 9001, ISO 14001 and OHSAS 18001.

Once the goods have reached Flection's warehouses, the refurbishing procedure starts. It comprises five important steps that guarantee the delivery of a high-quality end product at all times:

- check-in and registration
- reconditioning of the PCs/monitors/other IT equipment
- final inspection
- transport
- reporting

During the **check-in and registration**, the status of the received equipment is checked, the computer's serial and asset numbers are registered and every asset is given a unique barcode to enable easy track and trace.

The **reconditioning** of the computers consists of a power on switch test, internal and external cleaning, a virus scan, an upgrade of the computers and a durability test. The monitors go through durability and colour testing, are cleaned and checked for damage. All data is wiped using a Blancco-certified data wiping process. This data removal process complies with the strictest requirements of NATO and the US Ministry of Defense.

After refurbishing, a **final inspection** takes place and a new keyboard, mouse and headphones are added.

Subsequently, the computer equipment is packed for sea or air **transport** to the developing or emerging country.

All donors receive a detailed status **report** on the quality of every asset given, which contain all the original tracking numbers of the IT equipment. These can be used for inventory purposes. Furthermore, a data wipe certificate that guarantees all files have been erased is given to donors. Obsolete equipment that cannot be reused in projects or sold to third parties is destructed and recycled. In this case, a certificate of destruction is provided to the donor.

Close the Gap is committed to providing beneficiary projects with high-performance equipment only. If the quality and performance of the donated equipment does not meet the set minimum specifications or if there is significant short time overstock causing high storage costs, it is sold to third-party brokerage firms, while respecting conditions agreed on with the donors. The income generated is used to source computer assets that are not available in donations but needed in projects and to finance Close the Gap's operations and project development.

Economic continuity and global sustainability are main corporate values for Flection.

> **"Besides our commercial business-to-business partners, we have teamed up with Close the Gap to support these values. We consider ourselves solid partners in bridging the gap towards the exploitation of second-hand, high-end IT equipment in emerging markets."**

We believe strongly in the added value Close the Gap brings to the education and social welfare sectors, helping them become participants in the global economy.

- Joep Van Loon
CEO, Flection

Arrival of the ICT equipment

Registration of the computers

Data wipe

Desktop processing

Refurbishing warehouse

Outgoing equipment

“FRIENDS OF” PROGRAMME

7.1 How to support Close the Gap?
7.2 What’s in it for the company?
7.3 Strategic partners
7.4 Friends of Close the Gap
7.5 Donated assets in 2011

7.1 HOW TO SUPPORT CLOSE THE GAP?

Close the Gap's success depends largely on the generosity of its donors and strategic partners. Close the Gap has two types of partnerships available. A company becomes a **"Friends of"** as soon as its structure supports Close the Gap by giving IT assets to the organisation. If this same company wants to financially support Close the Gap, adopt a specific project, make an in-kind contribution or buy e-resource certificates, this company becomes a **"strategic partner"**.

FIVE WAYS TO SUPPORT CLOSE THE GAP

- ICT assets donation
- Financial contribution
- "In-kind" contribution of core business activities (via niche expertise)
- Project adoption
- E-resource certificates support for zero-waste-to-landfill

Project in Tanzania

7.2 WHAT'S IN IT FOR THE COMPANY?

Supporting Close the Gap benefits corporations as it creates win-win situations in terms of:

CORPORATE SOCIAL RESPONSIBILITY (CSR)

Supporting Close the Gap adds value to CSR programmes which contribute to the growth of the company on a social level (in terms of employee awareness and involvement and community investment) and on an economical level (in terms of Social Return on Investment).

LOGISTICS

Close the Gap offers one single point of contact for the company's end-of-life ICT hardware.

PROJECTS

Close the Gap manages social projects from A to Z; from selection to implementation and follow-up.

NETWORKING

Partners can benefit from Close the Gap's extended network at organised events, which may lead to interesting business opportunities.

COMMUNICATION

Close the Gap provides "ready-to-use" communication tools for the partner's internal and external communication.

Communication kit

Close the Gap offers different communication and visibility tools in order to create a win-win situation for its donors, strategic partners and its stakeholders. The "**I love my PC**" campaign is at the disposal of Close the Gap's partners for enhancing employee awareness about the company's collaboration with Close the Gap. The message is simple: "Take care of your computer. Your company is giving it a second life." Close the Gap can provide stickers, leaflets and a tray mat.

Sticker

Traymat

Communication campaign

Close the Gap organises a two-yearly awareness-raising campaign for all employees of its strategic partners and major donors. In 2011 Leo Burnett created the "**Window on the World**" campaign, which was presented to Close the Gap's partner organisations. The concrete implementation of the campaign takes place in 2012. The landing page was designed by the communication agency Emakina. Window on the World is a widget which allows people to be in touch with Close the Gap's projects in the South in real time. This widget can only be created and implemented thanks to the help of a team of enthusiastic volunteers coming from all our partner organisations. Through this application, employees of our partner organisations will be able to virtually see where their computers are being reused and how they are improving young people's skills all over the world. We count on our partners to help us realise this innovative project! The website www.close-the-gap.be provides more information about this campaign.

"Window on the World" website

Overview Friends of programme

	Support Close the Gap with core activities	Donate computers
YOU RECEIVE	STRATEGIC PARTNERS	FRIENDS OF
Invitation to the two-yearly strategic partner trip	•	
Invitation to the yearly strategic partner day	•	
Company name on all official documents	•	
Press kit	•	
Internal communication kit (including "I love My PC" campaign)	•	On request
Invitation to participate in awareness-raising campaigns	•	On request
Company logo on website	•	•
Company mentioned in annual report	Logo	Name
Company mentioned in online newsletter	Logo	Name

7.3 STRATEGIC PARTNERS

Close the Gap would not exist without the strong, supportive and dedicated commitment of its strategic partners. Strategic partners not only donate computers but they also help the organisation on a day-to-day basis by providing equipment, financial or in-kind donations and e-ressource contributions or through project adoption. Close the Gap collaborates with corporate and non-profit partners and network organisations.

CORPORATE PARTNERS

Acerta is a leading human resources services provider in Belgium that specialises in consultancy, computerisation and professionalisation of administrative processes for payroll, social security, child benefits and branch formalities. Acerta supports Close the Gap by offering social secretariat and payroll services and training.

Air France is the French flag carrier and one of the world's largest airlines. It serves 35 destinations in France and operates worldwide scheduled passenger and cargo services to 191 destinations.

Air France supports Close the Gap by organising networking activities in France and purchasing e-resource certificates for WorldPC. The **Air France Foundation** supports computer donations for educational projects in the Democratic Republic of the Congo.

Computer Task Group is an IT solutions company active in North America and Europe that specialises in services which improve the management and delivery of both business and IT projects. Computer Task Group manages all the network services of Close the Gap.

The auditing and consulting firm **Deloitte** is an important and long-time loyal supporter of Close the Gap, helping to guarantee the transparent and professional use of funds raised through sponsors and donors.

Deloitte Belgium assists Close the Gap with external audits, tax advice, accountancy and legal services.

Deloitte Netherlands supports Close the Gap through its Deloitte Fair Chance Foundation and the purchase of e-resource certificates.

In 2011 **Deloitte Societas Europaea (SE)** took the first steps towards a project adoption to support two universities in Western Uganda in 2012. The support goes further than providing access to ICT Deloitte wants to involve employees from its different companies to stimulate university students on an entrepreneurial level, based on Deloitte's core values.

Deloitte Belgium is proud to be a strategic partner of Close the Gap,

> **"an organisation that aims to fit in perfectly with our own corporate responsibility goals of promoting education, innovation, entrepreneurship and respect for the environment."**

- Rik Vanpeteghem
CEO Deloitte Belgium

DNS.be is a non-profit organisation founded by Agoria, BELTUG and ISPA, and its mission is to register .be domain names, make the Internet more accessible and encourage its use. This means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy.

DNS has been supporting Close the Gap financially since 2009. Overall, DNS.be has allocated a fund that would provide 20,000 computers over five years for educational projects in Belgium and in the East African Community.

A large part of the population is still not able to participate in the digital information highway known as the Internet. DNS.be is convinced, however, that the general evolution of society will be enhanced if everyone is given the same opportunities. Ever since our foundation, we have provided these opportunities through small-scale initiatives.

> **"Since 2008 we have entered into a major partnership with Close the Gap. This partnership has enabled DNS.be to transform the Corporate Social Responsibility part of its mission into a strategic and operational plan that can be carried out meticulously."**

As part of our efforts to support this programme, in September 2011 we organised **"Bike to Close the Gap"**. This is a cycling event in which ICT staff, sponsored by their own companies, attempt to climb the famous Paterberg in Kluisbergen. The main aim of the event was to take our collaboration with Close the Gap a step further by providing a recurring inflow of cash for Close the Gap.

It was the event's first edition, but despite the poor weather it was a great success: very few last-minute cancellations, an excellent ambiance and we collected nearly €35,000 for Close the Gap. We are holding a similar event in 2012 and hope to raise €100,000!

- Mr. Philip Du Bois
CEO DNS.be

Emakina is a Full Service Digital Native Agency. We are experiencing a digital revolution and new technologies have given birth to new means of interaction. Every day new digital tools are opening up new ways of expression for brands. Native to this world of complexity, Emakina fuses imagination and innovation and orchestrates relevant points of convergence to build brand experiences that engage consumers... Emakina designed Close the Gap's website and updates it regularly. In 2011 Emakina created the web page of Close the Gap's campaign "Window on the World" and sent out Close the Gap's end-of-year greetings.

Essent is the largest energy company in the Netherlands and also operates in Germany and Belgium. Essent wants to help resolve current and future societal issues and to prevent them from occurring. In 2011 some of Close the Gap's projects in South Africa and Uganda were financially adopted by Essent.

> **"Essent IT wants to give their hardware a secure data wipe and a socially responsible second life. This is exactly what Close the Gap offers in a sustainable way!"**
>
> *- Tamme Wierenga*
> *IM Director Essent IT*

The **Flection Group** is an international company that proactively manages the transfer of used and obsolete IT equipment. Flection offers its services to Close the Gap at competitive rates. Flection cleans and repairs IT assets and erases all data on hard drive disks using Blancco software. Flection also takes care of the recycling of assets that cannot be reused. For Close the Gap, the collaboration with Flection guarantees the quality of the refurbishment process.

As the hosting and cloud computing offer of Telenet, **Hostbasket** offers a complete range of hosting solutions for companies and organisations that would like to maintain a presence or do business on the Internet. Customers can partially or completely outsource their infrastructure to Hostbasket in complete confidence, without the need to invest in server hardware, infrastructure or licences.
Hostbasket hosts Close the Gap's website and email.

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM operates worldwide scheduled passenger and cargo services to more than 90 destinations. KLM supports Close the Gap by providing free cargo transport for donated computers to KLM destinations. KLM was among the first buyers of e-resource certificates in 2011.
The **KLM AirCares** programme supports sustainable projects chosen on the basis of local needs. In 2011 AirCares decided to facilitate the delivery of computers to the Medical Knowledge Institute (MKI) in South Africa.
Close the Gap has been selected as one of the preferred partners of the **Air France KLM Belux**. This allows Close the Gap to receive visibility in Air France KLM Belux communication programmes, including the Flying Blue Partner Programme.

KLM AirCares has been a strong supporter of Close the Gap since the beginning of this social entrepreneurial project.

> **"The partnership feels totally natural and really makes a difference to Close the Gap on a logistical level."**

Our support for Close the Gap is leading to a wonderful CSR story for the AIR FRANCE KLM Group.

- Vincent COSTE
General Manager Belgium and Luxembourg AIR FRANCE KLM

KBC Bank & Insurance is a Belgian universal multi-channel bank that focuses on private clients and small- and medium-sized enterprises. KBC supports Close the Gap through a collaboration with the Belgische Raiffeisen Stichting (BRS)

It is **Leo Burnett**'s long-standing desire to use its passion, brains and creative talent to inspire communication solutions for those who are trying to address the most important social issues of our time. In 2011 Leo Burnett launched the communication campaign "Window on the World" for Close the Gap's strategic partners and biggest donors. Additionally, Leo Burnett provides stationery and occasional communication services.

Microsoft develops, manufactures, licenses and supports a wide range of products and services predominantly related to computing through its various product divisions. In 2011 Microsoft supported Close the Gap by providing free software licences for computers donated to Belgian non-profit organisations through PC Solidarity. Additionally, Microsoft Belgium organised an end-of-year campaign for the benefit of Close the Gap's projects.

Close the Gap and WorldPC have the right approach in providing technology access to underserved communities worldwide and close the opportunity gap for youth around the world.

> **"We at Microsoft are proud of our afflation and support of Close the Gap's efforts to reach hundreds of thousands of young people in Africa and Europe."**
>
> *- Akhtar Badshah*
> *Microsoft Global Education Chief*

PKF Belgium provides quality accounting and business advisory services. PKF has committed its expertise to ensure the transparency of Close the Gap's finances through its extensive annual internal auditing contribution.

Ricoh is one of the world's leading manufacturers and suppliers of office automation equipment and document solutions. Ricoh has been supporting Close the Gap with its core business, knowledge and products for many years.
In 2011 **Ricoh Belgium** supplied printers to Belgian non-profit organisations that received a computer donation through PC Solidarity. In addition to financial support, **Ricoh Netherlands** printed Close the Gap's annual report.
Ricoh France is a strong asset for Close the Gap in its current development of French donor companies. In 2011 Ricoh France organised its first "Rencontres Prestiges" in order to exchange ideas on best CSR practices with partners and clients. Close the Gap's projects in Uganda are supported by **Ricoh Europe's** Ricoh Colour Rally.

Contribution to youth development is one of the objectives within the Ricoh CSR policy and that is what Close the Gap embodies! As President of Ricoh France, I am very proud to contribute to Close the Gap's launch and implementation on French territory.

> **"The success of this project lies in uniting our stakeholders around this cross-border humanitarian adventure!"**
>
> *- Michel De Bosschere*
> *President Ricoh France and Chairman Ricoh Belgium*

SAS is the leader in business analytics software and services, and the largest independent vendor in the business intelligence market. In 2009 SAS developed a reporting tool for Close the Gap. This tailor-made tool allows Close the Gap to extract several reports. Furthermore, SAS hosted Close the Gap's Ambassador Day in 2011.

Telenet Foundation supports social projects that promote digital inclusion. In 2011 Close the Gap delivered 250 computers to projects which were selected through Telenet Foundation's annual call for proposals. Moreover, Telenet hosts Close the Gap's website and email. 12 computers were donated to My Zone, a Telenet project which offers computer and Internet access to children who suffer from chronic diseases.

Vintage is a pan-European communication agency. "One should not only focus on the differences between people but look for commonality and similarity." This quote, from Theodore Levitt, serves as the guiding principle of what Vintage stands for as a communication agency. In 2011 Vintage supported Close the Gap by maintaining the website of PC Solidarity and WorldPC.

The **Flemish Interuniversity Council for University Development Cooperation** (VLIR-UOS) supports research and higher education institutions in the South through partnerships with Flemish universities and higher education institutions. VLIR-UOS wants to improve the capacity of institutions in the South. Close the Gap supplies computers to VLIR-UOS' partner universities in developing countries and to social projects supported by the South-based educational institutions. VLIR-UOS guarantees sustainability by providing ICT maintenance and training for local staff.

The **Free University of Brussels** (VUB) is a Flemish university that welcomes more than 10,000 students every year. Close the Gap was founded through the support and expertise of the VUB. Close the Gap receives logistical assistance by being given office space. Additionally, the office costs of telecommunication, fax and postal services are partly sponsored by the VUB. In June 2011 Close the Gap moved its offices to the Karel Van Miert Building, a new international office owned by the VUB.

New strategic partners since 2011

Belgacom is the largest telecommunications company in Belgium. Belgacom aims to be the preferred provider of intuitive end-to-end solutions that combine fixed and mobile telecom, IT and media, so helping its customers to manage and enrich their professional and private lives in a sustainable way. Close the Gap has supplied computers to social projects supported by the Belgacom Foundation since 2011.

DHL, a new strategic partner since 2011, commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. DHL accepts its social responsibility by supporting climate protection, disaster management and education. Since 2011, DHL has put its knowledge at Close the Gap's disposal by offering training on customs formalities and by advising Close the Gap's partners abroad during the import process.

Rabobank Group is an international financial services provider operating on the basis of cooperative principles. It offers retail banking, wholesale banking, asset management, leasing and real estate services. Its focus is on all-finance services in the Netherlands and on retail and wholesale banking, and food and agri internationally. Rabobank has started a major three year partnership with Close the Gap and aims to donate approximately 50,000 computers during this project period. Through a partnership with Dell, Rabobank offers one e-resource certificate for every computer donated.

NETWORKS

Close the Gap is pleased to announce it participated in various networks in 2011. These networks offer knowledge and create opportunities for Close the Gap to grow in terms of visibility, contacts and computer donations.

CharITy, founded by ICT Media, aims to involve the Dutch IT community in CSR projects. Using the intrinsic value of networks, ideas, knowledge, expertise and partnerships, the foundation strives to contribute more than just what is offered by their own corporate (marketing communication) funds within existing CSR initiatives or projects. In February 2011 a pledge of 50,000 computers for Close the Gap was launched among the Dutch CIO community. By the end of 2011, a total of 45,306 computers had already been donated.

Close the Gap is now one of the preferred partners of the Dutch CIO community and CharITy foundation. Looking at their and our mission and their way of working with the different companies in the Netherlands, it makes complete sense for us to work together and to intensify our collaboration for a brighter ICT4Development future.

"CharITy will stay committed to facilitating the access to the Dutch CIOs, to get them truly involved in CSR, and make sure it goes beyond 'marketing'!"

- Rob Beijleveld
CEO ICT Media BV & Founder CharITy

CompTIA is a US-based non-profit trade association that advances the global interests of IT professionals and companies throughout the world. CompTIA focuses its programmes on four main areas: education, certification, advocacy and philanthropy. One of its member communities, EU IT Services and Support, supported Close the Gap in 2011 through a financial donation.

The **Executives' Circle** was founded in 2002 with the purpose of gathering the foremost business leaders and intellectual elite within an exclusive forum that addresses today's key management, leadership and societal challenges. In 2011 the IT Executives' Circle, an exclusive think tank comprising Belgium's foremost CIOs and senior IT managers, launched the CIO-PE (CIO for Hope) initiative. Its aim is to encourage companies to deliver a total of 10,000 obsolete computers by 30 November 2012.

Mrs. Anne De Baetzelier, presentator and moderator IT Executives' Circle dinner

When I was asked to support the CIO-PE initiative, I thought it was a great idea to give my patronage to it. By contributing to closing the digital divide, I feel I'm helping – even if to a small extent – society as well as my own company.

"Contributing to Close the Gap is a real opportunity for any CIO to participate in a major human and societal project."

- Daniel Lebeau
Vice-President and CIO at GSK Biologicals

Close the Gap is an active member of the networks **KAURI** and **MVO Nederland**. Close the Gap is being supported by and is in contact with following ICT and Corporate Social Responsibility networks: **Agoria ICT**, **ADM**, **BELTUG**, **Business and Society**, **CIO Europe**, **CSR Europe**, **Datanews**, **Educaid**, **FINAKI**, **Lion's Club**, **PACE**, **StEP**, **TechSoup** and **TEDx**.

NON-PROFIT PARTNERS

Gillès Foundation

The **Gillès Foundation** was established in 1991 with private funds of the shareholders of Etap. The purpose of the foundation is to support small-scale economic initiatives that increase the autonomy of the local population. In 2011 Gillès Foundation commited to collaboratating with Close the Gap by supporting ICT4Education projects in three countries of the East African Community. The foundation is funding the delivery of 300 computer assets to Close the Gap's starting service partners in order to stimulate their social entrepreneurship. Together with the Foundation, clear Key Performance Indicators with respect to training, user reach and broader impact are being monitored. (Project implementation: 2012.)

Jan van Ieperen Fonds
omdat elke stap helpt

The **Jan van Ieperen Fund** supports social and community activities financially as well as materially. The fund provides assistance to people and initiatives that help individuals and groups to achieve a better living and/or work environment. In 2011 the Jan van Ieperen Fund decided to help children in five schools in Mampong (Ghana) to receive access to ICT education (Project implementation: 2012).

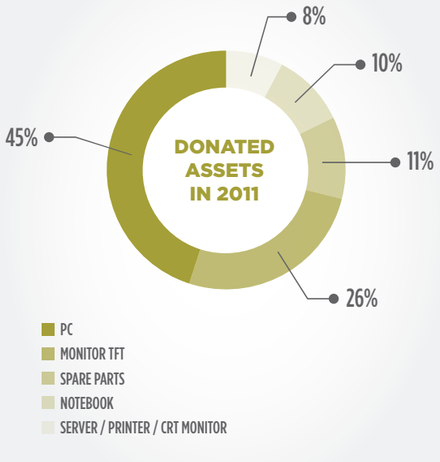
7.4 FRIENDS OF CLOSE THE GAP

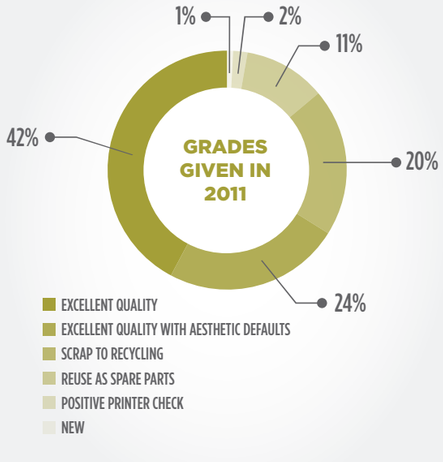
Friends of Close the Gap are companies that help Close the Gap by providing ICT equipment. In 2011 Close the Gap received computers from companies in Belgium, France, the Netherlands and Switzerland.

In 2011
Close the Gap received
59,584 ICT assets

ABNAMRO|ACERTA|ADECCO|AEGON|AIRFRANCE|AMNESTY INTERNATIONAL | **THANK YOU** | ARAMCO | BANK DELEN | BIOMÉRIEUX | BMW GROUP BENELUX | CARIDIANBCT EUROPE | CEGEKA | CENTRAAL ORGAAN OPVANG ASIEL-ZOEKERS | CHU BRUGMANN | COFELY GDF SUEZ | **THANK YOU** | DAF | DE LAGE LANDEN | DESCARTES SYSTEMS GROUP | DRENTHE | EFMD, DSM | **THANK YOU** | ERNST & YOUNG | EXACT| EXACT SOFTWARE | ESSENT | GRONTMIJ | FOKKER SERVICES | GASTROSUISSE | GSK BIOLOGICALS | **THANK YOU** | HEERLEN | HENKEL FRANCE | ICT MEDIA | ING | INTERNATIONAL CRIMINAL TRIBUNAL FOR THE FORMER YUGOSLAVIA | KBC | KH KEMPEN | KLM | **THANK YOU** | KONINKLIJKE AHOLD | LEO BURNETT BRUSSELS & NETHERLANDS | MICROSOFT | **THANK YOU** | MOBISTAR | LGI | NATIONAL BANK OF BELGIUM | NEDERLANDSE SPOORWEGEN | **THANK YOU** | OCE | OCMW ROESELARE | PGGM | PHILIPS | POSTNL | PRORAIL | RICOH NETHERLANDS | REAL DOLMEN | REED MIDEM | SAS INSTITUTE | **THANK YOU** | SCHNEIDER ELECTRIC | SCK-CEN | SD WORX | STARWOOD | STORK | SÚDWEST-FRYSLÂN | SYNERGICS | TELENET | TNT POST | **THANK YOU** | TOYOTA | TRANSAVIA | UNIVERSITEIT GENT | VACO BVBA | VLIR-UOS | VTECH | WALT DISNEY |WEST-VLAANDEREN | WOLTERS KLUWER

7.5 DONATED ASSETS IN 2011





Corporate Social Responsibility is the standard for entrepreneurship of the 21st century. CSR inspires people to serve both the company and society as a whole.

"Joining the "Friends of Close the Gap programme" is joining a community that stands for this new approach in doing business."

- Willem Lageweg
Director MVO Nederland

"Donating IT material to Close the Gap is an efficient way for ABN AMRO to work on a social and environmental level at the same time."

- Arnold Pollack
IT Service Delivery Manager ABN AMRO Bank

UNITED NATIONS

8.1 United Nations Department of Public Information (UNDPI)
8.2 United Nations Global Compact (UNGC)
8.3 United Nations Global Alliance for ICT & Development (UN GAID)

8.1 UNITED NATIONS DEPARTMENT OF PUBLIC INFORMATION (UNDPI)

Close the Gap has been a member of the United Nations Department of Public Information (UNDPI) since 2010. This department helps non-governmental organisations gain access to and disseminate information to the public about United Nations issues.

In 2011 Close the Gap participated in the 64th Annual Conference of NGOs entitled "Sustainable Societies; Responsive Citizens" in Bonn. This conference focused on how civil society can make an effective contribution to creating and maintaining sustainable societies.

Since the end of 2011 Close the Gap has been able to rely on its youth representative who represents Close the Gap at the United Nations headquarters in New York.

I was born in the United States but lived in a rural part of Korea as a child for a number of years. From a young age I was taught to value education and realise its potential to overcome economic poverty and achieve one's aspirations for the future. Aligned with Close the Gap's mission, I strongly believe that education can be utilised as a driving mechanism to combat poverty and other social ills that plague our society today. Nowadays, it is almost impossible to imagine a life without technology and most of us do not realise how we are privileged to have such commodities.

As the public voice of the UN, UNDPI-NGO maintains contacts with a broad range of media partners around the world to help NGOs gain access to and disseminate information about UN issues while promoting global awareness, greater understanding and continuous support for the work of the UN and its principles.

As a UN Youth Representative, my main objective is to support the Close the Gap team in its further development with respect to projects and partners within the UNDPI-NGO network. In short, my role is to work as a liaison between the UN and Close the Gap. I inform Close the Gap about UN events and activities in New York, which I attend on a regular basis with a follow-up. Moreover, I use available networks to promote Close the Gap's activities and identify potential personalities who may be important for Close the Gap's development. Furthermore, I identify potential project implementations that could be supported in the South as well as potential partners willing to play a role in Close the Gap's activities.

"I am looking forward to continuously supporting and providing any assistance that might help our organisation to positively influence and inspire others to do the same in advocating on behalf of disadvantaged men, women and children who cannot afford a minimum standard of education through ICT."

- Christine Shim
Close the Gap's Youth Representative at the United Nations in New York

8.2 UNITED NATIONS GLOBAL COMPACT (UNGC)

The UN Global Compact (UNGC) is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Businesses, as primary drivers of globalisation, can help ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

Endorsed by chief executives, the Global Compact is a practical framework for the development, implementation and disclosure of sustainability policies and practices, offering participants a wide spectrum of work streams, management tools and resources — all designed to help advance sustainable business models and markets.

Since December 2009, Close the Gap has been recognised as a UNGC signatory. The spirit of UNGC is already embedded in Close the Gap's vision and values. For Close the Gap, participation in the UN Global Compact is a great opportunity to share knowledge about sustainable development and another step in the process of emphasising the importance of high standards in its worldwide activities.

The UN Global Compact has two main objectives:

1. Catalyse actions in support of broader UN goals, including the Millennium Development Goals.

2. Mainstream the following ten principles in business activities around the world:

HUMAN RIGHTS

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

LABOUR

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

8.3 UNITED NATIONS GLOBAL ALLIANCE FOR ICT & DEVELOPMENT (UN GAID)

Close the Gap has been member of the United Nations Global Alliance for ICT and Development (UN GAID) since 2009. This is a global forum that comprehensively addresses cross-cutting issues related to ICT and development.

UN GAID wants to create an open and inclusive platform that could broaden the dialogue on innovative ways of harnessing ICT for advancing development. To accomplish this, UN GAID mainstreams the global ICT agenda into the broader United Nations agenda.

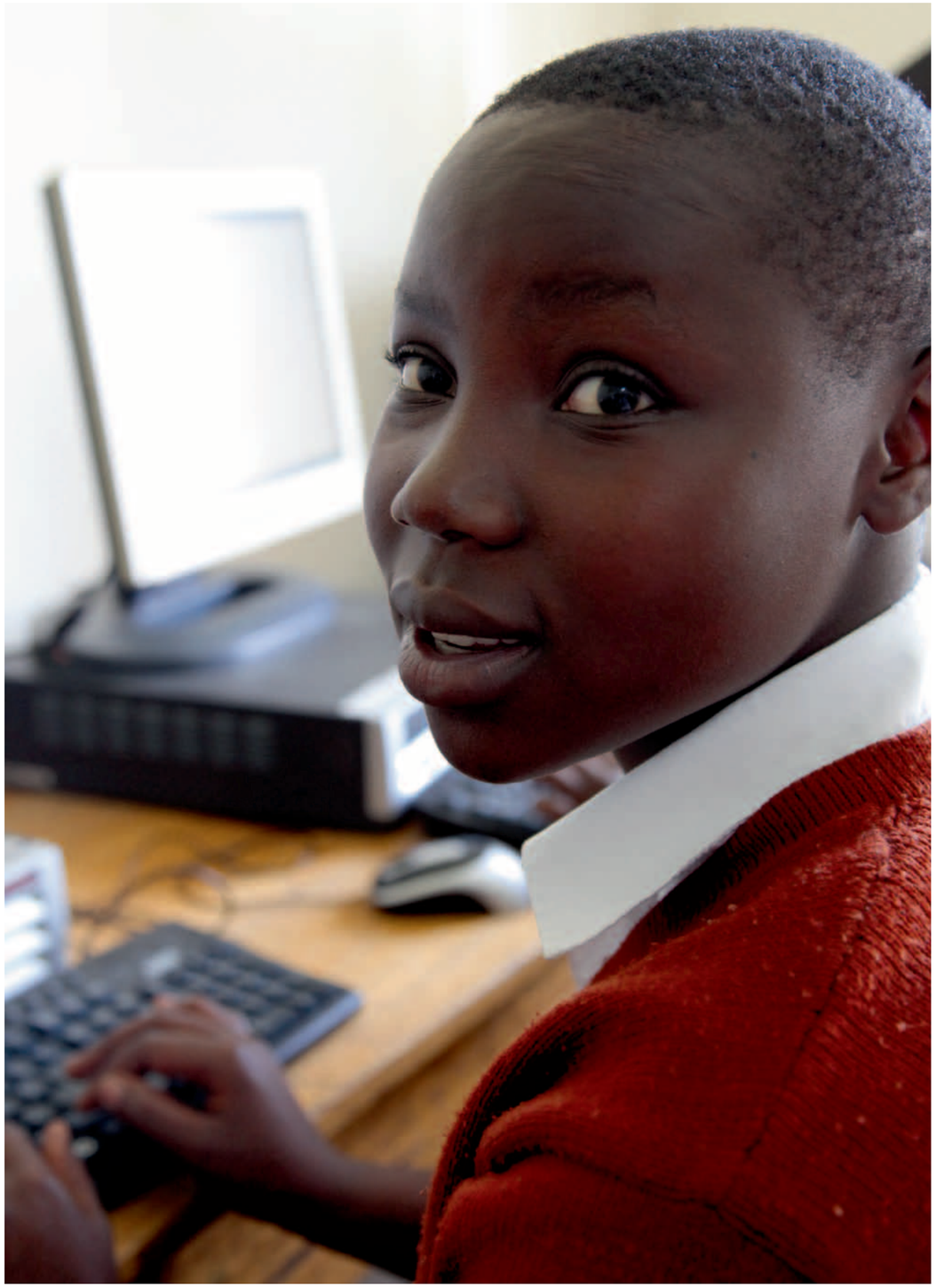
All UN GAID members are committed to the following ideals:

- Demonstrate leadership by advancing universal access to ICT.
- Raise the awareness of policy-makers on ICT4Development issues.
- Facilitate identification of technological solutions for specific development goals.
- Produce practical solutions, share best practices and knowledge to bridge the digital divide.
- Engage in policy dialogues around specific topics of mutual interest put forward for discussion.
- Share innovative business models for pro-poor investment, economic growth and empowerment of people living in poverty.

The UN GAID is well placed to promote the use of ICT in fighting poverty, illiteracy and disease, in protecting the environment and empowering women and girls. ICT has a central role to play in the quest for development, dignity and peace.

“Let us use all our energy and innovation to harness ICT to our work towards the Millennium Development Goals. Let us turn the digital divide into digital opportunity! Let us promote new business models, public policies and technological solutions in the global approach to development.”[7]

- Ban Ki-moon
United Nations Secretary-General



[7] http://www.un-gaid.org

NON-PROFIT GOVERNANCE

BOARD OF DIRECTORS

Close the Gap is governed by an independent Board of Directors, of which the primary function is to give advice and make recommendations to the Managing Director about policies, strategies, allocation of resources and legislative arrangements. In addition, this board is responsible for giving its formal approval to major strategic and organisational decisions taken within Close the Gap.

BOARD OF RECOMMENDATION

Close the Gap's Board of Recommendation consists of eminent people willing to vouch for and to recommend Close the Gap within their networks. This specific Board is essential to the organisation in terms of international support and visibility.

REMUNERATION COMMITTEE

The remuneration committee is established to ensure that remuneration arrangements support the strategic aims of the organisation and enable the recruitment, motivation and retention of our staff, while complying with the requirements of regulatory and governance bodies, satisfying the expectations of stakeholders and remaining consistent with the expectations of the wider employee population.

The members of the Remuneration Committee are appointed by the Board of Directors and consist of at least three members. The Committee is chaired by the chairman of the Board of Directors.

COUNSELLORS

Close the Gap's counsellors complement the Board of Directors and consist of a number of persons from different countries willing to support Close the Gap in terms of network and visibility. Counsellors do not have any legal authority but mainly act as ambassadors for the organisation. They can undertake meaningful and purposeful activities for support in terms of policy, planning, evaluation, public relations and fundraising. Counsellors are active in many countries within different sectors such as development, education, health and microfinance.

STRATEGIC PARTNERS

Close the Gap could not exist without the daily support of its Strategic Partner network. All partners support the organization through philanthropic activities in their specific fields.

MANAGING DIRECTOR

The Board of Directors of Close the Gap has entrusted the daily management to Mr. Olivier Vanden Eynde[8], founder of the organisation, by means of a management agreement. On an annual basis, two members of the Board of Directors hold an evaluation session with the Managing Director as part of an ongoing, collaborative inquiry to explore the daily functioning of the Managing Director.

CLOSE THE GAP'S VALUES

Close the Gap's Board of Directors, management and employees deliver the organisation's five key mission values to counsellors, strategic partners, donors, supporting partners and contacts on a daily basis :

- **Safety** when dealing with the erasing (data wiping) process
- **Comfort** when dealing with the easy donation process in terms of logistics
- **Reliability** thanks to PKF International's external audit and Deloitte Belgium's internal audit
- **Transparency** when dealing with all partners
- **Environmentally sound** when promoting its "zero e-waste" policy with local partners

EXTERNAL AUDIT

Since transparency is a key component of a healthy organisation, Close the Gap is audited on a yearly basis by "PKF Bedrijfsrevisoren Belgium". The audit is conducted in accordance with legal and statutory requirements and provides assurance that the financial statements are free of material misstatement. The audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluating the overall financial statements. This allows the organisation to better inform the public about how resources have been used.

INTERNAL AUDIT

At all times, Close the Gap wants to be a reliable partner for its donors and partners. In order to ensure a transparent and professional use of funds (raised by strategic partners, donors and subsidiary governments), Deloitte supports Close the Gap with internal audits, risk management and legal support, as well as by providing Deloitte experts to carry out the entire accounting. A two-yearly audit conducted by Deloitte oversees the entire technical path to guarantee that the refurbishment and logistic track, as well as the quality assurance of the equipment delivered to Close the Gap projects take place in a consistent and transparent way.

PROJECT MANAGEMENT

This entire process of transparency by internal and external auditing is strengthened furthermore by Close the Gap's policy concerning its project management, which operates clearly by a neutral and independent selection of projects based on clearly-defined criteria. Two guiding principles are the sustainability of the project as well as the concept of local ownership by each project beneficiary. This means that local partners are ultimately responsible for the results of their supported activities. In most cases, Close the Gap charges a modest contribution per computer configuration, but exceptions can occur when external funds or Close the Gap funds are available to bear the costs of a project. To enhance the long-term self-supporting nature of its projects, Close the Gap offers all-inclusive solutions to its partners, including peripheral equipment, additional hardware and software and capacity building programmes through various qualitative partnerships, both local and international. The tools provided by these partnerships lead to improved sustainable projects and help to bring people together to exchange knowledge and experience. A large number of projects have benefited from these broad sources to support, thereby securing a sustainable and independent integration of Close the Gap equipment.

COMMUNICATION

Having a well-developed and open communication strategy - both in the short and the long run - is vital to an organisation like Close the Gap. Therefore, a traceable communication path was established over time to improve the organisation's transparency. This was done by providing information about every step in Close the Gap's process chain. In practice, this means that all communication matters are handled by the polyvalent Close the Gap team, coordinated by the Managing Director, who makes sure that all relevant information about executed projects, partnerships and other facts are accessible through Close the Gap's website, newsletters and other communication media.

SOCIAL ENTREPRENEURSHIP

In the rapidly developing non-profit world, it is important for an organisation to become self-sufficient rather than having to entirely or partly depend on contributions or subsidies. Close the Gap is aware of this and therefore operates as a social enterprise, combining the passion of a social, philanthropic mission with the very best of the for-profit enterprising world. It is, however, important to mention that Close the Gap's social and environmental mission will always stay central to all its activities.

RISK MANAGEMENT

For Close the Gap, it is important to focus its programmes on the long term, since the digital divide cannot be closed within one day. Hence, it is important to build in financial assurance. Close the Gap has various ways of dealing with the risk of fluctuating income and the implications of this on the continuity of its projects. The organisation manages financial risks through a policy of spreading income. Income is obtained from multiple sources, including individual donors, gifts from strategic partners and institutional donors.

[8] Via a management contract, representing OKMGM bvba

FINANCIAL REPORT

Close the Gap has financial transparency in its management in order to be able to account at any given moment for the use of the funds assigned to the organisation, whether by third parties, companies, private individuals or public authorities.

By actively fundraising for financial and computer contributions, Close the Gap can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely helping organisations in developing countries to continuously reduce the digital divide.

Close the Gap is a non-profit organisation partly funded by financial donations from third parties such as companies, governments and private individuals and partly funded by its own operational activities, i.e. making computers available to developing projects at cost price. If Close the Gap is unable to use specific computers from donations, for example because of a mismatch between quality and minimum specifications or because of a significant short time overstock of unusable computers, which would lead to high storage costs, the computers are offered (commercially) to third-party brokerage firms or recycled, while respecting any specific conditions agreed on with the donors. The revenues generated (by means of revenue share), combined with revenues generated from limited contributions from buyers of hardware for development projects, allow Close the Gap to cover its annual operational and administrative costs. Deloitte regularly audits the revenue share process at Close the Gap and any third parties involved to ensure proper reporting and accurate handling of this process. The money generated is used to support sustainable projects in developing countries where there is a clear need for IT solutions but where no (or too small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers. In this way, Close the Gap is one of the organisations able to provide beneficiary partners in developing countries with co-funding, as well as invest in innovative solutions with its partners to tackle the digital divide effectively.

In order to keep its operational costs as low as possible, Close the Gap mainly relies on in-kind contributions for most of its activities.

The Board of Directors guarantees that all donations to Close the Gap projects are handled in a professional manner and are completely free of profit. In order to guarantee that all sponsoring funds are used as intended, Close the Gap is audited on a yearly basis by a registered and independent auditor PKF.

Reviseurs d'entreprises

PKF
Business advisers

CLOSE THE GAP INTERNATIONAL VZW
PLEINLAAN 2
1050 BRUSSELS (ELSENE)
RPR/RPM: 0860.353.772

AUDITOR'S REPORT TO THE ANNUAL MEMBERS' MEETING OF THE ASSOCIATION CLOSE THE GAP INTERNATIONAL VZW ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2011

In accordance with the legal and statutory requirements, we report to you on the performance of the audit assignment, which has been entrusted to us. This report contains our opinion on the true and fair view of the financial statements as well as the required additional statements.

Unqualified audit opinion on the financial statements

We have audited the financial statements for the year ended December 31, 2011, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 5.574.901,51 and a positive balance for the year of EUR 572.797,45.

Management is responsible for the preparation and the fair presentation of these financial statements. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with the legal requirements and the Auditing Standards applicable in Belgium, as issued by the Institute of Registered Auditors (*Institut des Réviseurs d'Entreprises / Instituut van de Bedrijfsrevisoren)*. Those standards require that we plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement, whether due to fraud or error.

In accordance with the above-mentioned auditing standards, we considered the association's accounting system, as well as its internal control procedures. We have obtained from management and from the association's officials the explanations and information necessary for executing our audit procedures. We have examined, on a test basis, the evidence supporting the amounts included in the financial statements.

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Siège social | Potvlietlaan 6 | 2600 Anvers | TVA BE 0439 814 826 | RPM Anvers

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PKF
Business advisers

We have assessed the appropriateness of accounting policies and the reasonableness of the significant accounting estimates made by the association as well as the overall financial statement presentation. We believe that these procedures provide a reasonable basis for our opinion.

In our opinion, the financial statements for the year December 31, 2011 give a true and fair view of the association's assets and liabilities, its financial position and the results of its operations in accordance with the financial reporting framework applicable in Belgium.

Additional statements

The compliance by the association (foundation) with the Law related to not-for-profit associations, international not-for-profit associations and foundations is the responsibility of management.

Our responsibility is to supplement our report with the following additional statements, which do not modify our audit opinion on the financial statements:

- Without prejudice to formal aspects of minor importance, the accounting records were maintained in accordance with the legal and regulatory requirements applicable in Belgium.
- There are no transactions undertaken or decisions taken in violation of the association's statutes or the Law related to not-for-profit associations, international not-for-profit associations and foundations that we have to report to you.

Brussels, May 10, 2012

PKF reviseurs d'entreprises SCRL
Represented by

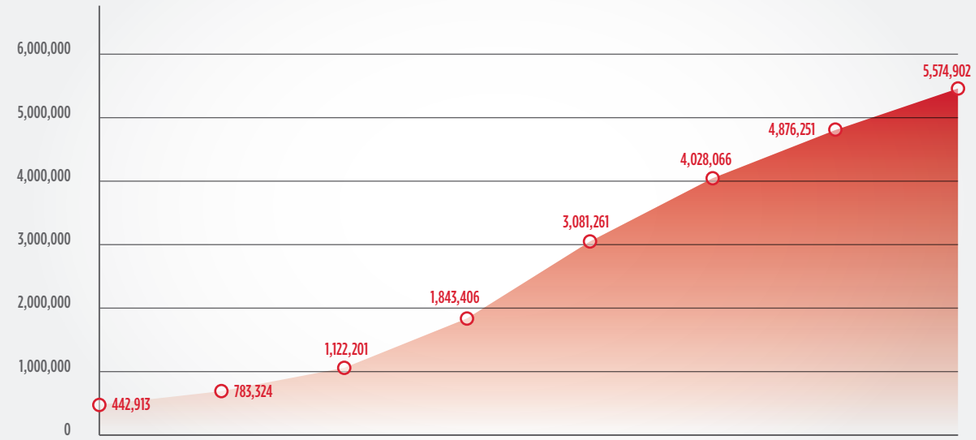
Gunther Loits
Registered Auditor | Partner

BALANCE SHEET		31.12.2011	31.12.2010	31.12.2009	31.12.2008	31.12.2007
ASSETS						
FIXED ASSETS		15,867.62	12,239.74	11,455.24	11,188.20	6,864.07
Intangible assets		0.00	1,666.66	3,333.33		
Tangible assets		15,867.62	10,573.08	8,121.91	11,188.20	6,864.07
Plant, machinery and equipment		900.32	989.83	1,288.80	1,852.21	705.62
Furniture and vehicles		12,759.30	7,099.25	6,833.11	9,335.99	6158.45
Other tangible fixed assets		2,208.00	2,484.00			
CURRENT ASSETS		5,559,033.89	4,864,011.48	4,016,610.62	3,070,073.08	1,836,541.88
Stocks and contracts in progress		1	1	1	1	1
Stocks		1	1	1	1	1
Goods purchased for resale		1	1	1	1	1
Amounts receivable within one year		778,536.89	356,668.57	461,702.59	276,474.82	612,907.53
Trade Debtors		741,099.04	291,731.11	381,278.93	251,963.28	607,047.58
Other amounts receivable		37,437.85	64,937.46	80,423.66	24,511.54	5,859.95
Cash at bank and in hand		4,692,292.10	4,466,734.24	3,456,785.49	2,785,320.44	1,222,304.95
VLIR-ICT, DNS Fund		2,346,735.72	3,060,765.79	2,242,792.29	1,594,320.70	145,625.83
Own Cash		2,345,556.38	1,405,968.45	1,213,993.20	1,190,999.74	1,076,679.12
Deferred charges and accrued income		88,203.90	40,607.67	98,121.54	8,276.82	1,328.40
TOTAL ASSETS		**5,574,901.51**	**4,876,251.22**	**4,028,065.86**	**3,081,261.28**	**1,843,405.95**

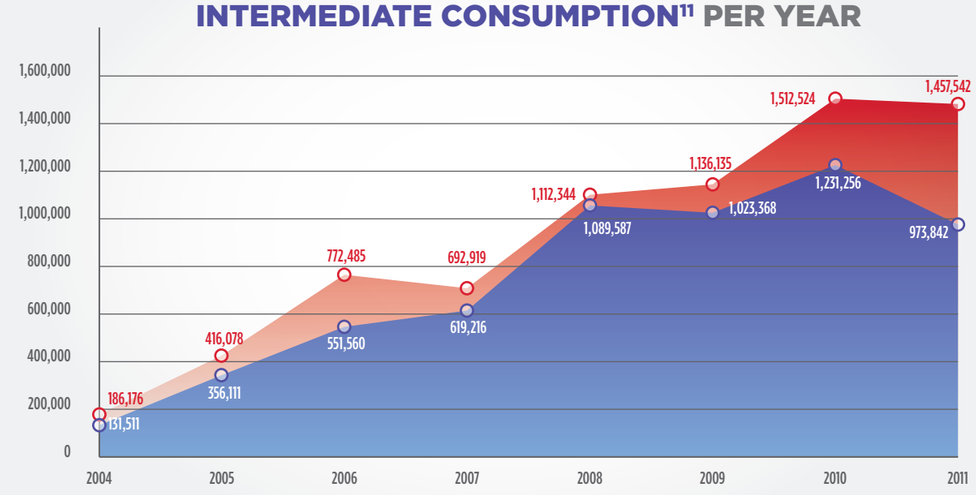
BALANCE SHEET						
LIABILITIES						
CAPITAL AND RESERVES		2,423,925.57	1,851,128.12	1,628,908.90	1,384,405.24	1,132,378.80
Association's funds		9,461.62	9,461.62	9,461.62	9,461.62	9,461.62
Starting Capital		9,461.62	9,461.62	9,461.62	9,461.62	9,461.62
Funds allocated by Close The Gap		589,719.25	498,126.24	655,070.47	639,603.47	629,973.47
Result carried forward		1,824,744.70	1,343,540.26	964,376.81	735,340.15	492,943.71
PROVISIONS		97,197.42	67,887.10	54,059.25		
Provisions for liabilities and charges		97,197.42	67,887.10	54,059.25		
CREDITORS		3,053,778.52	2,957,236.00	2,345,097.71	1,696,856.04	711,027.15
Amounts payable within one year		2,595,068.04	2,323,452.09	1,570,172.26	223,063.02	390,396.85
Financial Debts						
Trade debts		534,633.15	288,932.96	270,058.57	164,102.89	353,629.39
Suppliers		534,633.15	288,932.96	270,058.57	164,102.89	353,629.39
Advances received on contracts in progress		2,033,899.71	1,999,412.06	1,247,341.65	0.00	0.00
Taxes, remuneration, and social security taxes		19,935.18	35,107.07	51,108.40	57,296.49	35,056.61
Taxes		0.05	3,651.60	6,081.94	31,315.30	4,524.07
Renumeration and social security		19,935.13	31,455.47	45,026.46	25,981.19	30,532.54
Other amounts payable		6,600.00		1,663.64	1,663.64	1,710.85
Accrued charges and different income		458,710.48	633,783.91	774,925.45	1,473,793.02	320,630.30
TOTAL LIABILITIES		**5,574,901.51**	**4,876,251.22**	**4,028,065.86**	**3,081,261.28**	**1,843,405.95**

INCOME STATEMENTS						
Operating income	A	1,851,958.90	1,979,014.44	1,629,270.85	1,588,984.83	1,623,740.55
Turnover		1,457,542.55	1,512,524.03	1,136,135.82	1,112,344.89	692,919.69
Contributions, donations, grants, etc		384,954.64	406,743.55	483,514.67	449,774.88	927,798.58
Other operating income		9,461.71	59,746.86	9,620.36	26,865.06	3,022.28
Operating charges	(-)	1,305,011.34	1,778,996.59	1,347,811.89	1,359,899.65	808,104.48
Intermediate consumption	B	973,842.05	1,231,256.80	1,023,368.15	1,089,587.63	619,216.70
Raw materials, consumables and goods for resale		667,479.35	923,309.95	730,505.37	773,879.97	362,668.83
Purchases	600/8	667,479.35	923,309.95	730,505.37	773,879.97	362,668.83
Increase (-);decrease(+) in stocks						
Services and other goods		306,362.70	307,946.85	292,862.78	315,707.66	256,547.87
Gross Margin (Pos result)	A-B	878,116.85	747,757.64	605,902.70	499,397.20	1,004,523.85
Remunerations, social security costs and pensions		214,442.51	211,688.33	202,613.28	187,298.75	149,894.32
Depreciation of and amounts written off formations expenses intangible and tangible fixed assets		5,896.21	6,856.52	6,042.96	6,106.10	3,912.79
Provisions for Liabilities and charges						
Appropriations (+/-)		29,310.32	13,827.85	54,059.25		
Other operating charges		110,830.57	329,194.94	115,787.50	76,907.17	35,080.67
Operating result	(+)	517,637.24	186,190.00	227,399.71	229,085.18	815,636.07
Financial income		56,677.25	39,253.90	18,184.42	26,072.49	13,450.71
Income from current assets		55,996.83	39,078.32	17,966.98	23,631.70	13,310.71
Other financial income		680.42	175.58	217.44	2,440.79	140.00
Financial charges	(-)	-1,517.04	-3,224.68	-1,080.47	-3,131.23	-766.15
Interest and other debt charge		0.00	1,924.72	22.21	205.92	14.16
Other financial charges		1,517.04	1,299.96	1,058.26	2,925.31	751.99
Result on ordinary activities	(+)	572,797.45	222,219.22	244,503.66	252,026.44	828,320.63
Extraordinary income	(+)	0.00	0.00	0.00	0.00	0.00
Write-back of depreciations						
Result for the year	(+)	572,797.45	222,219.22	244,503.66	252,026.44	828,320.63
Result for the period allocated to funds	(-)			15,467.00	9,630.00	629,973.47
Result for the period to be carried forward	**(+)**	**572,797.45**	**222,219.22**	**229,036.66**	**242,396.44**	**198,347.16**

TOTAL ASSETS AT YEAR-END[9]



PROJECT TURNOVER[10] & INTERMEDIATE CONSUMPTION[11] PER YEAR



[9] Total amount of assets (e.g. fixed assets, amounts receivable, cash at bank,...) owned by the organisation.
[10] Total revenue directly related to projects.
[11] Total amount of acquisition cost of goods used for projects, and costs for services and other goods.

VISION OF THE FUTURE

"With the passing of another year, it is a real privilege for me as founder and managing director of this inspiring organisation, to share, together with all our members, stakeholders and the wider public, some insights into the future.

Many challenges have to be met in these uncertain times. New macro- economic trends are predominantly present in our day-to-day society. I would like to refer to an ageing population, limited natural resources, economic and financial instability, high rates of unemployment and at the same time a poorly skilled workforce and an increasing interaction with stakeholders.

In terms of computer donations and as a direct result of the economic crisis, 2010 proved to be a difficult year. A significant increase in computer donations was established in 2011, surpassing the figures for 2009, our previous top year in this respect. This shows the increasing trust and enthusiasm of all Close the Gap's contributors and confirms our valuable offer in terms of computer donations together with an endorsement of the number of supported projects. The second generation of corporate social responsibility practices (CSR 2.0), which focuses on collaborations between companies rather than individual commitments, has been launched within Close the Gap, thereby creating shared value from policing and complying with transforming and collaboration.

Together with a dedicated and motivated team, I feel passionate about the ICT4Development (ICT4DEV) industry. Our industry's impact on global cooperation development, education and poverty reduction is immense. All our stakeholders in developing countries – beneficiary and service partners, governments and other civil society stakeholders - have welcomed the results achieved through research, development and production. ICT4DEV industry partners worldwide make a valuable and decisive contribution to e-health, education, public government services, democratisation and access to public information.

ICT4DEV industry is now entering a critical phase. At this stage it is important for the industry, governments and wider stakeholders to prove our true effectiveness. Ultimately, we all strive to achieve a common result: more autonomy for our beneficiaries. We need to create an open dialogue on the best ways to meet our goals and, most importantly, we need to take up our responsibilities and undertake the corresponding actions to make our promises come true.

Close the Gap has now been in existence for eight years and has become a key actor in terms of computer refurbishment, sustainability of ICT projects and e-waste management. Through its expertise, Close the Gap is naturally playing a bigger role as a knowledge centre for ICT4DEV. The idea of making Close the Gap an umbrella organisation is gaining in streng. Such an organisation would encompass the different practical and theoretical fields of ICT4DEV, thereby playing a leading role in meeting environmental and social challenges with all the technological opportunities at its disposal. Close the Gap aims to provide a sustainable and scientifically based all-round solution for ICT4DEV matters.

Our mission is to help shape the ICT projects we encourage, enabling a growing positive impact on the end users and ensuring access to new technologies in a safe and trusted environment.

Here are my thoughts on the five areas Close the Gap could focus on in the coming years:

- Close the Gap's core business should remain the collection of obsolete computers from European companies for projects in the South, with a broader reach in Europe by expanding its activities into France and Germany.
- Close the Gap should continue the demand-driven implementation of computers projects in developing countries by empowering existing service partners and reaching out to the full value chain from ICT hardware, software, training, maintenance, helpdesk, e-learning and end-of-life services.
- With respect to the previously mentioned 'end-of-life' services, Close the Gap aims to strive for a zero waste-to-landfill policy and has therefore created WorldPC. It is now key to leverage WorldPC and the East African Community e-waste management system so that they provide a self-supporting organisational and entrepreneurial model. In a later stage, Close the Gap wishes to enhance its expertise in e-waste management and aspires to implement its e-waste treatment activities throughout the African continent, based on its experience and strengths in the East African Community.
- As technology is constantly evolving and with innovation becoming a key instrument in order to increase the impact via continuous monitoring and evaluation, it is of paramount importance for Close the Gap to keep up to date with new technologies and applications, ranging from special need technologies to energy efficient project implementation in rural areas. Therefore, backed by financial and material means, Close the Gap should look for innovative solutions focusing on new ICT trends for development through ICT4DEV entrepreneurs in the North and the South.
- Close the Gap accepts a continual challenge in the way it functions in order to improve its methodology. A partnership with an academic centre would offer a good scientific basis for developing future activities and opening up new opportunities.

At Close the Gap, we strongly believe that solutions to improve life standards are at hand, fuelled by scientific research and ICT. Whilst remaining optimistic we nevertheless retain a sense of reality. In 2012 Close the Gap will strive to implement the above-mentioned priorities, pragmatically translating them into measurable and impactful day-to-day activities. Together with our Board of Directors, no effort will be spared to remain true to our mission of being the initiator of ethically and sustainably acceptable ICT projects for development, thereby creating a worldwide federation based on Close the Gap's values, experience and strengths.

> **"No effort will be spared to remain true to our mission of being the initiator of ethically and sustainably acceptable ICT projects for development."**

"2012 will be a key year to leverage our competences, together with our peer organisations, to become partners of larger initiatives in the field of ICT4DEV, initiated by incubators such as the European Union, the United Nations, the World Bank, foundations and corporations operating worldwide in our industry." We would like to create or co-create initiatives by making funds available for useful and necessary project developments that serve our vision and lead to social return on investment (SRI). Innovation that serves as a 'tool and instrument' for Close the Gap's mission will become a strong pillar throughout our value proposition. I trust that a constructive dialogue with our stakeholders can shape this futuristic vision into concrete reality."

Olivier Vanden Eynde,
General Manager and founder Close the Gap

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[12] ASBL = Association Sans But Lucratif / VZW = Vereniging Zonder Winstoogmerk
[13] Ondernemingsnummer/numéro d'entreprise according to Belgian vzw/asbl

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Pictures
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All pictures in this document are honestly related to Close the Gap projects and were provided by partner organisations, staff members and volunteers.

Creation and layout
Leo Burnett Brussels

Artwork & photoengraving
Stars Graphic

Print
Ricoh Netherlands

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