



CLOSE THE GAP

ANNUAL REPORT

2014

CLOSE
THE
GAP
BRIDGING
THE DIGITAL
DIVIDE



CHAIRMAN'S FOREWORD

In the Chairman's foreword of the 2013 annual report, I started by saying that on 4 September 2013, Close the Gap had been in existence for 10 years. In our 11th year, various new milestones were reached.

In 2014, Close the Gap received 67,000 computer assets from 115 donating companies. Although the number of donating companies was almost equal to that in 2013, Close the Gap donation volumes fell by 25% with more older devices than previous years. Perhaps this is due to a delayed reaction to the effects of the economic crisis in Europe. However, it is expected that the recent European recovery, though modest, will counterbalance both negative effects in the coming year.

Close the Gap was able to support 320 projects with more than 13,500 computers in 24 developing countries and 370 smaller projects in Europe with almost 2,700 computers. In 2014, the concept of close cooperation with 17 service partners in developing countries proved to be successful.

As was mentioned in our last annual report, this year Close the Gap was able to launch the Close the Gap Foundation. To help kick start operations of the Foundation and demonstrate our commitment to its mission, Close the Gap's General Assembly voted to donate €1 million from Close the Gap's own equity. As a result, 2014 ended with a balance sheet total of € 5,2 million and a loss (due to the donation) of 0.9 million EUR, while our day-to-day operations closed with a positive result of little more than €150.000.¹

Previous annual reports have already announced the need for diversification of Close the Gap's activities and this is starting to take shape. In 2014, Close the Gap successfully received its first multi-national, multi-facility international donation from Umicore. Thanks to Arrow Value Recovery's locations globally, Umicore's devices were picked up locally from 11 different facilities for refurbishment. Close the Gap also launched its new concept, the DigiTruck, which allows the organisation to extend its activities to rural regions where solar energy is the only option for generating electricity. Closely linked to this is the extension of activities to mobile devices like smart phones and tablets. In many parts of Africa, it appears that people's first access to IT is through their mobile phones, for example for banking. Close the Gap intends to become more pro-active in the field of mobile devices.

For the longer term, Close the Gap will certainly have to reflect on the possible effects on its natural markets in Africa as a result of Chinese involvement in many economic sectors there. Over the past two decades, there has been a massive expansion of Chinese activities in this huge continent.

Close the Gap marked its special 10 year anniversary with a series of unique events. First, and by far the most important event, was the special day Close the Gap organised on 19 November at the Deloitte University EMEA in La Hulpe, attended by over 350 CEO, CIO and CSR executives from international companies. At this occasion, the ICT 4 Development Alliance, the first worldwide partnership of ICT-development organisations, was signed by six international organisations from Belgium, Ireland, the United Kingdom, Kenya and the Netherlands. In addition, Close the Gap's very first DigiTruck from Close the Gap was inaugurated by Archbishop Desmond Tutu together with Ms. Neelie Kroes, Vice-President of the European Commission and Mr. Alexander De Croo, Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services.

Last July, Close the Gap organised a learning journey for 30 European business leaders and their teenagers in Cape Town, South Africa. Together with South African youngsters they visited IT projects and had the opportunity to meet Archbishop Desmond Tutu. Finally, a group "Friends of" of Close the Gap made a study trip to Congo, where they visited Close the Gap and WorldLoop projects in Kinshasa and surrounding areas.

I can't close this foreword without expressing a word of appreciation and thanks to all our strategic partners and sponsors, to our service partners in Africa, to the members of the Board as well as to the members of the staff of Close the Gap for supporting our organisation to bridge the digital divide.

—
Prof. em. Dr. Wim A.G. Blonk
Chairman Close the Gap



¹ The exact amount was €1 037 257,77, based on a donation of € 750.000 and the result of FY 2013, increased with the official startup cost of the Public Utility Foundation.

01

👉 CLOSE THE GAP &
THE FUTURE OF ICT4DEV

CHAIRMAN'S FOREWORD.....	03
10 YEARS SUSTAINABLE ICT4DEVELOPMENT.....	08
MILESTONES 2003-2014.....	10
LOOKING BACK ON FORGING A NEW FUTURE IN ICT4DEV.....	12
THE ROAD AHEAD.....	14

02

≈ WHO WE ARE

BRIDGING THE DIGITAL DIVIDE.....	17
ORGANISATION.....	18
CLOSE THE GAP & THE UNITED NATIONS	22

03

☐ WHAT WE DO

COLLECTION.....	25
REFURBISHMENT.....	26
PROJECT SELECTION.....	27
INSTALLATION, MAINTENANCE AND TRAINING.....	28
SOFTWARE AND EXPERTISE.....	29
END OF LIFE COLLECTION.....	30

04

👁️ 2014 AT A GLANCE

FACTS AND FIGURES 2014.....	32
EVENTS IN 2014.....	34
PROJECT EXAMPLES.....	44
REGULAR PROJECTS.....	45

05

★ PROJECTS IN BELGIUM

PC SOLIDARITY.....	50
OTHER BELGIAN PROJECTS.....	52

06

♻️ COMMITMENT TO SUSTAINABILITY

WORLDLOOP: TURNING E-WASTE INTO SUSTAINABLE RESOURCES.....56

07

♥️ GET INVOLVED

YOUR COMPANY CAN SUPPORT CLOSE THE GAP IN DIFFERENT WAYS.....61
THANK YOU TO OUR 'FRIENDS OF'.....62
THANK YOU TO OUR STRATEGIC PARTNERS.....63

08

📢 ACCOUNTABILITY

ACCOUNTABILITY.....80

09

📄 FINANCIAL REPORT

FINANCIAL REPORT.....84

10

📍 CONTACT DETAILS

CONTACT DETAILS.....90



CLOSE THE GAP & THE FUTURE OF ICT4DEV

Last year, Close the Gap celebrated its 10 year anniversary, having grown from a student "mini-enterprise" at the Solvay Business School of the Vrije Universiteit Brussel to a successful, self-supporting non-profit social enterprise that sends computers and mobile devices all around the planet in a sustainable way. In 2014, Close the Gap started looking ahead at the future of ICT for Development (ICT4Dev) in a new digital era.



370

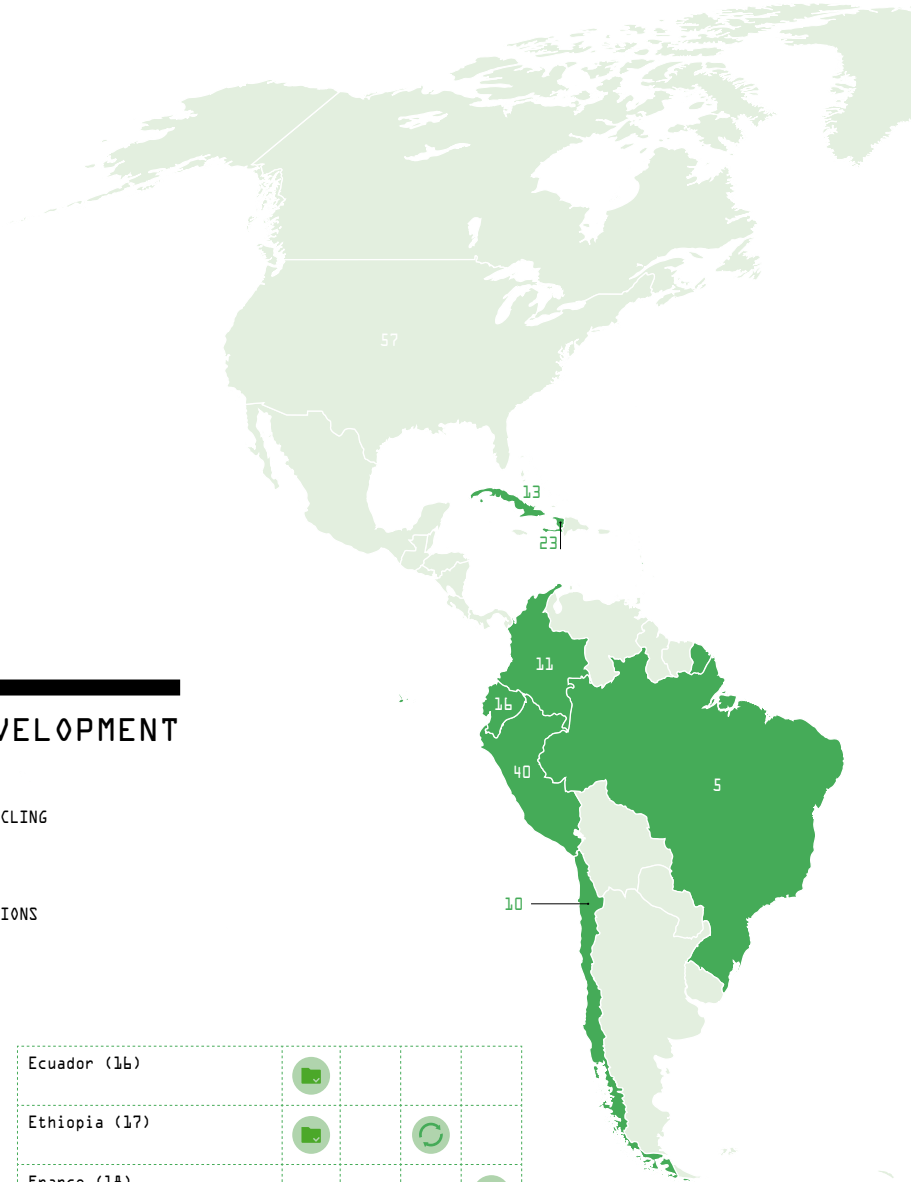
COMPANIES
DONATED 450,000
COMPUTER ASSETS
INTERNATIONALLY

3,500

PROJECTS IN 56 COUNTRIES REACHED
1,700,000 PERSONS, DELIVERING
120,000 COMPUTER ASSETS

1,500+

TONNES OF E-WASTE COLLECTED
WITH SUPPORT OF 23 CORPORATE
SUPPORTERS PURCHASING MORE THAN
39,000 OFFSETTING CERTIFICATES



10 YEARS SUSTAINABLE ICT4DEVELOPMENT



PROJECTS SUPPORTED



WORLDLOOP RECYCLING CENTRES



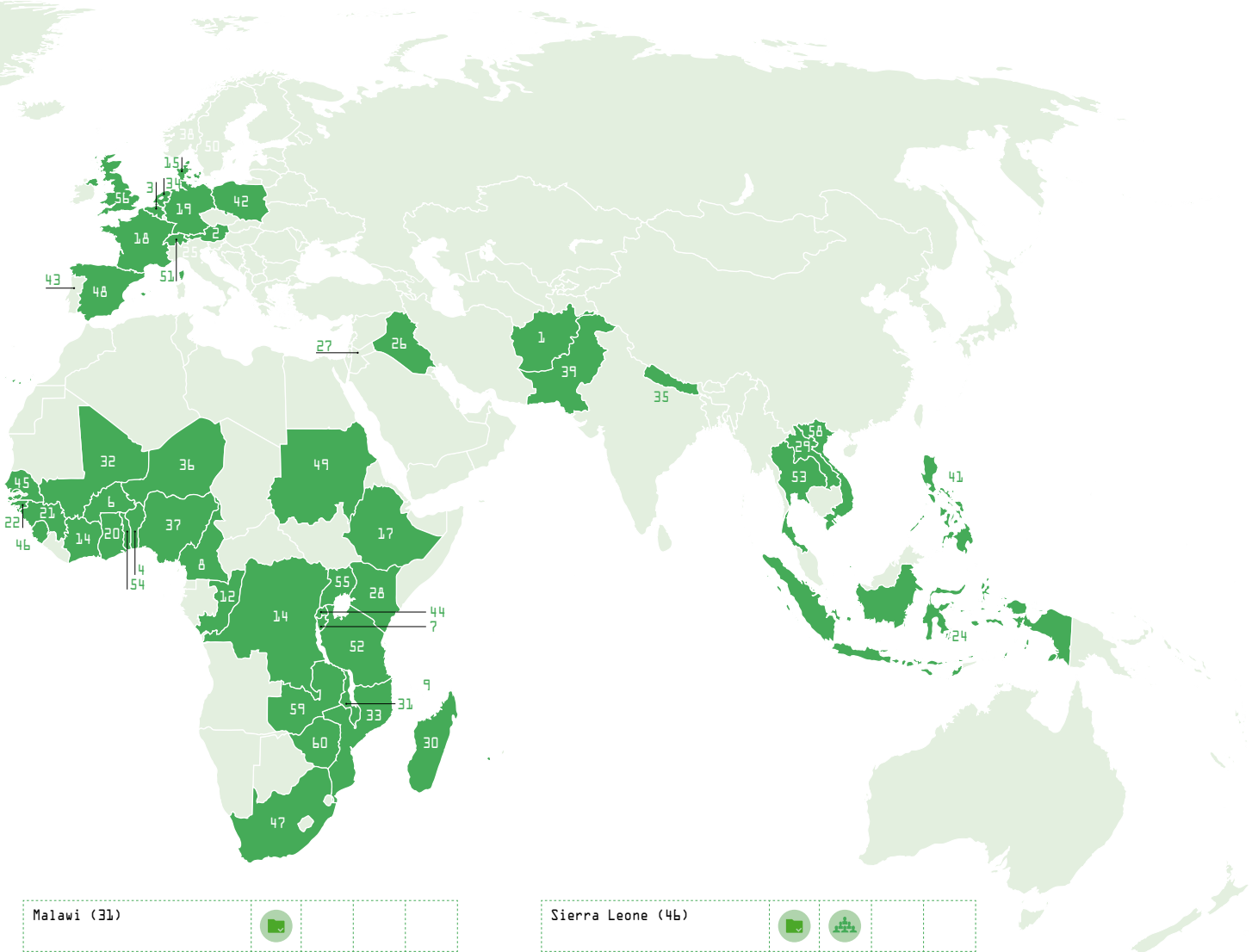
SERVICE PARTNERS



COMPUTER DONATIONS FROM COMPANIES

Afghanistan (1)				
Austria (2)				
Belgium (3)				
Benin (4)				
Brazil (5)				
Burkina Faso (6)				
Burundi (7)				
Cameroon (8)				
Comores (9)				
Chile (10)				
Colombia (11)				
Congo Brazzaville (12)				
Cuba (13)				
D.R.Congo (14)				
Denmark (15)				

Ecuador (16)				
Ethiopia (17)				
France (18)				
Germany (19)				
Ghana (20)				
Guinea (21)				
Guinée-Conakry (22)				
Haïti (23)				
Indonesia (24)				
Italy (25)				
Iraq (26)				
Jordan (27)				
Kenya (28)				
Laos (29)				
Madagascar (30)				



Malawi (31)				
Mali (32)				
Mozambique (33)				
Netherlands (34)				
Nepal (35)				
Niger (36)				
Nigeria (37)				
Norway (38)				
Pakistan (39)				
Peru (40)				
Philippines (41)				
Poland (42)				
Portugal (43)				
Rwanda (44)				
Senegal (45)				

Sierra Leone (46)				
South Africa (47)				
Spain (48)				
Sudan (49)				
Sweden (50)				
Swiss (51)				
Tanzania (52)				
Thailand (53)				
Togo (54)				
Uganda (55)				
United Kingdom (56)				
United States (57)				
Vietnam (58)				
Zambia (59)				
Zimbabwe (60)				



MILESTONES 2003-2014

Start-up of Close the Gap as a student "mini-enterprise" at the Solvay Management School of the Vrije Universiteit Brussel



2003

"ICT should no longer be a luxury good for the happy few, but a commodity for everyone, including those at the base of the pyramid... the other six billion people in this world. This is what Close the Gap is all about"



Archbishop em. Desmond Tutu



Close the Gap formally launches NGO spin-off WorldLoop (formerly WorldPC) to provide sustainable e-waste recycling solutions in Africa with the inauguration of the first ever e-waste recycling centre in East Africa.



Ms. Neelie Kroes inaugurates the recycling centre in Nairobi (Kenya)



Archbishop em. Desmond Tutu in Culemborg, the Netherlands

2009

Launch of PC Solidarity in Belgium in the presence of King Filip of Belgium.



King Filip inaugurates the PC Solidarity project

President Obama visits a Close the Gap computer lab at the Desmond Tutu HIV Foundation in South Africa.



President Obama in the Close the Gap computer lab

2013

Archbishop em. Desmond Tutu refurbishes Close the Gap's 250,000th computer asset.

The Close the Gap Foundation is launched to support initiatives in sustainably bridging the digital divide.



Mr. Olivier Vanden Eynde (Managing Director Close the Gap), Archbishop em. Desmond Tutu and Mr. Roger Dassen (Global Managing Director Deloitte)

Close the Gap celebrates its 30,000th donated computer asset in the presence of Archbishop em. Desmond Tutu.

2006

Belgian King Filip and Queen Mathilde visit one of Close the Gap's projects supported in Cape Town (South Africa) with Archbishop em. Desmond Tutu.



2007

Close the Gap celebrated its 50,000th donated computer asset in the presence of Archbishop em. Desmond Tutu.



Mr. Tamme Wierenga (RWE), Ms. Marga Edens (RWE), Archbishop em. Desmond Tutu, Mr. Olivier Vanden Eynde (Managing Director Close the Gap)

Close the Gap formalises local Service Partner model to support beneficiary projects with IT installation, maintenance and training.



2008



Close the Gap celebrates its 10 year anniversary in the presence of Archbishop em. Desmond Tutu, launching the ICT4D Alliance.



Mr. David West (Computers 4 Africa), Mr. Tom Musili (Computers for Schools Kenya), Mr. John Fitzsimons (Camara Education), Ms. Emmy Voltman (Vialfrica), Mr. Ludovic Gautier (Computer Aid International), Mr. Olivier Vanden Eynde (Close the Gap), Archbishop em. Desmond Tutu.

2014

Desmond Tutu inaugurates the DigiTruck, a solar powered mobile IT unit for bringing IT solutions to rural African communities.



Mr. Alexander De Croo (Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services), Dr. Marleen Temmerman (World Health Organisation), Archbishop em. Desmond Tutu, Mr. Olivier Vanden Eynde (Close the Gap), Ms. Neelie Kroes (Former Vice-President of the European Commission and European Commissioner for the Digital Agenda)



FORGING A NEW FUTURE IN ICT4DEV

Since the beginning, Close the Gap has been removing barriers to digital literacy and sustainably bridging the digital divide. By gaining access to the necessary skills to utilise modern information and communication technologies, communities obtain an unbridled opportunity to facilitate their own solutions. Through the use of solar and mobile technologies developing countries are leapfrogging over old, more costly infrastructure requirements. Now even the most remote rural communities, which in Africa make up 75% of the population, can access ICT. Today, approximately 46% of the rural population cannot get into secondary school, partly due to a shortcoming in the quality of primary education, which includes a lack of basic IT provision. Solar mobile technologies can deliver new options to the market, enabling these rural communities to become IT-proficient.

In 2014, Close the Gap together with local service partners started launching innovative solar-enabled projects to provide access to education and health services, including the "E-Motion for Tanzania" project and the DigiTruck.



E-MOTION FOR TANZANIA

Together with Close the Gap's service partner Affordable Computers & Technology for Tanzania (ACTT)² and young professionals from the Essent/RWE IT Trainee Programme, Close the Gap launched its first green ICT project E-motion: a mobile computer lab powered by solar panels to give Tanzanian schools that are not connected to the electricity grid access to information. The demand for computers in schools around Moshi is huge and therefore the lab is a big success in the area. Hundreds of children are learning how to use a computer and discover what they can use it for.

"That we were here to literally bring the computer lab to a school, and got to watch the kids as they saw a computer for the first time was really amazing."

Mr. Emile Strijbos
ESSENT/RWE



² Read more about ACTT on page 28 and Essent/RWE on page 70.

INTRODUCING THE CLOSE THE GAP "DIGITRUCK"

Want to reach more people in rural areas? Why not use a mobile, multi-functional IT lab that fits into a 40' container on wheels? The DigiTruck will be able to reach the most remote areas in Africa.

With flexibility and functionality in mind, the DigiTruck was designed to be used as a mobile health and community training centre as well as a cyber cafe and an IT classroom. It has the capability to run 100% off solar power or be connected to the grid, is completely secure with double steel doors and window shutters with bolts, and has triple insulation against the African heat.

The first DigiTruck was inaugurated on 19 November 2014 by Close the Gap's patron Archbishop em. Desmond Tutu, Mr. Alexander De Croo the Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services, Dr. Marleen Temmerman, formerly of the World Health Organisation, and Ms. Neelie Kroes Vice-President of the European Commission and European Commissioner for the Digital Agenda. The DigiTruck will be delivered to NEEMA International, an orphanage outside of Moshi Tanzania, in cooperation with Arrow Electronics.

Seeing the immense potential impact a DigiTruck can have in Africa, three more DigiTrucks were pledged by Red Cross Flanders, the Belgian Government and a private individual.

"It is like the story, 'Don't give a man a fish but teach a man to fish.' This is the way to give people in the most remote areas the opportunity to get more out of their lives."

—
Ms. Neelie Kroes

Vice President of the European Commission and
European Commissioner for the Digital Agenda

What's inside?

- 20 fully configured laptops
- 1 LED screen
- 1 printer
- 3 routers
- 1 SSD DISK
- LED lights
- Space for 18 students to work at a time



Mr. Alexander De Croo (Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services), Dr. Marleen Temmerman (World Health Organisation), Archbishop em. Desmond Tutu, Mr. Olivier Vanden Eynde (Close the Gap), Ms. Neelie Kroes (Vice-President of the European Commission and European Commissioner for the Digital Agenda)

THE ROAD AHEAD

Looking forward always includes some reflection on the past. Last year we celebrated Close the Gap's 10 year anniversary and it is inspiring to see how our mission, which started from the humble beginnings of a social enterprise, has impacted millions of people. Today I am as convinced as ever that the future of sustainable development will come through social enterprises, with business and society working together, to foster "intra-preneurs" in companies and social entrepreneurs globally. We want to continue to promote such opportunities to drive solutions to sustainably bridge the digital divide for the 1 billion people at the bottom of the socio-economic pyramid.

If I may, I would say 2014 was a pivotal moment in our trajectory, bringing to fruition a lot of the ambitions we have been developing behind the scenes. So in some ways, our road ahead is to maintain the course, accommodating new technologies and opportunities that will help us realise our mission.

A few of our materialised ambitions are:

- **Sustainable e-waste solutions for all projects:** Today, thanks to the help of our donors, the hard work of our sister organisation WorldLoop and their amazing social-enterprise e-waste collectors and recyclers, Close the Gap has been able to sustainably account for 25% of our historic IT footprint in Africa.
- **A platform for ICT4Dev:** Sometimes the challenges are too great to go it alone and working collaboratively with others can generate greater impact. For this reason, Close the Gap has formed the ICT4D Alliance. ICT4D organisations now have a common platform to work together to increase digital literacy among vulnerable communities around the world.
- **Bringing ICT to those off-grid:** With 75% of Africa's population living in rural communities, it can be a challenge to access electricity and therefore ICT. Two mobile solar IT projects have been launched and our vision is to see our pilot solar IT unit to become the norm in ICT for development.

- **Supporting innovative ICT4Dev initiatives:** Many ideas and concepts can catapult the mission to bridge the digital divide, but it needs an extra boost to become a reality or reach people on a larger scale. That's why Close the Gap has created the Close the Gap Foundation³. Innovation that serves as a "tool and instrument" for Close the Gap's mission will become a strong pillar of our value proposition. I trust that a constructive dialogue with our stakeholders can transform this futuristic vision into concrete reality.

Although I am extremely pleased with the milestones that have been reached, we still have a long way to go. For this reason, Close the Gap is investing time in identifying innovative solutions available on the market today that we can pilot, including creating a holistic ICT4Dev solution for beneficiary projects with our **S⁴ offering**:

- Supplying context-appropriate hardware be that refurbished equipment, low energy consuming devices or mobile
- Services and support delivered through local partners
- Software specifically tailored to the local context and need
- Sustainable end of life asset management

To realise our S⁴ plans, we will continue to strengthen and expand our network of service and supporting partners⁴, so they are equipped with the tools to help their own social enterprise ambitions succeed while improving services to our end users. We will also look to collaborate with more supporting partners, experts in e-skills, IT pedagogy, etc.

Olivier Vanden Eynde
 Founder and Managing Director
 Close the Gap



Mr. Olivier Vanden Eynde, Founder and Managing Director Close the Gap

³ Stichting van Openbaar Nut (SON)- Fondation d'Utilité Publique (FUP)

⁴ For more information on Close the Gap Service and Supporting Partners, go to Section 3.5.



ABN AMRO is committed to being a sustainable bank taking responsibility for our actions and engagements. This not only means to minimise potential adverse impacts on people and the planet, but also to maximize the positive impact we can have through our internal operating procedures, investments and the activities of our clients. It is for this reason ABN AMRO started our

partnership with Close the Gap in 2009 and have continued to donate our decommissioned IT assets over the last six years.

Close the Gap remains a strong partner of ABN AMRO due to their professionalism and the ease of working together. Today we see the impact Close the Gap is having and look forward to increasing our involvement as a Strategic Partner in 2015 and helping them make a greater impact in the future. Mr. Frans van der Horst, Group Chief Information Officer ABN AMRO

ICT4D ALLIANCE

The **ICT for Development Alliance (ICT4D Alliance)** represents committed international ICT4D organisations delivering ICT4D services, hardware and support in developing countries.



Mr. David West (Computers 4 Africa), Mr. Tom Musili (Computers for Schools Kenya), Mr. John Fitzsimons (Camara Education), Ms. Emmy Voltman (Viafrica), Mr. Ludovic Gautier (Computer Aid International), Mr. Olivier Vanden Eynde (Close the Gap), Archbishop Desmond Tutu.

The ICT4D Alliance aims to align international ICT4D organisations with a shared vision to sustainably increase digital literacy internationally and overcome current and **future ICT challenges with unified messages to the relevant stakeholders and outside world.**

By coming together as one voice and partnering on shared challenges, the individual organisations can deliver greater impact through the projects and initiatives they support and the sector can improve its services by increasing overall efficiency.



PRIORITIES IDENTIFIED IN 2015

- Lobbying, advocacy and raising awareness
- End-of-life asset management
- Monitoring & evaluation
- Innovations in ICT4D
- Pooling resources

" Sometimes a worthy cause is not enough. Sometimes you need a loud voice and that is why we are part of the ICT4D Alliance. "

— Mr. David West
Chief Operating Officer, Computers 4 Africa

FOUNDING MEMBERS



WHO WE ARE

Close the Gap is an international non-profit organisation that aims to bridge the digital divide by offering high-quality, pre-owned computers donated by large and medium-sized corporations or public organisations to educational, medical, entrepreneurial and social projects in developing and emerging countries. All the projects are demand-driven and share the common denominator of being non-profit-oriented initiatives.

BRIDGING THE DIGITAL DIVIDE

Access to ICT is a key driver for the development of any society in today's world. Improving access to information contributes to the elimination of poverty and disease, leads to better education and more gender equality. However, the cost of new equipment, limited infrastructure and the lack of IT knowledge and proficiency mean that many people still have no access to IT.

The digital divide is not only a divide between people who have access to ICT and people who don't. It's also a divide between people who have knowledge of ICT and those who don't, between people who realise the opportunities presented by ICT and those who don't. It consists of an infrastructure gap, a knowledge gap and a psychological gap.

High-quality reused IT equipment gives access to information at unprecedented levels, empowering poor and disadvantaged communities living in developing and emerging countries. At end-of-life, IT equipment does not have to be an environmental liability. Through responsible recycling it can pose new opportunities in communities creating green jobs, stimulating local economies and recovering precious material that can be used in new IT equipment.

Through Close the Gap's e-waste offsetting programme, operated by WorldLoop, computer donors can support the responsible recycling of a similar asset in a developing country. Equal partnership with all stakeholders is a key value of Close the Gap.

LET'S TALK TRASH

An interactive documentary about bridging the digital divide and changing the e-waste cycle.

www.close-the-gap.org/letstalktrash

HEAR OUR STORIES

International attention has been given to the negative impacts ICT equipment can have on the environment and communities when it becomes e-waste. This story can develop misconceptions on the social benefits high quality reused equipment brings to the most vulnerable communities never giving those benefiting, and those impacted, a voice. Through series of research, interviews and visits, the web documentary "Let's Talk Trash" is bringing a human voice and face to a world at the base of the pyramid benefiting from reused ICT equipment and e-waste in sub-Saharan Africa.



Joseph started as an intern, and is now working fulltime as a dismantler in a formal recycling facility.



George wasn't able to find a job in the formal sector so tapped into their entrepreneurial spirit and are now earning a living by selling scrap metal and fractions they find in the large municipal dump to informal markets.



Kelvin, age 11, really likes computer classes. He wants to become a computer expert so he can help others learn how to use computers.

CLOSE THE GAP TEAM

Close the Gap is honoured and humbled by the hardworking, dedicated staff that bring their enthusiasm and energy to our mission.

Mr. Olivier Vanden Eynde⁵
Founder and Managing Director

Ms. Inge Knapen
Operations Director

Ms. Barbara Toorens
External & Partner Relations Director

Mr. Kris Goossenaerts
*Internal Operations Manager,
as of Dec. 2014*

Mr. Peter Manderick
Head of Projects

Mr. Yannis Derbali
Project Manager

Ms. Aurély Luzolele
Junior Project Manager, as of March 2015

Ms. Sabine Lebrun
Management Assistant, as of Nov. 2014

Ms. Joëlle Verriest (not pictured)
*PR and Communication Manager
until Dec. 2014*

Ms. Sandy Lepage (not pictured)
Management Assistant until Aug. 2014

BOARD OF DIRECTORS

Prof. em. Dr. Wim A. G. Blonk, Chairman
Prof. Blonk was actively involved in the creation of Close the Gap and WorldLoop and has been the Chairman of the Board of Directors at Close the Gap since 2002. He retired in 1999 from the EU Commission as Honorary Director General and in 2004 he retired as Professor at the Vrije Universiteit Brussel. Prof. Blonk is personally involved in projects for disabled children in Tanzania, Malawi and North India. Prof. Blonk is a member of Close the Gap's Remuneration, Technical, Audit and Budget Committee.



Close the Gap Team

⁵ Via a management contract, representing OKMGM bvba.

Mrs. Alessandra Azcarraga Sepul

Mrs. Azcarraga Sepul assists the management of Close the Gap in developing environment-friendly technology and challenging Close the Gap's solutions in terms of green ICT hardware and software solutions for developing countries. Mrs. Azcarraga Sepul is a founder of Avalon Studios and Avalon Network, as well as being a member of Close the Gap's Technical Committee.

Mr. André Bontems

Television Systems Engineer 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. Bontems is a member of Close the Gap's Remuneration and Technical Committees.

Mr. Michel De Brauwer

Mr. De Brauwer is president and CEO of the Pietercil Group NV, an international sales and marketing company located in Belgium. Mr. De Brauwer served as a President of the European Sales and Marketing Association (ESMA). He is also a founding member of the Flemish Business Club De Warande. Mr. De Brauwer is currently a member of the Board of Teisseire fruit syrup company, which is based in France and part of Britvic International Plc. Mr. De Brauwer is a member of Close the Gap's Audit and Budget Committees.

Mr. Willem Lageweg

Willem Lageweg is the CEO of MVO Nederland (CSR The Netherlands), the leading CSR knowledge and network organisation in The Netherlands. With over 2,100 affiliated companies MVO Nederland is the largest CSR network in Europe. Lageweg is a member of the International CSR committee of the Social Economic Council, chairman of the social enterprise Women on Wings, and member of several advisory committees and CSR jury's. He is closely connected with a number CSR initiatives in Kenya. (Approved by the Close the Gap General Assembly, June 2015)

"Close the Gap is a leading example of what society may expect from a 21st century business: a strong and inspiring mission which makes it very clear what the company wants to contribute to make the world a better place and a professional internal organisation focusing on efficient use of resources and close cooperation with business partners and other stakeholders."

—
Mr. Willem Lageweg

Close the Gap Board Member

Mr. Olivier Vanden Eynde⁶

Mr. Vanden Eynde is the Managing Director of Close the Gap. He founded Close the Gap in September 2003 at the Solvay Business School as a mini-enterprise and spin-off of the Vrije Universiteit Brussel. Mr. Vanden Eynde is also the founder and Managing Director of WorldLoop, the sister organisation that focuses on sound e-waste solutions in developing countries. In December 2013, he was mandated by the Board of Directors to found the charitable Close the Gap Foundation⁷. Since 2006, Mr. Vanden Eynde has combined his job with a part-time position as a director at Deloitte Belgium. Mr. Vanden Eynde is a member of the Remuneration, Technical, Audit and Budget Committees of Close the Gap.

Mr. Guido Vandervorst

Mr. Vandervorst is a member of the Executive Committee of Deloitte Belgium, responsible for Deloitte's Belgium Innovation programme, as well responsible for Deloitte ERS (Risk Services) Global Innovation programme. Mr. Vandervorst is a member of the Audit and Budget Committees of Close the Gap.

"An exceptional 10 years performance of really making a difference in digital development, looking forward to the next 10 years."

—
Mr. Guido Vandervorst

Deloitte Belgium



⁶ Via a management contract, representing OKMGM bvba.

⁷ Stichting van Openbaar Nut (SON)- Fondation d'Utilité Publique (FUP)

BOARD OF RECOMMENDATION

Close the Gap's Board of Recommendation consists of eminent people willing to be ambassadors of Close the Gap within their networks.

Archbishop em. Desmond Tutu
Nobel Peace Prize winner 1984



Archbishop em. Desmond Tutu

“Inclusive, good quality education is the foundation of a dynamic and equitable society.”

Archbishop em. Desmond Tutu

Count Jacques Rogge

Honorary President International Olympic Committee



Count Jacques Rogge (International Olympic Committee) and Olivier Vanden Eynde (Close the Gap)

Prof. Dr. Marleen Temmerman

Gynaecologist

Author and international women's rights advocate

Head of Gynaecology and Obstetrics, Aga Khan University Nairobi Kenya
Former Director, Department of Reproductive Health and Research at the World Health Organisation

Viscount Etienne Davignon

Former Vice-President of the EU Commission

President CSR Europe
Chairman of the Board of Directors of Brussels Airlines

Mr. François-Xavier de Donnea

Member of the Belgian Chamber of People's Representatives
Minister of State, Belgium
Professor emeritus of the University of Louvain-la-Neuve, Belgium

Prof. Dr. Marc Despontin

Professor at the Vrije Universiteit Brussel

Mr. Dieter Frisch

Former Director General for Development at the EU Commission
Senior Advisor European Affairs and Member of the Advisory Board of Transparency International

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 Conseil

Prof. em. Dr. Silvain Loccufier

Honorary Rector of Vrije Universiteit

Brussel

Baron Dr. Peter Piot

Former Under-Secretary-General of the United Nations
Former Executive Director UNAIDS
Director of the London School of Hygiene and Tropical Medicine

Prof. Dr. Jan Pronk

Former Minister for Development Cooperation and Environment, the Netherlands
Former UN Special Representative for Sudan

Mrs. Sylviane Toporkoff

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

Baron Prof. Dr. Benjamin Van Camp

Former Chairman UZ Brussel
ProRector Vrije Universiteit Brussel

Prof. Dr. Frank Vandenbroucke

Former Flemish Minister of Education, Belgium
Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen and Universiteit van Amsterdam

† **Mr. Tony Vandeputte***

Honorary Delegate Administrator at the Federation of Belgian Companies
Former Secretary General at the International Chamber of Commerce of Belgium

*Close the Gap owes Mr. Tony Vandeputte 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

Close the Gap's counsellors use their expertise and networks to support Close the Gap in further developing projects and partnerships.

Ms. Anne Clarke

Counsellor for Tanzania and Ethiopia

Ms. Clarke's background is in teaching and teacher education. Her current focus is on online professional development for teachers, instructing courses for Harvard Graduate School of Education's WIDE World programme. She is also an online mentor for Teachers Without Borders. After living for 12 years in Tanzania and Ethiopia, Ms. Clarke believes technology is crucial for meeting the rapidly growing demand for quality education and vocational training in Africa. She hopes to support Close the Gap as it expands its activities in the region.

Mr. Remko Dalkmann

Counsellor for Andes Region Latin America

Mr. Dalkmann is a publicity professional living in Ecuador. He is assessing potential synergies with ICT development projects in Ecuador, Peru and Bolivia.

new counsellor

Edwin de Groot (Drs. Ing),
Principal Counsellor

Edwin de Groot's background is in the telecommunications industry and ICT security. Since the start of Close the Gap he has been involved in and supported the organisation, successfully introducing Close the Gap's strategy and implementation processes with several large multinationals, which have since become Friends of Close the Gap.⁸

In his current position, he is focused on ICT security and sustainability in cooperation with some of the top 100 large multinational customers worldwide, in which the Close the Gap's strategy has been embedded as a standard component of their future requirements.

"I'm really enthusiastic about the role that ICT plays in the community and the positive changes IT can bring around the world. I have a strong conviction that the unlocking of knowledge, no matter where a person lives or their position in life, can only happen through modern IT technology. For this you need a device (computer or smart phone), access internet and good command of English.

If you have these three things, you can unlock the entire world and become global citizen."

—
Mr. Peter Hagedoorn

Secretary General European CIO Association

Ms. Aurélie Dupont

Counsellor for Asia

Ms. Dupont has been involved with Close the Gap since 2009, originally as an Operations Director developing the organisation on both internal and external levels. Together with the Close the Gap team, she engaged the organisation in new strategic directions in order to grow its success and sustainability. Having relocated to Asia as a consultant in communication and CSR, Ms. Dupont is still supporting the organisation by expanding Close the Gap's mission through her networking activities. Prior to joining Close the Gap, Ms. Dupont mainly worked in the advertising and communication sector.

new counsellor

Mr. Peter Hagedoorn,
Counsellor for e-Skills

Mr. Hagedoorn has had a long career in IT with firms such as Shell, the Dutch Ministry of Economic Affairs and Océ NV, where he worked as CIO for eight years. He has also served on the Advisory Board of EuroCIO. In 2004 he, together with some other Dutch CIOs started up the Dutch CIO Platform. Mr. Hagedoorn brings his many years of expertise, and networking to Close the Gap to focus on e-Skills and strengthen the impact of organisation's projects.

Mrs. Anne Herman

Counsellor for Africa

Mrs. Herman has a background in institutional and public policy development and has worked as a parliamentary advisor in Belgium for 20 years, specialising in international issues. As an international expert in development, she has conducted numerous monitoring and evaluation missions for a large variety of projects, funded by international

donors. Mrs. Herman contributes with her extensive knowledge of development problems and policies in the field, especially in Africa.

Mr. Jean-François Soupizet

Principal Counsellor

Mr. Soupizet 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 has held various positions in the French development cooperation, the United Nations and in the European Commission, notably as Head of International Relations for the Information Society and Media Directorate-General.

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.

"In 2014, I had the opportunity to help an IT hardware project of the Ecole Supérieure Polytechnique de Kaya⁹ demonstrated responsiveness and a keen understanding of the entire process making the operation run very smoothly. This first project in Burkina Faso was a success and other educational institutions have expressed interest in carrying out similar projects and are currently looking for funding. For my part, I was happy with the swift, competent and reliable management of the project."

—
Mr. Jean-François Soupizet

Principal Counsellor

⁸ For more information on Close the Gap's Friends of Programme, see section 7. Get Involved.
⁹ See page 49 for more information on the Ecole Supérieure Polytechnique de Kaya.

CLOSE THE GAP AND THE UNITED NATIONS

THE MILLENNIUM DEVELOPMENT

GOALS AND BEYOND

For Close the Gap, it is very important to liaise with the United Nations. ICT4Dev has played a pivotal role towards achieving the Millennium Development Goals, (MDGs). Global poverty continues to decline, more children are receiving education, child mortality rates have dropped, and health conditions continue to improve. The MDGs are making a real difference to people's lives, and this progress can be expanded in most of the world's countries by the target date of 2015 with strong leadership and accountability. After 2015, efforts to achieve a world of prosperity, equity, freedom, dignity and peace will continue unabated with the Sustainable Development Goals (SDGs).

By delivering ICT to socially beneficial projects, Close the Gap helps non-profit organisations and other budget-limited entities in developing countries to achieve their objectives directly and indirectly.

Close the Gap has been recognised as a United Nations Global Compact (UNGC) signatory, is a member of the United Nations Global Alliance for ICT and Development (UN GAID) and the United Nations Department of Public Information (UNDPI). The UNDPi helps non-governmental organisations gain access to and disseminate information to the public about United Nations issues. Close the Gap has a permanent youth representative that represents the organisation at the United Nations headquarters in New York. In 2014 and 2015, Close the Gap's representatives at the United Nations in New York were Joanna Nappi and Kristen Cordero.



Ms. Joanna Nappi, Close the Gap United Nations Youth Representative, and Gary Fowle, Head, ITU Liaison Office to the United Nations

“Sustainable Development Goals are about achieving development goals from an economic, social and environmental perspective. In this view, we can think about Corporate Social Responsibility (CSR) as a way to implement these goals at the level of enterprises. It is also essential to support Small and Medium-sized Enterprises in developing countries in utilising CSR as a management tool to improve their competitiveness while complying with international standards and norms.”

—
Christophe Yvetot

Head of United Nations Industrial Development Organisation Brussels Liaison Office.

“ICT is a key tool for identifying, educating, mobilising and empowering individuals all around the world. ICT has the power to break down barriers and implement the mechanisms that are necessary to create and maintain sustainable development. Most importantly, ICT and the innovative processes that are employed by Close the Gap have the capacity to reach populations who have been traditionally and historically isolated and excluded.

I have had the opportunity to participate in various meetings and speak at numerous events, such as the UN Commission on Social Development, in my position as Close the Gap’s UN Youth Representative. The topics of discussion ranged from training midwives, supporting first-responders during the Ebola crisis, and creating birth registries to combat gender-based-violence, disseminating news, and providing education in refugee camps. Despite the range and depth of each social issue that was addressed, it is clear that ICT is a critical part of the solutions.”

— Ms. Joanna Nappi

Close the Gap United Nations Youth Representative



UNGC AND UN GAID

The **United Nations 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.

For Close the Gap, participation in the UNGC 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 **United Nations Global Alliance for ICT and Development (UN GAID)** 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.

WHAT WE DO



COLLECTION



Close the Gap collects high-quality used ICT equipment from European companies and organisations. The equipment is collected in a professional way and at no cost to the donor. Close the

Gap organises the collection of used ICT hardware equipment and focuses on A-brand high-quality equipment from a cosmetic as well as technical point of view.

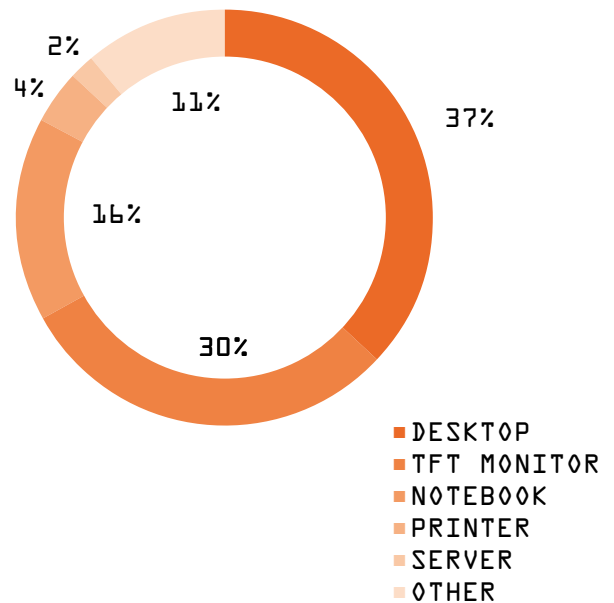
Close the Gap's collaborations start with **a minimum volume of about 30 asset donations** (desktops, screens, etc.), preferably coming from the same batch of equipment. Not only does this allow Close the Gap to provide a project with same-specification computers, but it also saves on overhead costs.

Close the Gap works on the basis of evolving minimum specification requirements for re-deployable material.

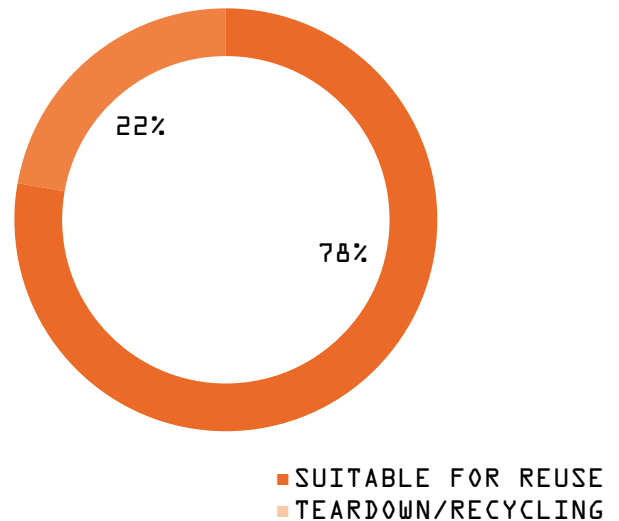
- **Desktops:** Pentium IV 2.8 GHz
- **Screens:** 15" TFT flat screens
- **Laptops and netbooks:** Dual Core CPU 1.6 GHz
- **Printers:** laser jet and multifunctional printers (MFPs)
- **Smartphones, tablets and all other "mobility" hardware**
- **Networking equipment** (routers, servers, switches, network attached storage)
- **Thin-Client workstations**

In the spirit of partnership and long-term collaboration, Close the Gap aims to be a "one-stop-shop" for the donating companies. As such, Close the Gap is equipped to accept donations that do not meet these minimum specifications. These assets will not be used for re-deployment but can be harvested for replacement parts as part of the overall refurbishing process. Anything that cannot be reused will be recycled through the appropriate, European-approved downstream recyclers.

TYPE OF ASSET



ASSET REUSABILITY



"Thanks to our partnership with Close-The-Gap we have found a sustainable solution for more than 3,000 of our decommissioned PCs world-wide. Collected and refurbished by Close the Gap, these PCs are now put at the disposal of several social development projects in Africa. It's a great example of how such partnerships can impact people's lives positively."

Katleen Decock

IT Services Manager, Umicore

REFURBISHMENT



Once the equipment has been collected, it is shipped to Close the Gap's logistics partner Arrow Value Recovery to fully refurbish the equipment. Arrow Value

Recovery is an active member of the Step Initiative (Stop the E-waste Problem) and holds all the required Waste of Electrical and Electronic Equipment (WEEE) collection permits and certifications such as ISO 9001, ISO 14001 and OHSAS 18001.

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

The **reconditioning** of the devices (computer, mobile devices) consists of a power-on switch test, internal and external cleaning, a virus scan, an upgrade if necessary and a durability test. 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, all necessary peripherals (new keyboard, mouse, headphones for computers; chargers for mobile devices) and adequate software are added.

About six weeks after the collection, each donor receives a **full status report** indicating the quality of each donated asset. Furthermore, a data wipe certificate that guarantees all files have been erased is sent to the donors.



Close the Gap refurbishment process

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 over-stock causing high storage costs, it is sold to third-party brokerage firms, while respecting the conditions agreed upon 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.

If equipment fails tests and is not suitable for reuse, the product will be disassembled and the materials and waste disposal handed over to European-approved downstream recyclers. In this case, a certificate of destruction is provided to the donor. The whole process is in compliance with the WEEE Directive and the Basel Convention. This way, Close the Gap and Arrow Value Recovery implement a 0% landfill policy and will never ship malfunctioning equipment or hazardous waste to their projects in developing countries.

'A unique collaboration, professional and totally secure'

"As a member of society, our civic responsibility is to create a world where every person can reach his or her full potential. This way, the values of Close the Gap fit perfectly with the social commitment of BNP Paribas Fortis. Together, we help in providing access to the digital world to institutions such as schools and connect those who would otherwise be cut off. Low-threshold access to internet and technology allows people everywhere to improve both their environment and be the master of their own fate."

However, for a financial institution, this factor alone is not enough since we are talking about recycling material which contains confidential data. Here too, we demanded explicit guarantees, which we obtained from day one. Indeed, in addition to their enthusiasm, Close the Gap and its partner Arrow Value Recovery clearly distinguish themselves by means of their professionalism and their extreme rigour. The entire logistic process chain is transparent and secure and individual assets are traceable from the moment of their removal to the point of redistribution and recycling."

Mr. Eddie Vangoetsenhoven
IT Team Manager BNP Paribas Fortis

PROJECT SELECTION



Close the Gap selects projects in various fields, such as education, health, environment, microfinance, research, socio-cultural activities and good governance and this in developing and emerging countries all around the world.

The projects are always demand-driven and selected based on several factors: the existence of a local infrastructure allowing the installation of computers (electricity, security, etc.), local capacities (IT knowledge, training opportunities, etc.), the servicing plan, pedagogical scenario, respect of the environment and especially the added value the use of IT equipment would bring to the project. Thanks to these conditions, Close the Gap guarantees a more sustainable use of the computers locally. The collaborations usually start with a minimum of 20 computers in order to be as efficient as possible with respect to dealing with export and import regulations and logistics. Close the Gap is subject to economies of scale.



Savana Signatures Ghana

“Partnering with Close the Gap has enabled us to increase the number of computers donated to schools.”

—
Mr. John Stephen Agbenyo, Executive
Director Savana Signatures, Ghana

TRANSPORT



The computer equipment is packed for sea or air transport. The projects selected are asked to contribute to the refurbishing and transportation costs, unless a partnering company expresses a wish to **adopt a particular project**¹⁰. Close the Gap helps project applicants by looking for the most cost-efficient transport solution, by ship or plane, depending on the destination and volume. KLM Royal Dutch Airlines has been a very loyal and reliable partner since Close the Gap's very beginning and supports Close the Gap in different ways. Their greatest support is the offer of stand-by cargo shipments to KLM destinations.



Computer transport thanks to KLM Cargo

¹⁰ Learn more about project adoption in SECTION 4, PAGE 44.

INSTALLATION, MAINTENANCE AND TRAINING



Projects supported by Close the Gap do not always have the local expertise to train end users or maintain devices, so a network of service partners has been created. These partners are social entrepreneurs, mainly not-for-profit local entities located in 11 African countries: Burundi, Ghana, Kenya, Democratic Republic of the Congo, Rwanda, Sierra Leone, South Africa, Tanzania, Uganda, Zambia and Zimbabwe.

Service partners guarantee quality by preparing a project's local infrastructure. Service partners are responsible for the distribution, installation and maintenance of ICT equipment, training project managers/teachers/users and the take-back of equipment when it reaches end-of-life. Service partners have project management expertise, enabling them to make critical assessments of the quality of projects and provide input and tools needed to improve Close the Gap's service delivery. Service partners can also offer internships and job opportunities.

Newly established service partners in developing countries reach maturity in less than 18 months. During this period, they become well-respected local organisations, create significant employability opportunities and increase Close the Gap's local standing. Close the Gap is currently starting new collaborations with partners in Ghana, Senegal and South Africa and would like to expand this model to more countries in Africa and other continents.



Mr. Robert Mafie, Affordable Computers and Technologies for Tanzania.

Robert, from Affordable Computers & Technology for Tanzania (ACTT) has social entrepreneurship down to a fine art. He offers low-cost IT solutions to schools, including a solar-powered mobile unit (i.e. his van). In his workshop, he offers teens and young adults IT training and maintenance courses. These students go on to start their own careers as IT teachers and technicians. When class isn't in session, the computer lab doubles as an internet cafe. On regular visits to the schools he supports, he also runs local e-waste awareness and collection drives, making sure the equipment isn't dumped or burned at end-of-life.

“Computers are a great resource for teaching, particularly where practical tools are lacking. With a trust in the future of technology, a strong and dedicated team and the encouragement and support of our partners, like Close the Gap, anything is possible.

We are proud to have provided over 106 schools with computer resources, delivered training programs in 21 schools made possible with our solar mobile lab the E-Motion, and have reached over 5000 individuals, teachers and students.”

Robert Mafie
Director Affordable Computers Technology Tanzania

SOFTWARE AND EXPERTISE

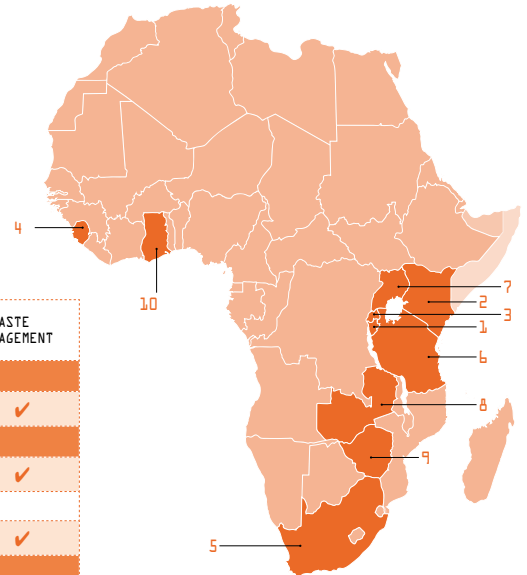
Projects can call on Close the Gap's supporting partners for expertise in the following fields: specific software, special hardware, capacity building, funding expertise and infrastructure.





VLIR-UOS supports partnerships between universities and university colleges, in Flanders and in the South, looking for innovative responses to global and local challenges. Read more about the exciting projects with VLIR-UOS on page xxx.

CLOSE THE GAP SERVICE PARTNERS



NAME OF THE ORGANISATION	IMPORT ADMINISTRATION	DISTRIBUTION & TRANSPORT	PREPARATION SUITABLE INFRASTRUCTURE	INSTALLATION & MAINTENANCE	TRAINING	E-WASTE MANAGEMENT
BURUNDI (1)						
GLICE Burundi	✓	✓	✓	✓	✓	✓
KENYA (2)						
Computers for Schools Kenya	✓	✓	✓	✓	✓	✓
RDC						
BAC	✓	✓	✓	✓	✓	✓
RUANDA (3)						
ICT4ALL	✓	✓	✓	✓	✓	✓
SIERRA LEONE (4)						
Sierra Wifi	✓	✓	✓			
SOUTH AFRICA (5)						
Belgium Campus	✓	✓	✓	✓	✓	
MMTM Technologies & Thudo NPO		✓	✓	✓	✓	
TANZANIA (6)						
ACTT	✓	✓	✓	✓	✓	✓
Viafrica	✓	✓	✓	✓	✓	✓
ICT4D - Tanzania Foundation	✓	✓	✓	✓	✓	
Exponential Technology		✓	✓	✓		
UGANDA (7)						
Computers for Schools Uganda	✓	✓	✓	✓	✓	✓
UConnect	✓	✓		✓	✓	
ZAMBIA (8)						
Crescent Future Kids	✓	✓	✓	✓	✓	✓
ZIMBABWE (9)						
World Links Zimbabwe	✓	✓	✓	✓	✓	
GHANA (10)						
Savana Signatures	✓	✓	✓	✓	✓	

END-OF-LIFE COLLECTION AND RECYCLING THROUGH E-WASTE OFFSETTING



At end-of-life, IT equipment does not have to be an environmental liability. By recycling it responsibly, it can avoid environmental damage and at the same time present new opportunities to communities, creating green jobs, stimulating local economies and recovering precious material that can be used in new IT equipment.

That's why in 2009, Close the Gap founded **WorldLoop** and started offering their donating partners the opportunity to voluntarily offset their ICT donations.



WorldLoop's operational model combines local collection and dismantling activities in developing countries with best-in-class, technologically advanced recycling solutions available internationally, also known as the Best-of-2-

Worlds approach¹¹ (Bo2W). This creates a win-win-win situation for the economy, environment and society. Specifically, e-waste that cannot be responsibly recycled locally is shipped back to Europe to be recycled at Umicore and Coolrec.

Through its network of partners, many of whom are already Close the Gap Service Partners, WorldLoop is enabling these communities to set up their own e-waste collection and recycling centres. This gives Close the Gap's ICT4Dev projects access to environmentally sound and sustainable recycling solutions for ICT equipment in developing countries, while at the same time creating green jobs.



“I’m proud that both Umicore and KBC are working together with Close the Gap and WorldLoop and that we can have a direct and positive impact on development initiatives in Africa.”

—
Mr. Thomas Leysen
Chairman of Umicore and KBC

RECYCLING PARTNERS

- The WEEE Centre (Waste Electrical and Electronic Equipment Centre), Kenya
- Viafrica, Tanzania
- GLEM (Great Lakes Electronics Management), Rwanda
- Chilenter, Chile
- EACR (East African Compliant Recycling), Kenya
- Crescent Future Kids, Zambia
- ADIE (Agency for the State Information Technology), Senegal
- BAC (Benelux Afro Centre), Democratic Republic of the Congo
- GLICE (Great Lakes Initiatives for Communities Empowerment), Burundi
- Al Jisr, Morocco
- Chilambo, Tanzania
- KEM Burundi, Burundi
- SetTIC, Senegal
- ASDI, Togo

¹¹ In 2010, the United Nation's STEP (Stop the E-waste Problem) initiative conducted an extensive research project to validate this approach. It found that by fostering proper manual dismantling in the pre-processing stages and adopting state-of-the-art technology for the complex fractions, the environmental impact of recycling is reduced while the economic gain increases.

Whether your company has donated computers to Close the Gap or not, you can offset your company’s e-waste footprint while supporting local job creation and protecting the environment in developing countries by supporting WorldLoop’s programme. For more information, go to section 6, page 34).

“The role of Close the Gap is a very important one, providing a step between first use and recycling, extending the life of devices and making a social impact. By including local responsible recycling in their service offering, Close the Gap is making sure the last step of the process is also being taken care of.”

Mr. Jan Vlak
Managing Director Wecycle

PROJECT EXAMPLE

GREAT LAKES INITIATIVES FOR COMMUNITIES EMPOWERMENT (GLICE)

285 computer assets
Partners: Rabobank, Gilles Foundation, WorldLoop, King Baudouin Foundation

GLICE started in 2008 with the goal to empower local communities in Burundi by providing ICT assistance and training to schools and other not-for-profit organisations (health, microfinance, etc.).

“ICT is crucial to the success of our activities and the computers are a vital part of our organisation. Since we have been using the computers provided by Close the Gap through their local Service Partner GLICE, our service and maintenance have improved. We would like to take our Digital Libraries a step further by constantly integrating new applications adapted to new technologies.”

Mr. Leonard Nsengiyumva
Legal Representative of PRESII, a Burundian organisation supporting schools, high-schools and universities with the implementation of Digital Libraries.



In 2014, GLICE also started up e-waste collection awareness activities and participated in WorldLoop’s **E-waste Practitioners Training** (pg. 34) In August, GLICE organised the second edition of the Information and Communication Technology Forum of Bujumbura (FITB). The FITB is increasingly becoming an important “rendez-vous” for all ICT companies. This forum also provided a significant e-waste awareness raising opportunity. Visitors to GLICE’s booth learned the importance of properly recycling electronic waste. For most of them, the concept of recycling e-waste was completely new. They appreciated the idea of protecting people’s health and the environment, as well as the prospect of creating green jobs.

2014 AT A GLANCE

FACTS AND FIGURES 2014

69,961

COMPUTER ASSETS DONATED

115

COMPANIES INVOLVED IN
DONATIONS IN 2014

16,333

COMPUTER ASSETS
WERE DELIVERED

688

PROJECTS SUPPORTED
IN 24 COUNTRIES

470

TONNES OF E-WASTE OFFSET WITH SUPPORT
OF 14 CORPORATE SUPPORTERS

PURCHASING MORE THAN

13,000

OFFSETTING CERTIFICATES

EVENTS IN 2014

9-14 FEBRUARY

E-waste Practitioner Training

Recupel and the Belgian recycling industry partnered with the United Nations Industrial Development Organisation (UNIDO) and Close the Gap's e-waste recycling partner WorldLoop, to support sustainable e-waste management in developing countries in Africa.

E-waste practitioners, many of whom also support Close the Gap projects as service partners, came from all over Africa, including, Burundi, Ethiopia, Kenya, Morocco, Senegal, Democratic Republic of the Congo, Tanzania, Uganda and Zambia. In the second week of February, they participated in a five-day workshop in Brussels. The training focused on best practices and sustainable solutions for the collection, dismantling and recycling of e-waste as well as refurbishment to improve efficiency and resource recovery in the field. The event brought together industry leaders to lead the course.

At present, many of those involved in countering the problem of e-waste understand the basics of refurbishment and proper dismantling and handling, but few know how to run a refurbishing or recycling centre. The goal of the training was to facilitate South-to-South capacity building as well as share best practices on how to organise and run a dismantling facility. After the training the participants could improve dismantling operations at their own facilities and they also gained a clearer picture about the requirements of an internationally recognised dismantling facility.

This workshop was organised together with Recupel, OVAM, The WEEE Forum, Galloo, Arrow, Coolrec, and Umicore.

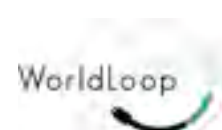
“The best take-away for me was hearing what the other practitioners are doing elsewhere”

—
Mr. Joel Kamba, Project Manager
Computers for Schools Uganda, Uganda

“Meeting with others working in the field of e-waste management in Africa was the first time for me!

This training made me realise the importance of government involvement in the establishment of a WEEE management industry in Morocco which could be inspired by the Belgian model or another. Our role as Al Jisr is to strengthen advocacy and sensitisation of stakeholders in this direction.”

—
Ms. Royaka el Boudrari
Development Director Al Jisr, Morocco





Ms. Royaka el Boudrari, Al Jisr



Ms. Barbara Toorens (WorldLoop); Ms. Elisabeth Herbeck (UNIDO); Mr. Seth Munyambu (WEEE Centre); Mr. Dereje Asfaw (Akaki); Mr. Joel Kamba (Computers for Schools Uganda); Mr. Alioune Dabo (ADIE); Ms. Roquia El Boudrari (Al Jisr); Mr. Benson Musili (WEEE Centre); Mr. Hubert Fodop (Ateliers du Bocage); Mr. Gideon Chilambo (Chilambo); Mr. Rohan Fernando (OKPlast); Mr. Roger Ouedraogo (GLICE); Mr. Peter Debaere (Galoo); Mr. Marc Jansen ('t Veer).

13 FEBRUARY

Close the Gap New Year's Reception

2014 started with a successful New Year's reception to mark Close the Gap's 10th anniversary year. Rector of the Vrije Universiteit Brussel (VUB) Prof. Dr. Paul De Knop gave an inspiring keynote speech about the entrepreneurial journey of Close the Gap. He also emphasized the values of cooperation, creation and innovation shared by both organisations. This milestone was celebrated together with 15 of WorldLoop's African e-waste recycling partners.



Close the Gap New Year's Reception

20 FEBRUARY

BNP Paribas Fortis Foundation Award

Close the Gap had the honour of distributing the foundation's national awards to seven charities designed to help underprivileged children. The foundation also presented special public award prizes to charities chosen by votes from the general public.

IMS Luxembourg

IMS Luxembourg (Inspiring More Sustainability) is Luxembourg's leading network for Corporate Social Responsibility (CSR). IMS Luxembourg currently has 107 members, representing more than 10% of the country's work force. Close the Gap was given the opportunity to lead a discussion around social enterprises and CSR.

15 MAY

Social Entrepreneurship from Theory to Practice, European Investment Bank (LUX)

The European Investment Bank Institute (EIB) hosted the fourth meeting of its Social Platform, this time dedicated to discussing Social Entrepreneurship. Close the Gap shared its model as a social enterprise. It also explained how bridging the digital divide is having a cascading impact on the lives of millions in developing countries, who are now becoming their own social entrepreneurs.

JUNE 3

Close the Gap's sister organisation WorldLoop together with Recupel receives Sustainable Partnership Award



Mr. Jan Goossens, (Head of the Jury & Director KVS); Ms. Oriane De Vroey (Business & Society); Ms. Katrien Verfaillie (Recupel); Mr. Thomas Poelmans (WorldLoop); Ms. Barbara Toorens (WorldLoop); Mr. Olivier Vanden Eynde (WorldLoop); Mr. Peter Sabbe (Recupel); Mr. David Leysens (Kauri)

The sustainability networks Business & Society Belgium and KAURI were given the honour of presenting this award for the second consecutive year for the most inspiring collaborations between business and civil society in Belgium. The partnership, called "Changing the e-waste cycle," between Recupel and WorldLoop received first prize for their collaboration to support entrepreneurs in Africa starting up sustainable e-waste management businesses. Jury chairman and KVS director Jan Goossens praised all the participating organisations for *"their courage to dare to look back at the creation of shared value across organisational boundaries"*.

Close the Gap kicked off a new series, "Close the Gap Inspires...", as part of its 10 year anniversary celebration. This gives Close the Gap partners the opportunity to be inspired by the life stories of exceptional personalities, social entrepreneurs and change makers. The first guest was Ian Gilbert, Founder of Independent Thinking Ltd, an organisation that trains teachers in innovative teaching methods. His credo: *"The teacher's job is not to teach, but to make pupils learn."* And last but not least, Close the Gap's communication agency Design is Dead introduced its new communication strategy and tools to inaugurate Close the Gap's 10th anniversary.



5 JUNE

Close the Gap Inspires... with Ian Gilbert

Close the Gap kicked off a new series, "Close the Gap Inspires...", as part of its 10 year anniversary celebration.

This gives Close the Gap partners the opportunity to be inspired by the life stories of exceptional personalities, social entrepreneurs and change makers. The first guest was Ian Gilbert, Founder of Independent Thinking Ltd, an organisation that trains teachers in innovative teaching methods. His credo: *"The teacher's job is not to teach, but to make pupils learn."* And last but not least, Close the Gap's communication agency Design is Dead introduced its new communication strategy and tools to inaugurate Close the Gap's 10th anniversary.

11 JUNE

Close the Gap and Deloitte France welcomes Archbishop em. Desmond Tutu to Paris

40 French CxO's received the most inspirational croissant and café au lait to be found in Paris at an intimate breakfast meeting with Archbishop Desmond Tutu that was graciously hosted by Deloitte France. Archbishop Tutu was passing through Paris after receiving the prestigious 2014 Catalonia International Prize for being an exemplary role model in efforts to promote peace and reconciliation.

Archbishop em. Desmond Tutu, who is a member of Close the Gap's Board of Recommendations, motivated the audience with his encouraging words. He related how young people all over the world are engaging in peace building activities and how companies that stay involved in social activities make a difference. He also shared inspirational stories of the impact the Desmond & Leah Tutu Legacy Foundation is having in South Africa and around the world.



“The young people we have in this world are amazing! Have you heard them say, ‘let us make poverty history!’? Young people, by and large, are incredibly idealistic. And I have to thank Close the Gap for the splendid initiatives and commitment to helping different parts of the world to be slightly better.”

— Archbishop em. Desmond Tutu



20 JUNE

Bike to Close the Gap

Bike to Close the Gap is gradually laying claim to having a ‘classic’ status. The event held on Thursday 19 June on the Paterberg in Flanders was already its 4th edition and once again brought together the sports-loving IT people of Belgium (and even a few from the Netherlands).

The 267 riders, completed a total of 4,413 laps. The 33 companies that sponsored this edition of Bike to Close the Gap enabled Close the Gap to distribute 1,256 high-quality refurbished computers to 65 Belgian non-profit organisations committed to enhancing the IT skills of unemployed people in Belgium.



6-8 JULY

“Closing the Gap between Generations” Parent/Teen trip to South Africa

It is not every day that parents get to spend one-on-one time with their teenage children. It is even rarer to do it in a setting filled with life-changing experiences.

Close the Gap brought 28 Dutch and Belgian business leaders and their teens on a learning journey to Cape Town (South Africa). The idea was to introduce the CxOs and their kids to the reality of life in and around Cape Town by visiting and participating in social projects supported by Close the Gap.

The trip included a visit to the Amy Biehl Foundation as well as a cultural exchange with the local youth at the Desmond Tutu HIV Foundation Youth Centre in the Masiphumelele Township. Both these foundations provide IT training to young people to increase their skills and resilience. These computer labs are supported by Close the Gap.

The visits gave participants from both sides an opportunity to peak into each other’s lives and culture. Afterwards the group went in to the township; seeing the realities of people’s lives alongside their joy and creativity made a huge impression on the participants.

The trip culminated with an inspirational visit to Archbishop Desmond Tutu, who gave a stirring message in reply to this cultural exchange between the youth of South Africa and of Europe.



Archbishop em. Desmond Tutu together with Ms. Lillianne Ploumen, Dutch Minister of Foreign Trade and Development Cooperation

Dutch Minister of Foreign Trade and Development Cooperation, Lillianne Ploumen, also joined this intimate meeting for a short while.

“I thought that my happiness was defined by my material wealth but after this trip I have come to realise that my definition of happiness has changed. I have seen that happiness is defined by family, a sense of community and joy but also by giving back to your community.”

— Alex Ertel

one of the youth participants

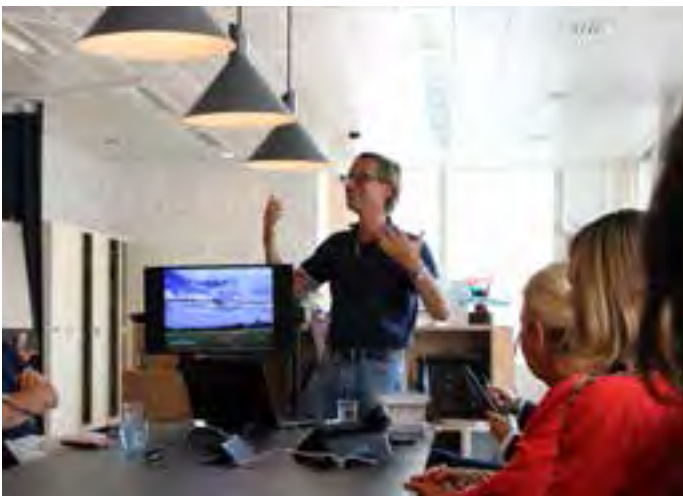




16 SEPTEMBER

Close the Gap Inspires... welcomes Jan de Cock

Close the Gap held the 2nd "Close the gap Inspires" session with a moving presentation by Jan De Cock on his amazing work for prisoners worldwide and with a focus on developing countries. This involves fostering dialogue among detainees, victims and other citizens, developing and supporting projects worldwide that can lead to a more humane prison policy, and promoting the well-being of offenders and victims alike, with a view to rehabilitation and dealing with the crime.



Jan de Cock at Close the Gap at Close the Gap inspires.

2 OCTOBER

PIANOo (Dutch Public Procurement Expertise Centre) Market Meeting: Circular purchasing ICT hardware

As a key player in the circular economy, Close the Gap gave a presentation to procurement specialists within the Dutch government on the importance of using, reusing and recycling ICT hardware responsibly.

15 OCTOBER

Close the Gap presents on the importance of CSR to Toyota IT managers

Close the Gap presented to Toyota's European IT managers its ideas on the strategic collaboration between the two organisations. Toyota, a long-time partner of Close the Gap, takes their Corporate Social Responsibility (CSR) commitments seriously and uses such platforms to make sure its colleagues and employees are kept informed of their efforts to contribute to the environment and society.

17 OCTOBER

Close the Gap's sister organisation WorldLoop together with Umicore receive Entrepreneurs for Entrepreneurs Award

The three-year-old partnership between Umicore and WorldLoop won the first ever Entrepreneurs for Entrepreneurs Trophy award. The jury, composed of experts from the private and non-profit sectors, praised the partnership for its "joint efforts in providing local African entrepreneurs with the educational tools and knowledge to set up environmentally sound solutions for e-waste collection and dismantling in Africa".



Mr. Olivier Vanden Eynde (WorldLoop) and Ms. Christina Meskers (Umicore) receiving the Entrepreneurs for Entrepreneurs award.

27 OCTOBER

MVO NL Frontrunners take part in sharing session on Cooperation for Development (Koploperbijeenkost over Samenwerking voor Ontwikkeling)

As an innovator in sustainable CSR-minded partnerships, Close the Gap joined other front runners in a sharing session hosted by the Dutch CSR network, MVO Nederland. Close the Gap gave a special presentation on its experiences in social entrepreneurship. Lots of great initiatives and practices were shared during the day.

14-19 NOVEMBER

Close the Gap Strategic Partnership Mission – Democratic Republic of the Congo (Kinshasa)

It was 2003 when Olivier and Professor Blonk boarded a flight bound for Kinshasa, with 25 refurbished computers in tow. In 2014, Close the Gap returned to Kinshasa with 17 top executives from Agoria, Arrow Value Recovery, Business & Society, Data News, Deloitte Belgium, Design is Dead, Dumoulin Pet Foods, Grant Thornton, Hanssens Telecom, Insead University, Laurius Advocaten, Recupel, Red Cross Flanders, Toyota, and Vintage to show how IT projects are benefiting people's lives. Patient registrations and service delivery in the local hospitals have improved; the excitement of learning was evident from the faces of the students at Lycée Bosangani, an all-girls school; the entrepreneurial spirit was alive and well at the Benelux Afro Centre e-waste collection and processing centre; and the Belgian Development Corporation (BTC/CTB) has supported sustainable community projects to bring healthy drinking water and ICT to the Mabinda Centre.

The esteemed and knowledgeable guide Peter Verlinden of the Belgian news media outlet VRT took the group through the colonial remnants at the Post Office, Central Train Station, National Archives and the colonial region of Kisantu giving all those present a deep appreciation of the post-colonial "New Congo".



Mabinda Centre, Kinshasa DRC

"We are very proud of our long-term partnership with Close the Gap. With its focus on education, entrepreneurship and sustainability, this innovative venture upholds values that are at the heart of the Deloitte Foundation. We offer support in the form of both equipment donations and technical expertise – and for Deloitte volunteers who provide on-the-ground assistance at Close the Gap installations, it is always a hugely rewarding (and humbling) experience to see what a positive difference such a venture can make. We are proud that in 2014, Deloitte University EMEA has joined in our effort to bring further innovations through entrepreneurship bootcamps for Close the Gap Service Partners."

—
Mr. Rik Vanpeteghem

Managing Partner, CEO Deloitte Belgium

Benelux Afro Centre (BAC), Democratic Republic of the Congo (DRC)

628 COMPUTER ASSETS

Partners: Vares, Gillès Foundation, WorldLoop, Air France

BAC was founded in 1998 by members of the African diaspora in Belgium. Their goal is to make IT learning skills available to communities in their home countries, in order to create jobs in the social economy. BAC has supported the distribution, installation and maintenance of IT devices to schools and hospitals around the Kinshasa and Bas Congo regions of D.R.C. In 2013, BAC started a small-scale e-waste collection and dismantling centre based in Kinshasa (DRC) supported by Air France & WorldLoop. BAC provides e-waste collection and dismantling services in the greater Kinshasa area collecting e-waste from learning institutions, the public and private sector, and households. In 2014, it received a grant from the Gillès Foundation to help scale up its activities.



19 NOVEMBER
Close the Gap's 10 Year Anniversary Celebration with Archbishop em. Desmond Tutu, Dolce La Hulpe, Belgium

On this special day, Close the Gap looked back at 10 years of bridging the digital divide and launched new collaborations and innovative projects together with over 350 CEO, CIO and CSR executives from European and international companies.

- Inauguration of the DigiTruck:** Archbishop em. Desmond, Vice-President of the European Commission and Commissioner for the Digital Agenda Ms. Neelie Kroes and Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services Mr. Alexander De Croo inaugurated the DigiTruck. For this occasion, children from of the Brussels based non-profit organisation Maks vzw developed a computer game with Desmond Tutu and Neelie Kroes as the main characters.
- Launch of the ICT4D Alliance:** the first worldwide partnership of ICT development organisations. Six international organisations from Belgium, Ireland, the United Kingdom, Kenya and the Netherlands committed to sustainably increase digital literacy by sharing knowledge and best practices.
- Announcement of a new partnership** between Close the Gap and Deloitte University to develop social entrepreneurship bootcamps for Close the Gap's service partners.



Dr. Marleen Temmerman (World Health Organization); Mr. Thomas Leysen (Umicore, KBC); Ms. Mpho Tutu (Desmond & Leah Tutu Legacy Foundation); Archbishop em. Desmond Tutu; Mr. Alexander de Croo (Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services); Ms. Neelie Kroes (Vice-President of the European Commission and European Commissioner for the Digital Agenda); Mr. Olivier Vanden Eynde (Close the Gap)



Dr. Christ'l Joris, National Vice-President, President Belgian Red Cross - Flanders

Special guest Ms. Mpho Tutu, daughter of Archbishop Desmond Tutu, together with her father inspired the audience with the message of humility, humour and conviction that we are all one family, interconnected and engaged. Additional keynote speakers included Mr. Thomas Leysen (Chairman of Umicore and KBC Group), Mr. Tom Musili (CEO Computers for Schools Kenya) and Prof. Dr. Marleen Temmerman (Former Director of the Department of Reproductive Health and Research at the World Health Organisation).

Belgian jazz harmonica player, Baron Toots Thielemans, ended this 10 year anniversary celebration by surprising his old friend Desmond Tutu on stage with a beautiful tune.



Inside the DigiTruck: Archbishop em. Desmond Tutu; Ms. Neelie Kroes (Vice-President of the European Commission and European Commissioner for the Digital Agenda); Mr. Olivier Vanden Eynde (Close the Gap); Mr. Alexander de Croo (Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services); Ms. Bianca Debaets (State Secretary of the Brussels-Capital Region responsible for Informatics Policy, Digitization, Equality, Road Safety, Animal Welfare and Development Cooperation)



Baron Toots Thielemans playing for Archbishop em. Desmond Tutu

PROJECTS SUPPORTED IN 2014

Close the Gap provides high-quality refurbished IT equipment to socially beneficial projects in developing countries, acting as an end-to-end logistics manager coordinating the many partners active in the supply chain to ensure the IT projects are implemented successfully. This includes monitoring the refurbishment process, transport, export/import process, distribution, installation and maintenance.

Close the Gap supports projects in two different ways, through PROJECT ADOPTIONS and REGULAR PROJECTS.

A PROJECT ADOPTION means a donor supports the entire second-life supply chain from export and installation all the way through to sustainable end of life recycling.

Close the Gap also supplies ICT assets to projects that do not receive external funding from Close the Gap's network of partners. These are called REGULAR PROJECTS.

PROJECT ADOPTIONS

Many Close the Gap donors wish to go the extra mile and adopt a project.

COUNTRY	NAME	# ASSETS	SECTOR	ADOPTER
Belgium	PC Solidarity	1,256	Employment	DNS Belgium
	Projects in Belgium	607	Education	Proximus
	Ter Sterre	52	Education	Cargill
Burundi	Great Lakes Initiatives for Community Empowerment	285	Education	Rabobank
DRC	Benelux Afro Centre	609	Education; Health	Vares
Kenya	Computers for Schools Kenya	510	Education	Rabobank
	Moi University	597	Education	VLIR-UOS
	International Transformation Foundation	58	Social	Rabobank Foundation
Peru	Universidad Nacional Agraria La Molina	243	Education	VLIR-UOS
Rwanda	INES Ruhengeri	200	Education	Rabobank
	ICT4A11	338	Education	Rabobank
Sierra Leone	Sierra Wifi	630	Education	DNS Belgium
South Africa	ICT-4-South Africa	281	Education; Health	Ricoh
Tanzania	Affordable Computers & Technology for Tanzania	2,017	Education	DNS Belgium, Rabobank
	Exponential Technology	25	Education	Rabobank
Uganda	ICT4D Tanzania Foundation	566	Education	Rabobank
	Mountains of the Moon University	181	Education	Deloitte SE, Rabobank, VLIR-UOS
Vietnam	Computers for Schools Uganda	818	Education	Rabobank
	Hue University	623	Education	VLIR-UOS

“I have benefitted in such a way that I can browse the Internet and learn more and I am hoping to find employment.”

—
Humphrey Alunga

student at International Transformation Foundation



REGULAR PROJECTS

Close the Gap also supplies ICT assets to projects that do not receive external funding from Close the Gap’s network of partners. These are called REGULAR PROJECTS. A total of 3,004 assets were delivered to regular projects in 2014.

COUNTRY	NAME	# ASSETS	SECTOR
Belgium	Computers for non-profit organisations selected by BNP Paribas Foundation	616	Social
	Bednet	35	Health
	Tinteltuin vzw	60	Education
	Different projects in Belgium	60	Social
Benin	City of Toucountouna	36	Social
Burkina Faso	Ecole Supérieure Polytechnique de Kaya	72	Education
Cameroon	Asseja	240	Social
Ghana	Savana Signatures	104	Education
Mali	Aisso	46	Education
	Kolwezi	52	Education
DRC	Educans Abdijsschool	648	Education
	Panzi Hospital	420	Health
Rwanda	INES Ruhengeri	150	Education
Senegal	Diatiguiya	130	Education
South Africa	Amy Biehl Foundation	122	Education
	Desmond Tutu HIV Foundation	39	Social

The following projects were also supported in 2014, receiving less than 30 assets:

- **Burkina Faso:** CPEAC
- **Burundi:** Indigenous Peoples' Center for Documentation, Research and Information
- **DRC:** Humana People to People
- **Ghana:** Education for All, Zuarunga-Moshie School; Akwaabi Asuaidei
- **Jordan:** Hope for Women in Education
- **Papua New Guinea:** Indigenous Peoples' Center for Documentation, Research and Information
- **South Africa:** Born in Africa, Tyberberg Children's Hospital; Lucenza; Health-E Foundation
- **Zambia:** Starlight in the Classroom, Abantu Zambia

CLOSE THE GAP & VLIR-UOS



Ms. Kristien Verbrugghen, VLIR-UOS

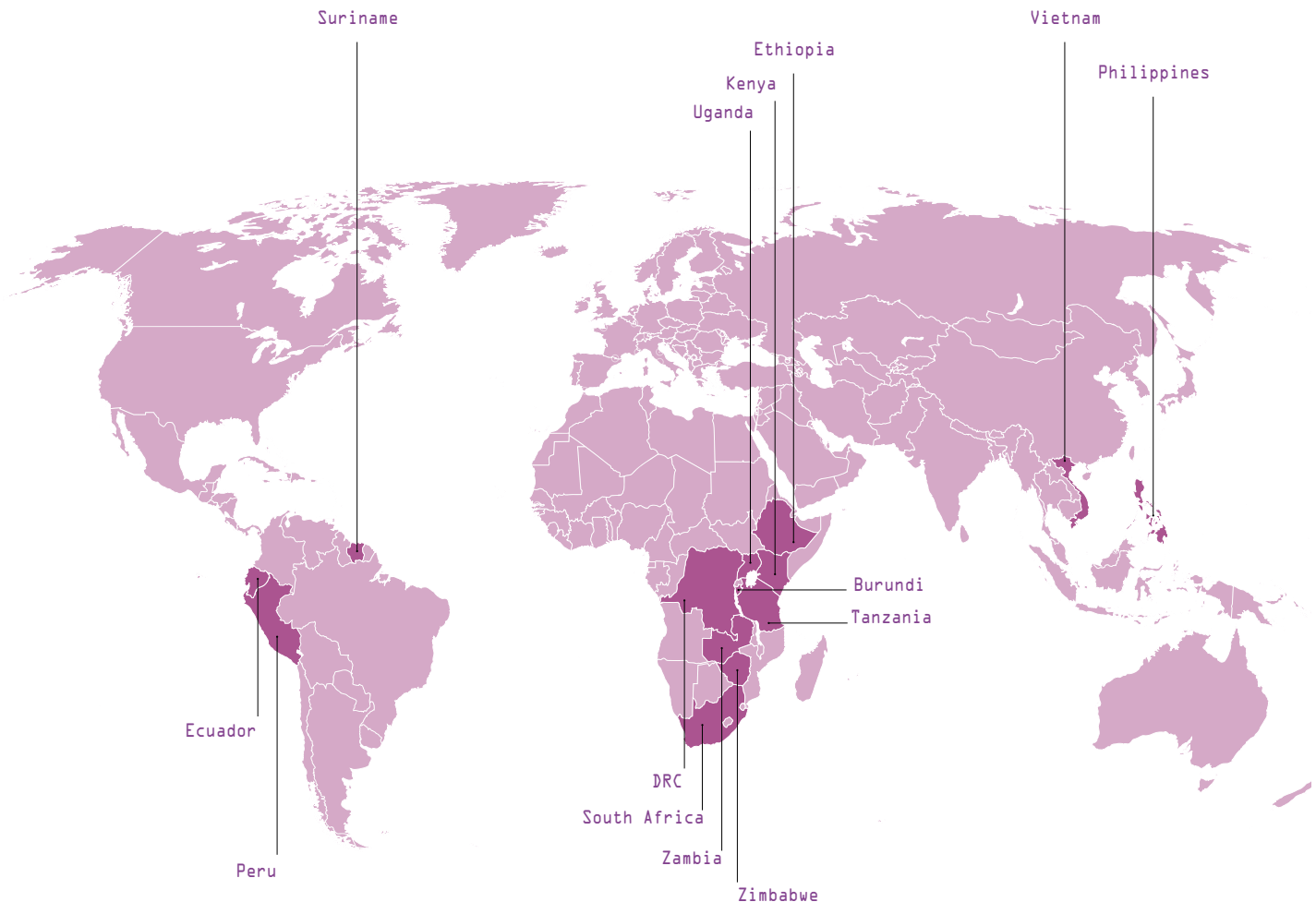
Close the Gap loves to create win-win partnerships that have exponential impact possibilities not just for the project, but for the surrounding community as well. That's why in 2005, Close the Gap jumped at the opportunity to work together with VLIR-UOS. VLIR-UOS supports projects involving students, professors, researchers and teachers in Flanders and the South with an aim to strengthen higher education in the

South and the globalisation of higher education in Flanders.

In 2014, Close the Gap was able to support four universities, providing more than 2,600 computer assets thanks to VLIR-UOS' project adoptions: Mountains of the Moon University in Uganda, Universidad Nacional Agraria La Molina in Peru, Hue University in Vietnam, and Moi University in Kenya.

“Close the Gap contributes to the overall goal of VLIR-UOS by creating the technical environment that enables scientists to link up with society, to make their scientific work more evidence-based, and to stimulate scientists to really contribute to changing lives in local communities. Universities in Africa, Latin America and Asia have connected with local social actors through the provision of IT services. A whole new spectrum of opportunities opens up for society stakeholders when contact with universities is institutionalised. VLIR-UOS and Close the Gap jointly trigger universities to design innovative linkages with local communities, as well as with the broader international scientific community.”

Ms. Kristien Verbrugghen
Director VLIR-UOS



PROJECT ADOPTIONS

REDUCING THE DIGITAL GAP AND ENHANCING ICT LITERACY IN POOR COMMUNITY SCHOOLS IN THE CENTRAL ANDES AND THE LOWER AMAZON BASIN OF PERU
UNIVERSIDAD NACIONAL AGRARIA LA MOLINA PERU

243 computer assets

Partner: VLIR-UOS

The Universidad Nacional Agraria La Molina is an educational institution specialised in training professionals in fisheries, food and economic sectors. Students become distinguished leaders – they are proactive, innovative, and competitive. With their managerial skills and social commitment, they apply the knowledge gained from basic and applied research for sustainable development.

Together with VLIR-UOS and Close the Gap, the Universidad Nacional Agraria La Molina is also supporting 13 neighbouring schools to giving their student body access to ICT by providing laptops and training the teachers. Secondary Schools ICT Infrastructure Support with Moi University, Kenya

SECONDARY SCHOOLS ICT INFRASTRUCTURE SUPPORT WITH MOI UNIVERSITY, KENYA

597 computer assets

Partners : VLIR-UOS, Tembelio Secondary School, Lelmolok Secondary School

ICT usage and application in most rural schools in Kenya is very low due to budget restrictions and the lack of trained staff to operate the equipment. In the rural areas, trained personnel are few and far between because the cost of training is often too high and the exposure of the local population to ICT is low or non-existent. This project sought to ameliorate this situation by providing computer labs and staff/student training to Tembelio Secondary School and Lelmolok Secondary School for free.

Moi University, established in 1984, was the second public university in Kenya situated in the highlands in western Kenya and played an advisory role in setting up and networking computer labs as well as developing training programmes in collaboration

with schools. The labs are now being used to train students and staff in ICT appreciation and application. Community members are also able to take part in these training sessions at little or no cost. The training programmes will be developed jointly by Moi University and the selected schools.

1 SLUM 100 COMPUTER PROJECT, INTERNATIONAL TRANSFORMATION FOUNDATION, NAIROBI KENYA

58 computer assets (Education)

Partners: The Sedge.org, Cava Consulting, Rabobank Foundation

To empower the youth in East Nairobi slums to create their



own jobs and to solve the high rate of unemployment in the country. The 1 Slum 100 Computers project is a self-sustainable project providing free computer training and entrepreneurship mentoring

for disadvantaged youths in eastern Nairobi slums and informal settlements. After completing the training and mentorship, the young people are loaned computers and other technological devices to help them set up a computer-based business such as a cyber cafe, in accordance with the business plan designed during the training/mentorship.

“I have been attending computer classes at ITF since December 2014 and took a mentorship class. ITF has been allowing us to access computers anytime. I am thankful to them for what they have been doing. I have progressed in my computer knowledge. I am able to type documents and mail them. The training has been free and fair to every student attending. I can apply for any occupation that concerns computers.”

—
Abiero Mildred

student at International Transformation Foundation

REGULAR PROJECTS



INTEGRATION OF ICT IN EDUCATION PROGRAMME, SAVANA SIGNATURES, GHANA

104 computer assets (Education)

Partners: Ghana Education Service (Northern & Volta Regional Directorates), IICD, Edukans, Connect for Change

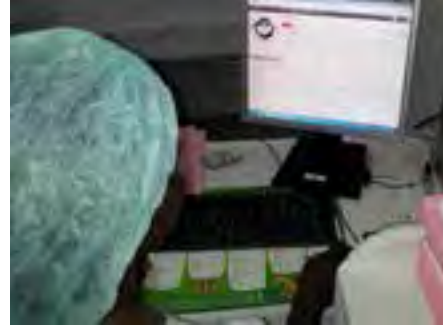
of Users / Week: 350 (students, teachers, head teachers)

To address low-quality education in Ghana through the use of ICT tools to innovate and stimulate teaching and learning in the classroom and to manage school data. ICT labs have been installed in primary, junior and senior high schools.

“We are very grateful to Savana Signatures and its partners for donating computers and accessories to our school. They came at a time when the school was struggling to acquire a few computers. These computers will not only aid the teaching and learning of ICT in the school, but they will also expose our teachers and students to the use of ICT. In fact, ICT is now an examinable subject and part of Ghana’s education curriculum. These computers, I assure you will be put to good use to enhance lesson preparation and delivery in the school. The teachers will also use them to teach other subjects, which will go a long way to improving teaching and learning.”

—
Ms. Gloria Adjei

Headmistress of the United M/A Junior High School in Ho in the Volta Region of Ghana



NGALIEMA HOSPITAL, GOMBE DISTRICT OF KINSHASA - DRC

50 computer assets (Health)

Partners: Benelux Afro Centre

of Users / Week: 80 (medical and administrative staff of different services who care for the sick: home consultations, hospitalisation, operating room, laboratory, maternity, pharmacy and accounting)

To improve the quality of services and care delivered to patients of Ngaliema Hospital through a computerised “Digital Hospital” management system and replicating this model in the Matadi General Hospital in Bas Congo.

The following actions are being taken to improve the hospital information system:

1. Define a unique model for patient records
2. Ensure archiving
3. Produce hospital information based on the patient's file
4. Strengthen logistics capabilities
5. Provide analysis and production of information for informed decision-making
6. Set up a computer network in university clinics and hospitals



ECOLE SUPÉRIEURE DE POLYTECHNIQUE KAYA (ESPK), BURKINA FASO

72 computer assets (Education)

Partners: Catholic University of West Africa, University of Ouagadougou, French University of Montpellier II, Catholic Organisation for Development and Solidarity (OCADES) of the Diocese of Kaya

ESPK aims to provide education adapted to the economic outlook for Africa's development priorities in general, and Burkina Faso's in particular by training technicians and engineers.

This project will improve education by increasing student access to digital resources such as for research papers. In addition, access to specialised software for technical courses will help students become familiar with office tools and Internet, enabling them to master the computer languages necessary for their work. Finally personalised tutoring is also being developed.



RUHENGARI INSTITUTE OF HIGHER EDUCATION (INES-RUHENGARI), MUSANZE RWANDA

350 computer assets (Education)

Partners: ICT4All

Many students are from poor families. They often cannot cover the cost of school fees, accommodation and meals. The purpose of this project is to help students of INES Ruhengeri by making access to computers affordable.

PROJECTS IN BELGIUM

Parallel to its projects in developing and emerging countries, Close the Gap bridges the digital divide in Europe by giving IT support to projects which aim to enhance employability and empower the most vulnerable communities.

PC SOLIDARITY



Launched in 2009 with the support of DNS Belgium, PC Solidarity is Close the Gap's project for countering the digital divide in Belgium.

In today's society, those lacking ICT skills miss out on employment opportunities. According to the European Commission, 90% of jobs in the not so distant future will require some level of ICT skills¹². A recent digital economy study by the OECD notes that Belgium is performing above the OECD average, with 96.8% of 16 to 24-year-olds using the Internet while the general adult population came in at 82.2%. The lowest use rate is found in households with members older than 65 years of age, at 47.9%¹³. These figures are encouraging and demonstrate the value that programmes like PC Solidarity bring to local communities.

PC Solidarity runs an annual call for proposals for non-profit organisations that can help disadvantaged people improve their ICT skills to enhance their chances in the labour market. PC Solidarity offers hardware to strengthen the ICT capacities of the organisations, both on an infrastructural and a pedagogic level. The calls are organised by the King Baudouin Foundation.

In addition, the organisations receive a printer offered by Ricoh, access to preferred software solutions through SOCIALware, train-the-trainer courses through the VDAB and Technofutur TIC and occasionally a financial contribution for ICT-related services and equipment.

In 2014, PC Solidarity launched one call for proposals. A total of 65 Belgian non-profit organisations were selected and 1,256 computers were distributed.

"Let's not forget our home country also has population segments that do not find their way to digital technologies. PC Solidarity has proven its impact in increasing the employment chances of disadvantaged groups by making them familiar with information technology, through projects driven by motivated local non-profit organisations. SOCIALware was happy to contribute to this achievement by taking part in the selection of projects and by supplying complementary product donations."

—
Catherine Van Eeckhaute
Programme Manager at SOCIALware

PROJECT EXAMPLES

JOB EMANCIPATION FORMATION
APPRENTISSAGE RÉINSERTION (JEFAR ASBL)

(Association of Youth Employment Training)

32 computer assets

The association Youth Employment Training is a leading socio-professional organisation recognised in the Walloon Region and has been active since 1988 in the professional integration sector. The association organises free training courses for job seekers, regardless of their age and their social and professional situation. It is intended as a first step toward skills training and/or to a job matching.



"Last year, JEFAR asbl received 32 computers, enabling us to renew our two classes (2 x 15 PC students + 2 x 1 PC trainer). Our students can now work on Windows 7 and Office 2010 for better learning with more efficient tools."

—
Laëtitia Gilles
Network Manager and trainer JEFAR

PC SOLIDARITY PARTNERS



¹² European Commission, Implementation of the Digital Agenda for Europe, Belgium (2015)
¹³ OECD, Measuring the Digital Economy: A new perspective (8 December, 2014)

DE LOVIE

30 computer assets

De Lovie provides high-quality support for people with learning disabilities to promote interdependence and integration into society by offering day care, education and training, housing counselling and leisure activities in and around Flanders.

De Lovie strongly believes in the possibilities and positive image of people with learning disabilities and it is the main driver in these particular projects.



OTHER BELGIAN PROJECTS



Thanks to the ICT donation of **BNP Paribas Fortis**, Close the Gap will deliver 600 assets annually to Belgian non-profit organisations that support the social integration of vulnerable children.



Bednet and **Take Off** are the Flemish-speaking and French-speaking non-profit organisations for children who suffer from long-term and chronic illnesses. Close the Gap has delivered 35 computers to support their mission.



Proximus and its foundation want to bridge the digital divide within non-profit organisations and schools. For all the projects supported, 600 computers were delivered by Close the Gap.



In 2014 Close the Gap delivered 80 computers to schools and non-profit organisations selected by the **Telenet Foundation**.





CLOSE THE GAP'S COMMITMENT TO SUSTAINABILITY

Close the Gap has internalised and externalised its commitment to sustainability by taking a holistic approach to the social, environmental, and economic aspects of its operations and being a responsible steward of valuable resources. As a social enterprise, this commitment is core to Close the Gap's activities.



CLOSE THE GAP'S OFFICE GOING GREEN

Close the Gap practices what it preaches throughout all its activities including in its internal office culture and operating procedures.

Since the end of 2013, Close the Gap has adopted an open-space “paperless” work environment based on the cradle-to-cradle vision. The “new way of working” has encouraged collaboration, creativity and innovative change, while also reducing the organisation’s paper consumption. Close the Gap also encourages sustainable initiatives by purchasing fair trade products for the office and offering fruit at work.

Together with its strategic partner ACERTA, Close the Gap offers employees professional development trainings throughout the year to facilitate continued learning and development.

EFQM ®
Shares what works.

EFQM

In September 2014, Close the Gap received Committed to Excellence certification from the European Foundation for Quality Management (EFQM)’. EFQM’s Fundamental Concepts of Excellence outline the foundation for achieving sustainable excellence in any organisation. They can be used as the basis to describe the attributes of an excellent organisational culture. They also serve as a common language for top management. The assessment and corresponding results are aiding Close the Gap to continue providing high-quality services for their stakeholders.



E-WASTE OFFSETTING IN PARTNERSHIP WITH WORLDLOOP

Since the beginning, Close the Gap has practiced a ZERO-WASTE-TO-LANDFILL policy for all assets that have been donated to the organisation. To ensure this policy works right to the end of an asset's second life in developing countries, in 2009 Close the Gap founded WorldLoop (formerly WorldPC).

WorldLoop is committed to extending the positive impact of ICT projects in developing countries by offsetting the negative environmental impact of its hardware.

- 15 projects
- 130+ green jobs created
- 1500+ tonnes e-waste collected
- 225+ tonnes (16 containers) complex & hazardous e-waste shipped to EU for proper treatment

Close the Gap offers its family of partners the opportunity to voluntarily offset their IT donations. With every asset that is offset, a similar asset will be recycled in Africa.



WorldLoop's mantra "Changing the e-waste cycle" expresses how the traditional linear flow from product to landfill has been transformed to embrace a circular economy. A literal change in the e-waste cycle is evident from the shipments of hazardous, toxic and non-valuable e-waste from developing to developed countries for environmentally friendly treatment.

A figurative change in the e-waste cycle is the conversion of an environmental threat into a social asset by creating green job opportunities, promoting youth employment and ensuring the environmental sustainability of ICT projects.

To learn more about WorldLoop, visit: www.worldloop.org/about-worldloop/annual-reports

"The collaboration with WorldLoop allows us to demonstrate our leadership role outside of our comfort zone in line with our tradition of knowledge sharing and exchanging best practices."

Mr. Peter Sabbe
General Manager Recupel



Mr. Peter Sabbe (Recupel), Mr. Joep Van Loon (Arrow Value Recovery)



PROJECT EXAMPLE



THE WEEE CENTRE

Location: Nairobi, Kenya

Activities: Collection, manual dismantling, automated processing of cables, CRT screens and plastics

In Kenya, a lack of e-waste awareness, along with poor separation and disposal systems, has led to e-waste being mixed with ordinary waste in dumps.

The WEEE Centre is addressing these problems by taking a leading role in managing e-waste and spreading awareness about it. It takes advantage of every opportunity to sensitise the Kenyan population to e-waste and promote ways of participating in the WEEE Centre's cause.

“WorldLoop is a major partner of the Waste Electrical and Electronic Equipment Centre in Nairobi Kenya, not only supporting e-waste management in Kenya, but also helping create structures to support other countries in the East African region and Africa as a whole. The financial and technical support accorded so far makes Kenya and the WEEE Centre a pioneer champion of e-waste management in Africa.”

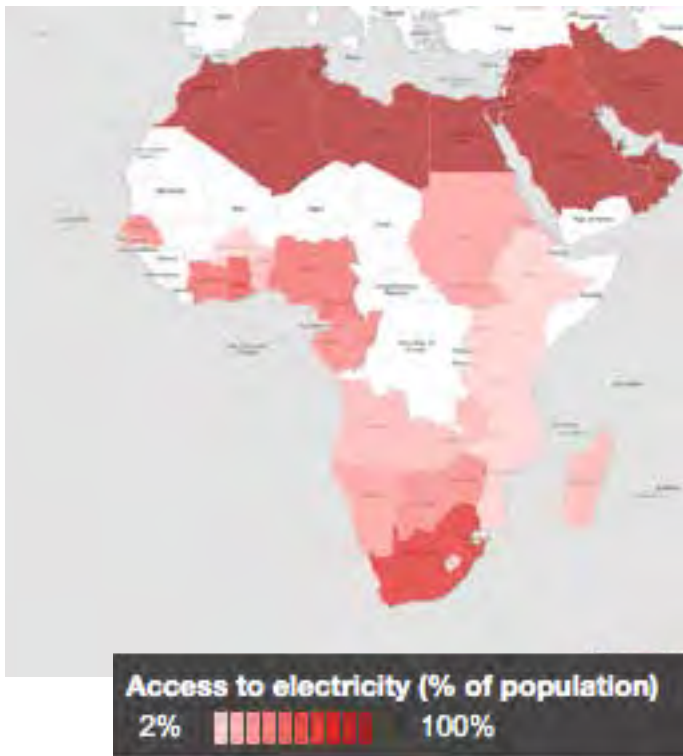
—
Mr. Tom Musili
Executive Director WEEE Centre



SOLUTIONS WITH RENEWABLE ENERGY

75% of the African population live in rural communities lacking reliable access to electricity (WorldBank, 2015). Electrifying rural areas poses unique challenges in Africa. Remote and scattered, rural homes, unlike homes in urban areas, are costly and often impractical to connect to the grid. Today, countries are seeking innovative alternatives to give rural families efficient means to gain access to electricity. Stand-alone sources of energy, such as solar power, can help fill the gap.

Close the Gap wants to help drive innovation and digital literacy for these countries but the unique issues involved in connecting rural communities to a reliable energy source has been a challenge. Today, solar powered initiatives like the DigiTruck and the E-Motion are making strides in the right direction to bridge the digital divide in the most remote areas. For more information on the DigiTruck and the E-Motion, see section 1.3, Forging a New Future.





“Nations cannot be competitive, innovate and generate tomorrow’s jobs without technology and digitally literate citizens. In order to reduce the extreme poverty rate to no more than 3% and boost income growth of the world’s poorest by 40% by 2030, the transformative powers of technology and innovation will need to be embraced.”

The World Bank





GET INVOLVED

Close the Gap would not exist without the strong, supportive and dedicated commitment of its partners in industrialised, emerging and developing countries. Each partner contributes in their own way to help bridge the digital divide.



COMMITMENT TO SUSTAINABILITY

Did you know that the manufacturing of a computer and its screen takes at least

- 240 kg of fossil fuels
- 22 kg of chemicals
- 1.5 tonnes of water

In contrast to many home appliances, the life cycle energy use of a computer is dominated by production (81%) as opposed to operation (19%).¹⁴

Donating your company's computers to Close the Gap helps the environment, creates jobs and offers access to information to people all over the world.

YOUR COMPANY CAN SUPPORT CLOSE THE GAP IN DIFFERENT WAYS

As soon as a company or organisation donates its ICT equipment to Close the Gap, it becomes a Friend Of. If the same company or organisation wants to offset their IT donation, support Close the Gap financially, adopt a project, or make an in-kind contribution, they become a Strategic Partner.

Supporting Close the Gap just got easier for U.S. based donors

Since 2013, US based donors have been able to support Close the Gap's activities in a tax-efficient way by making a contribution to the Close the Gap American Fund at the King Baudouin Foundation United States (KBFUS).

Close the Gap has partnered together with the KBFUS to enable US donors to support Close the Gap and receive the maximum tax benefits allowed by US tax law.

Because KBFUS is a public charity, within the meaning of Sections 501(c)(3) and 509(a)(1) of the US Internal Revenue Code, donors may claim the maximum tax benefits allowed by US tax law for their contributions.

If you wish to support the Close the Gap American Fund, here is how to proceed:

- Gifts by check: Write your check to KBFUS, write "Close the Gap" in the memo section of the check, and send it to KBFUS, 10 Rockefeller Plaza, 16th Floor, New York, NY 10020.
- Gifts by credit card: Go to www.kbfus.org, click on the 'Donate Now' button and select "Close the Gap" under 'Giving Option 1: Non-profit Partners Overseas'.
- Gifts by wire transfer or to contribute other types of property: Contact KBFUS at: info@kbfus.org, phone +1 (212) 713 7660.

"I hope other CIOs, just like myself, would get their organisations involved in sustainable ICT for development."

Mr. Peter Hagedoorn

Secretary General European CIO Association

**Donate computers**

Close the Gap collects high-quality used IT equipment from international companies and organisations. The equipment is collected in a professional way and at no cost to the donor.

**Adopt a project**

Does your company have a connection to a specific developing country? Would it like to support a project in a specific field? Then consider adopting a project. By adopting a project, your company can help a project cover the costs of refurbishment, transportation, installation of computers and end-of-life recycling.

**Help financially**

Close the Gap works without any subsidies and thus counts on the generosity of companies, private donors and foundations to help bridge the digital divide. Do what many other companies already do and support Close the Gap through a financial donation.

**Contribute in-kind**

A lot of companies support Close the Gap by offering their core business. Close the Gap is always looking for new partners that can assist the organisation in its daily work in terms of project and office management.

**Voluntarily offset ICT e-waste in developing countries**

Does your company want to create a multiplier effect for society and the environment? Consider offsetting ICT e-waste and help start up new green businesses in developing countries. For every asset that is offset, a similar asset will be recycled responsibly.





THANK YOU TO OUR 'FRIENDS OF'

Acerta • Adecco
 Ahold • Alcon • Arval
 Belden • Biomerieux • BNP Paribas
 Fortis • Bpost Bank • Brussels Airport
 C & A • Cargill • Cegeka • Centraal
 Orgaan Opvang Asielzoekers • Chello Media
 Christelijke Mutualiteit Antwerpen • Coca-Cola
 company • Consilium Europa • DAF • Deloitte Belgium
 Suez • Ebay • Enexis • Essent • EuroCenter • European
 DHL • Investment Bank • Exact • Famifed • Fedict • Fokker
 Services • Gemeente Merelbeke • Gemeente Willebroek • Imec
 • GSK Biologicals • Heineken France • Hiva Leuven • KBC • KLM
 • Indaver • ING • ING • International School of Brussels
 • ISZF • J. Cortes • Karel de Grote Hogeschool • Le 10 Sport
 • Kluwer • Koninklijke Ahold • KPN Telecom • Lydian • Maintenance
 France • Leaseplan • Liberty Global • Nationale Bank van Belgie
 Partners • MFPDeals • Mobistar • Nedtrain • NS Highspeed • NXP
 • Nederlandse Spoorwegen • OCE • OCMW Zwijndrecht • Politie Leuven
 Semiconductors • Prorail • Provincie West-Vlaanderen • Provona
 • POSTNL • Rabobank • Real Dolmen • Ricoh Netherlands •
 College • SAS Institute • Scottish Government EU
 Rode Kruis • SD Worx • Special Olympics • Stad Leuven •
 Office • Starwood Hotels and Resorts • Stork • Synergics
 • Telecom Luxemburg • Telenet • Terumo •
 Toyota • Umicore • UPC • UZ Antwerpen •
 Vlaams Liga Tegen Kanker • Vlaams
 Parlement • Vrije Universiteit
 Brussel • ZF Windpower

“Our services empower millions of people to experience the endless possibilities of the digital world. To remain at the forefront, we have to demonstrate leadership not only in terms of our products and services, but also in thinking about our boarder social and environmental responsibilities. This philosophy is mirrored in Close the Gap’s commitment to finding new, innovative solutions to sustainably bridge the digital divide from harnessing solar energy to turning e-waste into a social driver. This is why we are a proud partner since 2011.”

Roy Sharon

Director of Corporate Responsibility, Liberty Global



WANT TO BECOME A FRIEND OF?



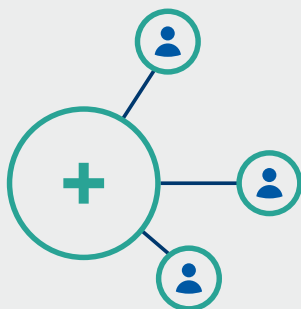
GIVE YOUR COMPANY'S COMPUTERS A SECOND LIFE

donate.close-the-gap.org

GIVING COMPUTERS A SECOND LIFE CREATES EXPONENTIAL BENEFITS FOR SOCIETY AND THE ENVIRONMENT. 435 DONATED COMPUTERS CAN:

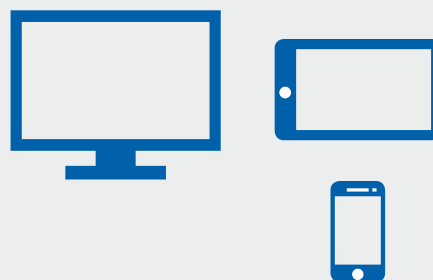


GIVE **13,920** LEARNING HOURS PER WEEK



TEACH UP TO UNIQUE **6,960** STUDENTS PER WEEK

SET UP **15** COMPUTER LABS





THANK YOU TO OUR STRATEGIC PARTNERS



COMPANY	ASSET DONATION	ADOPT	FINANCIAL	IN-KIND	E-WASTE OFFSETTING
ACERTA					
AIRFRANCE KLM					
ARROW					
CHG MERIDIAN					
CTG					
DAF TRUCKS					
DELOITTE					
DESIGN IS DEAD					
DHL					
DNS-BE					
EFQM					
EMAKINA					
ESSENT/RUE					
GRANT THORNTON					
ITPRENEURS					
KBC					
MICROSOFT					
NILE DUTCH					
PROXIMUS					
RABOBANK					
REAL DOLMEN					
RICOH					
REYNAERS ALUMINIUM					
SAS INSTITUTE					
TELENET FOUNDATION					
UMICORE					
VLIR-UOS					
VINTAGE					
VUB					



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

“Acerta strives to excel in creating more value out of human capital and supports our partners in their initiatives to deliver this. This is why we continue to partner with Close the Gap, helping them build and develop the human capital within the organisation as well as enabling them to focus their energies on building human capital in developing countries.”

—
Mr. Brecht Decroos
Chief Human Resource Officer, Acerta



CHG-MERIDIAN develops customised business concepts and efficiently manages technology investments. Since 2013, CHG-MERIDIAN has made it possible for its clients to donate and offset their leased computers to Close the Gap.

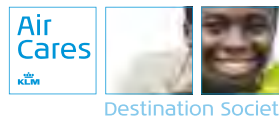


Computer Task Group is an IT solutions company active in North America and Europe that specialises in services which improve the management and delivery of both business and IT projects. Computer Task Group manages all the network services of Close the Gap.

New partner since 2014



Christelijke Mutualiteit Antwerpen, one branch of Belgium’s largest health insurance provider, is donating its leased IT equipment to Close the Gap while also offsetting its donation.



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

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM operates scheduled passenger and cargo services worldwide to more than 90 destinations. KLM supports Close the Gap by providing preferential cargo transport for donated computers on standby basis to KLM destinations. In 2014, KLM executed 23 shipments for Close the Gap to destinations across the globe. The KLM AirCares programme supports Close the Gap by generating publicity for the projects supported using in-flight promotional films, articles in KLM’s magazines, by providing information on their corporate website and through social media. KLM also initiates special campaigns, takes part in fundraising activities and offers logistical support.

Close the Gap has been selected as one of the preferred partners of **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.

“Corporate Social Responsibility is a central feature of KLM’s pioneering position in international aviation. KLM’s approach to sustainability is to have it integrated in the business and operations, demonstrating through healthy commercial activities a commitment to society with care for the environment, both at home and abroad. This is why we have a continued commitment to our partnership with Close the Gap. By leveraging our “local” assets for more than 10 years, KLM is able to make a larger positive social and environmental impact on a global scale through our IT donations but also supporting Close the Gap’s transportation needs to countries and projects. In this way, our partnership continues delivering more shared value to all stakeholders involved.”

—
Paul Elich
CIO KLM



Arrow Electronics is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions providing specialized services and expertise across the product lifecycle.



Arrow's Value Recovery group is a worldwide provider of IT asset disposition (ITAD) solutions designed to deliver data security, efficiency and value. With specialised expertise in the reuse of IT equipment, Arrow enables organisations to uncover hidden value and increase sustainability at the end of their IT product life cycle. Arrow has worked to refurbish more than 500,000 computer devices donated to Close the Gap, giving the equipment a second life in support of essential programmes facilitated by Close the Gap.

Arrow & Close the Gap – 5 years out

Innovators live in the world of Five Years Out. Where their flashes of brilliance collide with millions of our practical components to form smarter solutions for all of us. Arrow fuels this innovation.

In 2013, Arrow Value Recovery supported Close the Gap donors internationally, enabling the first global donation of a multi-national equalling more than 3000 computer assets to Close the Gap. Arrow and Close the Gap have continued to find innovative solutions to bridge the digital divide and in 2014, partnered together to turn the idea of a self-sufficient, off-grid IT mobile classroom into a reality. Arrow has not only supplied the first DigiTruck with the low-energy consuming IT devices but has also donated a second DigiTruck to be deployed in 2015.

“Arrow finds that the path between what is possible and practical. It's not science fiction and it's not building time machines. We look for what is new that can make a real difference on the ground, hopefully with the help of technology. That's why we are devoted to the DigiTruck programme, as well as Close the Gap. Close the Gap works five years out. They are innovators and that's why we're partners.”

—
Mr. Joe Verrengia

Global Director Corporate Social Responsibility, Arrow Electronics



New partner since 2014

DAF Trucks NV is a leading truck manufacturer. In 2014, DAF Trucks collaborated with Close the Gap on the DigiTruck project, giving logistical support to its maiden voyage from the Close the Gap offices to the inauguration in Dolce La Hulpe, Belgium.



The DigiTruck pays a visits Arrow Value Recovery in Netherlands



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, legal services as well as business development.

Deloitte Societas Europaea (SE) is a Deloitte cross-border European entity that enables the Deloitte companies in Belgium, France, the Netherlands, Denmark, Germany, Central Europe and Luxembourg to collaborate on various issues, including corporate social responsibility.

"Deloitte has had a long-standing relationship with 'Close the Gap' spanning 10 years when five EMEA member firms entered into a joint venture to donate, for the first time, computers which benefitted schools and universities in Africa.

Deloitte has as a global organisation a social responsibility that is deeply embedded. When Deloitte University was founded on 27 January 2013, one of its principle pillars was that we would take the richness of our knowledge and experience and use it for a good cause. Africa which is a part of the EMEA region, has a great need for education, particularly in the field of entrepreneurship and therefore it

seemed logical to seek renewed intensive collaboration with 'Close the Gap' with the opening of Deloitte University. As part of the launch, the EMEA countries donated a cheque to 'Close the Gap' and I was honoured when I was able to gift this cheque to Archbishop Tutu in July 2014. Only donating money is not enough, so during the Close the Gap's 10 year anniversary in November, we entered into a strategic alliance to jointly provide boot-camp sessions. During these boot-camp sessions young entrepreneurs are trained and coached by Deloitte people who use their free time to give back by participating in this project. This year we will do the first pilot in Tanzania, with the firm intention of delivering these sessions in many African countries. We are thrilled that we can work with such an inspirational organisation such as 'Close the Gap'".

—
Dean Jorrit Volkers
Dean Deloitte University EMEA

Deloitte University Europe formalised a partnership with Close the Gap in 2014 to bring entrepreneurial training to Close the Gap's service partners in Africa. In 2015, the group plans to launch their week-long boot camp in Tanzania.

New partner since 2014

PROJECT EXAMPLE



Mountains of the Moon100 laptops
Project Adopter: Deloitte

In 2014, Deloitte supported the delivery of new laptops to Mountains of the Moon University, a community-led university serving western Uganda. Mountains of the Moon University offers degrees in Business Management, Informatics and Computing, Education, Health Sciences and Agricultural and Environmental Sciences. The university also supports postgraduate studies and facilitates world-class research and knowledge exchange



DESIGN IS DEAD

Design is Dead is a cross-disciplinary creative agency of craftspeople with keyboards. Delivering solid strategies, out-of-the-box concepts and highly addictive visual eye candy is what they have been doing since 1998. “We don’t just execute your briefing. We blow your mind.” Design is Dead is the brain behind Close the Gap’s communication strategy and branding material, designs the annual report and end-of-year greetings.



DHL 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 corporate social responsibility by supporting climate protection, disaster management and education. DHL puts its knowledge at Close the Gap’s disposal by offering training on customs formalities and by advising Close the Gap’s partners abroad about the import process.



dnsbelgium

DNS Belgium 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 also means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy. DNS Belgium has been supporting Close the Gap financially since 2009. Overall, DNS Belgium has allocated a fund that would provide 20,000 computers over five years for educational projects in the East African Community and in Belgium through the Close the Gap project PC Solidarity. DNS Belgium is also involved in voluntary work in projects in Belgium. In 2011, DNS was an early adopter of Close the Gap’s e-waste offsetting programme by supporting Close the Gap’s sister organisation, WorldLoop.

“DNS Belgium was an early supporter of the recycling concept that was launched by WorldLoop a few years ago. As we were one of the first movers in the Close the Gap programme, we felt that it was a natural way to proceed and participate in the WorldLoop-initiative to foresee “a clean ending” for all the PCs that we financed with the Close the Gap programme. Meanwhile we can join WorldLoop to celebrate the sustainable recycling of more than 17,000 IT assets. Thanks to the offsetting support of 17,000 units, WorldLoop has been able to responsibly recycle more than 61 tonnes of e-waste and start up new e-waste collection and recycling projects in Africa.”

Mr. Philip Dubois
CEO DNS Belgium



EMPOWERING SERVICE PARTNERS
1,260 COMPUTER ASSETS
PROJECT ADOPTER: DNS BELGIUM

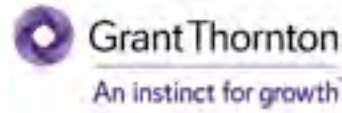
DNS Belgium continues to support Close the Gap’s service partners in Sierra Leone and Tanzania through co-funding enabling these service partners to support more IT labs in schools and run more Close the Gap pilot projects.



EFQM Shares what works.



EFQM is a non-profit foundation that promotes and deploys the concepts of business excellence. With its network of European partner organisations, EFQM helps over 30,000 organisations in Europe to meet or exceed the expectations of all their stakeholders. EFQM uses its knowledge and expertise to help Close the Gap and WorldLoop develop their internal capabilities and improve their overall performance. The common goal is to enable both organisations to maximise the benefits they deliver to all their stakeholders.



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

In 2014, Grant Thornton joined Close the Gap's strategic partner trip to the Democratic Republic of the Congo. Having been an advisor and strong partner of Close the Gap since the beginning, it was an eye-opening experience to visit the places where Close the Gap's impactful decade of work all began.



Emakina is a full-service digital native agency. 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.



ITpreneurs is the leading provider of competence development solutions for IT best practices. Through its partnership with Close the Gap, the organisation collaborates to provide technology resources to developing countries. ITpreneurs also supported Close the Gap through a financial contribution.



Essent/RWE is the largest energy company in the Netherlands and also operates in Germany and Belgium. A longtime supporter of Close the Gap, Essent/RWE is continuously looking for opportunities to continue their strategic partnership. In 2014, Essent/RWE worked together with one of Close the Gap's Tanzanian service partners Affordable Computers & Technology for Tanzania (ACTT) and designed a mobile computer lab, the E-Motion, powered by solar energy. The E-Motion¹⁵ is now visiting rural schools in and around Moshi.



KBC Bank & Insurance is a Belgian universal multi-channel bank that focuses on private clients and small and medium-sized enterprises. KBC has been a longtime supporter of Close the Gap and is not only one of Close the Gap's largest donor organisations but also works with Close the Gap providing banking services.



Microsoft develops, manufactures, licences and supports a wide range of products and services predominantly related to computing through its various product divisions. Close the Gap has been working with Microsoft and Microsoft projects for years, to bring high quality software solutions to beneficiary projects in developing countries.

“Together with Close the Gap, employees of Essent made it possible to give children in rural places in Tanzania computer education. The additional funds made available to Close the Gap will also allow the organisation to recycle the IT equipment after the second life it has in Africa. This is in line with Essent's place in the community and our ambition to make tomorrow's world a better place to live in.”

—
Mr. Marco Spoel
Manager Maintenance & Support Essent

¹⁵ Learn more about the E-Motion in Section 1.3, Forging a new future in ICT4Dev



New partner since 2014

NileDutch

THE AFRICA CONNECTION



NileDutch is one of the top 25 largest container shipping companies in the world, focusing on the links between (West) Africa and the rest of the world. NileDutch supports Close the Gap with logistical shipping support for beneficiary projects in the Democratic Republic of the Congo. NileDutch is practicing Best of 2 World activities by also supporting WorldLoop with the transport of e-waste from Africa back to Europe for proper treatment.

"NileDutch provides a key transport service to support the long-term solutions which Close the Gap offers to Africa – the continent our company, the Africa Connection, is committed to. We are proud that we can support Close the Gap's efforts to help people to develop their skills and improve their prospects."

—
Mr. Johan Pastoor
Communications Manager Nile Dutch



proximus

Proximus is the largest telecommunications company in Belgium. In 2014 Close the Gap delivered ICT to non-profit organisations and schools selected by Proximus.



Exchange Mobile Phones for IT Material for your School
Project adopter & partners:
Proximus, Recupel & GoodPlanet.be

This programme not only raises awareness among children about the importance of reuse and recycling, as well as driving collection of mobile devices, but it also promotes ICT in the participating schools. In exchange for the mobile phones collected, schools can receive desktops, laptops or tablets from Close the Gap.

- Since the project started in 2013, more than:
- 700 schools in Flanders have participated, collecting
 - 75,000 mobile phones
 - 1,000 computers and tablets have been donated

Currently, it is estimated that only 1 to 2% of all mobile phones are recycled worldwide. Close the Gap, in partnership with Proximus, GoodPlanet.be and Recupel has been supporting a local, Belgian initiative running a two-year mobile phone collection drive at participating schools. The collected devices are prepared for reuse if possible. If reuse is not an option, they are recycled so that the valuable raw materials are recovered.

PROJECT EXAMPLE



Rabobank



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. Rabobank wants to help young people in developing countries to obtain access to the digital world and simultaneously contribute to reducing the e-waste problem. The Dutch Rabobank replaces about 15,000 ICT working stations each year as a result of Life Cycle Management. Rabobank has started a major three-year partnership with Close the Gap, donating approximately 50,000 computers during this project period. Through a partnership with Dell, Rabobank also purchases one e-Resource Certificate for every computer donated. The strategic cooperation with WorldLoop gives Rabobank the opportunity to combine PC donations with e-waste offsetting.

“We believe everyone should benefit from the opportunities that the Internet and ICT provides. Close the Gap makes this possible and at Rabobank we are happy to contribute. Every child counts and every contribution, big and small, helps.”

—
René Steenvoorden
CIO Rabobank



REALDOLMEN



New partner since 2014

RealDolmen one of the largest ICT companies serving the Benelux region offering integrated ICT solutions including infrastructure, applications and communication for the entire ICT lifecycle from design phase through deployment and maintenance to recycling. RealDolmen partnered together with Close the Gap in 2014 to provide IT donations as well as raise awareness about Close the Gap within their customer base and network.

“By becoming a Strategic Partner of Close the Gap we hope to make a difference in the lives of those people who depend on Close the Gap, and we also strive to lift our own sustainability and ethical business efforts to a higher level, and even go further by including it in our business proposals towards customers. Families, employees and customers have become very aware of the ethical practices of the companies they buy from or work for - this should be no different in our line of business. We want to be a socially engaged employer, and a responsible supplier for our customers, giving them the opportunity at the same time to increase their own Corporate Social Responsibility efforts through us.”

—
Mr. Marc De Keersmaecker
General Manager RealDolmen



Ricoh, one of the world's leading manufacturers and suppliers of office automation equipment and document solutions, has been supporting Close the Gap from its creation with its core business, knowledge and products.

In 2014, **Ricoh Belgium** supplied printers to Belgian non-profit organisations that had received a computer donation through PC Solidarity. The company also supported Close the Gap through financial donations.

In addition to financial support, **Ricoh Netherlands** printed Close the Gap's annual report and other communication tools. Ricoh Netherlands also donates used printers which, after refurbishment, can be ordered by the projects.

"After we first met, ten years ago, we started our partnership with Close the Gap full of confidence. We collaborated on multiple projects in terms of hardware donations and document management solutions. Ricoh now looks forward to expanding this rewarding collaboration with new initiatives over the coming years."

Mr. Mark Boelhauer
CEO Ricoh Netherlands

SAS Institute is a leading provider of business analytics software and services, and the largest independent vendor in the business intelligence market. In addition to financial support, SAS developed a tailor-made reporting tool for Close the Gap.



Telenet Foundation supports social projects that promote digital inclusion. In 2014, Close the Gap delivered computers to projects which were selected through the foundation. Moreover, Telenet hosts Close the Gap's e-mail.

New partner since 2014



Reynaers Aluminium is a leading European specialist in the development and marketing of innovative and sustainable aluminium solutions for windows, doors, curtain walls, sliding systems, sun screening and conservatories. It is driven by energy-efficiency and the willingness to take responsibility for the environment.

"I find the Close the Gap projects interesting because they create employment opportunities for the locals. This business aspect is important for us, as it fits in with what we want to achieve as an organization. "

Ms. Martine Reynaers
Managing Director Reynaers Aluminium

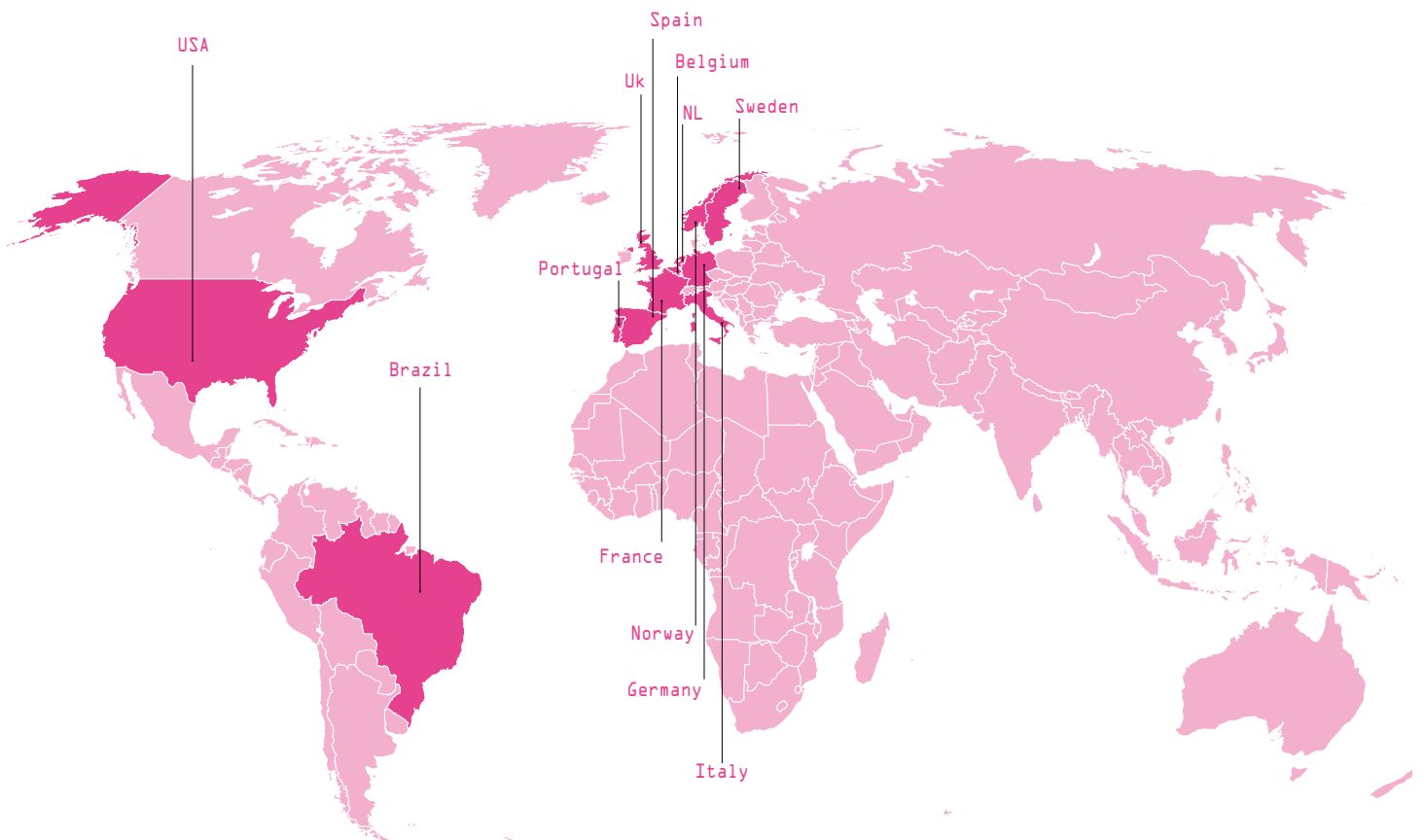


Umicore is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference.

Umicore provides recycling and disposal services to Close the Gap's sister organisation WorldLoop, allowing environmentally sound and closed loop recycling in WorldLoop's operations. Since 2013, Umicore has been donating computers from its entities worldwide to Close the Gap and offsetting its donation.

Umicore's worldwide asset donation was the first-of-its-kind for Close the Gap. Thanks to Arrow Value Recovery's locations globally, Umicore's devices could be picked up locally for refurbishment.

UMICORE LOCATIONS THAT DONATED TO CLOSE THE GAP



VINTAGE PRODUCTIONS



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.



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 and therefore asks Close the Gap to supply computers to its 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.



NETWORKS

Close the Gap participated in various networks in 2014. 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. Thanks to this collaboration, the CIO community will gather an ambitious 100,000 computer assets by the end of 2015!

“As the founder of the CharITy Foundation, I’m very proud that we could enable the result-oriented involvement from a critical mass of key CIOs from the Netherlands into the Close the Gap programme. CharITy, and myself as founder, will continue to empower this great ‘ICT for Development’ work.”

Ms. Rob Beijleveld
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 2014 through a financial donation.



The Datacenter Group guarantees the safety, power supply and connectivity of companies’ servers. They are specialised in the specific security of data centres. The Datacenter Group has been raising awareness of Close the Gap’s activities within its network and giving clients the opportunity to support Close the Gap financially.



The Executives’ Circle was founded 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 2014 the IT Executives’ Circle, a think tank comprising Belgium’s leading CIOs and senior IT managers, continued the CIO-PE (CIO for Hope) initiative.

Furthermore, Close the Gap is an active member of the networks KAURI and MVO Netherlands. Close the Gap is being supported by and is in contact with the following ICT and corporate social responsibility networks: **Agoria ICT, ADM, BELTUG, Business and Society, CIO Europe, CSR Europe, Data News, Educaid, Ethicom, FINAKI, Lion’s Clubs, Rotary Clubs, PACE, StEP, TechSoup and TEDx.**



NON-PROFIT PARTNERS



Stichting Gillès was established in 1991 with private funds from 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 2014, Stichting Gillès supported Close the Gap's service partner Benelux Afro Centre start up e-waste collection to give Close the Gap beneficiary projects sustainable e-waste solutions in Kinshasa.



Stichting Liberty supports social projects financially. With support from the Foundation, Close the Gap has been able to set up a revolving fund to pre-finance computer deliveries to Close the Gap's service partners in the East African Community. Since 2012 Close the Gap been using this fund to finance shipments to our partners in Kenya, Tanzania and Uganda.



Ms. Barbara Toorens (WorldLoop); Prof. Wim Blonk (Close the Gap); Mr. Peter Sabbe (Recupel); Mr. Ndudi Phasi (Benelux Afro Centre); Ms. Christl Joris (Stichting Gillès); people from BAC; Mr. Olivier Vanden Eynde (Close the Gap)



TESTIMONIALS



"Close the Gap gives companies the chance to tackle one of their sustainability

issues in a practical way by offering reuse of their computers in a socially and environmentally responsible way. What I like about Close the Gap is the holistic model they offer to committed companies that want to go a step further: by participating in the e-Resource Certificate programme, Close the Gap ensures proper recycling of the computers locally. In the past I worked with Close the Gap when I was at Toyota and now we will do the same with CSR Europe as their professionalism is outstanding."

—
Mr. Stefan Crets

Executive Director CSR Europe



"The digital divide is a reality today but Kenyans are working hard to close that gap.

Mobile communication, including 3G, is now a reality in most of the country and I have often seen pastoralists tending their cows while consulting their smartphones. Making this into a reality for all is possible but we need to teach all young people here how to use digital technology. I was so proud when Commissioner Neelie Kroes visited a computer class equipped by Close the Gap in a slum school in one of the most difficult neighbourhoods of Nairobi and congratulated me on having such fine fellow countrymen in Close the Gap doing exactly what their name announces."

—
Mr. Bart Ouvry

former Belgian Ambassador in Kenya, Nairobi



"I love the idea that you have responsible use, reuse and then recycling.

That is the first step in getting away from our linear way of thinking in society and back to a circular way of thinking, which is the most natural way for creating a sustainable society."

—
Prince Carlos de Bourbon de Parme



"Close the Gap and WorldLoop are leading examples of the two things that society may expect from 21st century

businesses:

a strong and inspiring mission which make very clear what the company want to contribute to make the world a better place and a professional internal organisation focusing on efficient use of resources and close cooperation with business partners and other stakeholders."

—
Mr. Willem Lageweg

Director MVO Netherlands



"Societal challenges are so big, no individual organisation can tackle them alone.

The Close the Gap innovative network model is a wonderful example that helps solve societal problems through smart collaboration between businesses and non-profit organisations."

—
Mr. David Leyssen

Network Director The Shift



GET INVOLVED

THANK YOU TO OUR STRATEGIC PARTNERS



ACCOUNT- ABILITY

Close the Gap strives to fulfill the following values for all its stakeholders:

- *Comfort when dealing with the donation process in terms of logistics.*
 - *Safety when dealing with the data wiping process.*
 - *Reliability and transparency thanks to external and internal audits.*
 - *Environmentally sound e-waste management.*
-

ACCOUNTABILITY

Board of Directors

Close the Gap is governed by an independent Board of Directors. Their 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.

General Assembly

The General Assembly of Close the Gap is the highest governance body of the organisation. It meets once a year to ratify the annual accounts and the annual report as well as to appoint the Board of Directors.

Board of Recommendation

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

Managing Director

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

Remuneration Committee

The Remuneration Committee was 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 and satisfying the expectations of stakeholders. The members of the Remuneration Committee, Prof. em. Dr. Wim A. G. Blonk, Mr. André Bontems and Mr. Olivier Vanden Eynde, are appointed by the Board of Directors.

Audit and Budget Committees

The Budget Committee gathers annually to prepare the budget for the upcoming fiscal year with final approval provided by the Board of Directors. The Audit Committee also meets once a year to prepare the annual accounts together with the external auditor Grant Thornton. The annual accounts are then presented to the Board of Directors and the General Assembly for final approval. Both the Audit and the Budget Committee consist of Mr. Guido Vandervorst, Mr. Michel De Brauwer, Prof. em. Dr. Wim A. G. Blonk and Mr. Olivier Vanden Eynde.

Technical Committee

Close the Gap's Technical Committee advises the Board of Directors on the development of environmentally friendly and low-energy-consuming technology solutions and challenges Close the Gap's response in terms of green ICT hardware and software solutions for developing countries. Mrs. Alessandra Azcarraga Sepul, Mr. André Bontems and Mr. Olivier Vanden Eynde are the members of this committee.

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 networking 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 regular support of its strategic partner network. The strategic partners support the organisation through philanthropic activities in their specific fields.

ACCOUNTABILITY

External audit

Since transparency is a key component of a healthy organisation, Close the Gap is audited on a yearly basis by Grant Thornton bedrijfsrevisoren - Réviseurs d'entreprises CVBA - SCRL 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 external audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluation of the overall financial statements. This allows the organisation to better inform the public about how resources have been used.

Internal audit

Close the Gap wants to be a reliable partner for its donors and partners at all times. In order to ensure the 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, and provides Deloitte experts to carry out all the accounting. A bi-annual 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 through a neutral and independent selection of projects based on clearly defined criteria. The two guiding principles are the sustainability of the project and the concept of local ownership by each project beneficiary. 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 sustainability of the projects supported, Close the Gap works through local service partners that provide quality assurance by preparing a project's local infrastructure. These partners are responsible for the distribution, installation and maintenance of ICT equipment, training project managers/ teachers/users and the take-back of equipment when it reaches end-of-life.

Communication

Close the Gap wants to inform all stakeholders in a transparent way on the projects supported by the organisation. This can be communicated through different channels such as the website, social media, the annual report and the newsletters.

Social entrepreneurship

Close the Gap 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 be central to all its activities. Close the Gap does not depend on subsidies and is thus a self-supporting organisation.

Risk management

For Close the Gap, it is important to focus its programmes on long-term goals, since the digital divide cannot be bridged within a day. This means 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.



International Centre for Reproductive Health (ICRH), in Mombasa Kenya conducts research and intervention projects in all areas of reproductive health, including HIV prevention.

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 and private individuals and partly funded by its own operational activities, i.e. making computers available to developing projects at cost price.

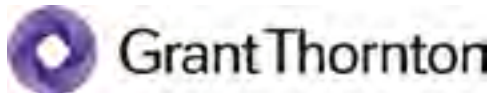
If Close the Gap is unable to use specific computers from donations, for example because of a mismatch between quality and minimum specifications or because of a significant short time overstock of unusable computers, which would lead to high storage costs, the computers are offered commercially to third-party 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 very small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers.

In this way, Close the Gap is able to provide beneficiary partners in developing countries with co-funding, and can 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.

In 2014, Close the Gap established the Close the Gap Foundation as a tool and instrument to support innovative ICT for development projects, aimed at bridging the digital divide. As the founder of this Foundation, Close the Gap has made a financial donation to support such proposals.

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 the registered and independent auditor Grant Thornton.



Auditor's report to the general meeting of the association Close The Gap International vzw for the year ended December 31, 2014

As required by law and the association's by-laws, we report to you on the performance of the audit assignment, which has been entrusted to us.. This report includes our opinion on the annual accounts, as well as the required additional statements. The annual accounts include the balance sheet as at December 31, 2014, the income statement for the year then ended, and the disclosures.

Report on the annual accounts - Unqualified opinion

We have audited the annual accounts of the association Close The Gap International vzw for the year ended December 31, 2014, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 5.172.550,84 and a loss for the year of EUR 883.359,87.

Responsibility of the board of Directors for the preparation of the annual accounts

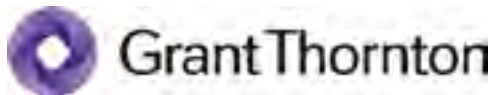
The board of Directors is responsible for the preparation of annual accounts that give a true and fair view in accordance with the financial reporting framework applicable in Belgium, and for such internal control as the board of Directors determines is necessary to enable the preparation of annual accounts that are free from material misstatement, whether due to fraud or error.

Responsibility of the auditor

Our responsibility is to express an opinion on these annual accounts based on our audit. We conducted our audit in accordance with the International Standards on Auditing (ISAs). Those standards require that we comply with the ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the annual accounts are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the annual accounts. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the annual accounts, whether due to fraud or error. In making those risk assessments, the auditor considers the association's internal control relevant to the preparation of annual accounts that give a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of Directors, as well as evaluating the overall presentation of the annual accounts.

We have obtained from the board of Directors and the company officials the explanations and information necessary for performing our audit.



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Unqualified opinion

In our opinion, the annual accounts of the association Close The Gap International vzw give a true and fair view of the association's equity and financial position as at December 31, 2014, and of its results of its operations for the year then ended, in accordance with the financial reporting framework applicable in Belgium.

Report on other legal and regulatory requirements

The board of Directors is responsible for the compliance with the Law of 27 June 1921 on non-profit organisations, international non-profit organisations and foundations, with the by-laws and with the legal and regulatory requirements regarding bookkeeping.

In the context of our audit assignment and in accordance with the Belgian standard which is complementary to the International Standards on Auditing (ISAs) as applicable in Belgium, our responsibility is to verify, in all material respects, compliance with certain legal and regulatory requirements. On this basis, we make the following additional statements, which do not modify the scope of our opinion on the annual accounts:

- Taking into account that the audit of the report of the board of directors is not part of our legal mission, we do not give an opinion upon its contents.
- 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 breach of the by-laws or of the Law of 27 June 1921 on non-profit organisations, international non-profit organisations and foundations that we have to report to you.

Brussels, June 9, 2015

Grant Thornton Bedrijfsrevisoren CVBA
Represented by

Gunther Loits
Registered auditor | Partner

FINANCIAL REPORT

BALANCE SHEET	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12.2010
ASSETS					
FIXED ASSETS	47,828.27	58,745.20	15,460.18	15,867.62	12,239.74
Intangible assets	0.00	0.00	0.00	0.00	1,666.66
Tangible assets	47,828.27	58,745.20	15,460.18	15,867.62	10,573.08
Plant, machinery and equipment	90.00	246.11	402.22	900.32	989.83
Furniture and vehicles	27,018.80	36,044.28	13,125.96	12,759.30	7,099.25
Other tangible fixed assets	20,719.47	22,454.81	1,932.00	2,208.00	2,484.00
CURRENT ASSETS	5,124,722.57	6,209,113.42	5,517,578.36	5,559,033.89	4,864,011.48
Stocks and contracts in progress	1.00	1	1	1	1
Stocks	1.00	1	1	1	1
Goods purchased for resale	1.00	1	1	1	1
Amounts receivable within one year	703,497.87	1,122,889.51	960,809.51	778,536.89	356,668.57
Trade Debtors	636,008.02	944,740.13	788,671.20	741,099.04	291,731.11
Other amounts receivable	67,489.85	178,149.38	172,138.31	37,437.85	64,937.46
Cash at bank and in hand	4,326,962.33	4,893,573.54	4,478,351.07	4,692,292.10	4,466,734.24
Short term investments	301,519.59	1,303,288.45	1,871,671.67	2,346,735.72	3,060,765.79
Cash assets	4,025,442.74	3,590,285.09	2,606,679.40	2,345,556.38	1,405,968.45
Deferred charges and accrued income	94,261.37	192,649.37	78,416.78	88,203.90	40,607.67
TOTAL ASSETS	5,172,550.84	6,267,858.62	5,533,038.54	5,574,901.51	4,876,251.22

BALANCE SHEET	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12.2010
LIABILITIES					
CAPITAL AND RESERVES	2,036,912.50	2,920,272.37	2,658,014.60	2,423,925.57	1,851,128.12
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
Allocated Funds	1,325,000.00	1,596,761.25	584,503.48	589,719.25	498,126.24
Result carried forward	702,450.88	1,314,049.50	2,064,049.50	1,824,744.70	1,343,540.26
PROVISIONS	37,819.78	35,419.28	35,064.63	97,197.42	67,887.10
Provisions for liabilities and charges	37,819.78	35,419.28	35,064.63	97,197.42	67,887.10
CREDITORS	3,097,818.56	3,312,166.97	2,839,959.31	3,053,778.52	2,957,236.00
Amounts payable within one year	2,767,748.05	2,862,541.55	2,443,325.12	2,595,068.04	2,323,452.09
Financial Debts					
Trade debts	476,563.91	556,461.44	313,880.07	534,633.15	288,932.96
Suppliers	476,563.91	556,461.44	313,880.07	534,633.15	288,932.96
Advances received on contracts in progress	2,232,157.26	2,260,076.21	2,090,927.88	2,033,899.71	1,999,412.06
Taxes, remuneration, and social security taxes	59,026.88	45,983.90	38,517.17	19,935.58	35,107.07
Taxes	8,683.15	9,705.83	0.00	0.05	3,651.60
Remuneration and social security	50,343.73	36,278.07	38,517.17	19,935.53	31,455.47
Other amounts payable			0.00	6,600.00	
Accrued charges and deferred income	330,070.51	449,625.42	396,634.19	458,710.48	633,783.91
TOTAL LIABILITIES	5,172,550.84	6,267,858.62	5,533,038.54	5,574,901.51	4,876,251.22

INCOME STATEMENTS		31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12.2010
Operating income	A	1,668,482.67	1,603,473.74	1,752,669.28	1,851,958.90	1,979,014.44
Turnover		1,284,668.86	1,353,285.36	1,516,977.10	1,457,542.55	1,512,524.03
Contributions, donations, grants, etc		341,277.01	220,594.32	206,918.15	384,954.64	406,793.55
Other operating income		42,536.80	29,594.06	28,774.03	9,461.71	59,746.86
Operating charges	(-)	2,582,055.69	1,364,088.48	1,621,425.13	1,305,011.34	1,778,996.59
Intermediate consumption	B	1,086,475.15	962,703.90	1,241,186.57	973,842.05	1,231,256.80
Raw materials, consumables and goods for resale		676,082.42	538,230.49	840,042.38	667,479.35	923,309.95
Purchases	600/8	676,082.42	538,230.49	840,042.38	667,479.35	923,309.95
Increase (-);decrease(+) in stocks						
Services and other goods		410,392.73	424,473.41	401,144.19	306,362.70	307,946.85
Gross Margin	A-B	582,007.52	640,769.84	511,482.71	878,116.85	747,757.64
Remunerations, social security costs and pensions		375,737.50	337,536	336,953.38	214,442.51	211,688.33
Depreciation of fixed assets		12,883.46	13,747.54	5,918.16	5,896.21	6,856.52
Provisions for Liabilities and charges: Appropriations	(+/-)	2,400.50	354.65	-62,132.79	29,310.32	13,827.85
Other operating charges		1,106,959.58	50,101.04	37,367.02	110,830.57	329,194.94
Operating result	(+)	-915,973.52	239,030.61	193,376.94	517,637.24	186,190.00
Financial income		35,190.86	26,472.55	42,507.78	56,677.25	39,253.90
Income from current assets		31,185.49	25,330.23	42,032.78	55,996.83	39,078.32
Other financial income		1,005.37	1,142.32	495.00	680.42	175.58
Financial charges	(-)	-1,197.21	-1,441.04	-1,795.69	-1,517.04	-3,224.68
Interest and other debt charge				43.65	0.00	1,924.72
Other financial charges		-1,197.21	1,441.04	1,752.04	1,517.04	1,299.96
Result on ordinary activities	(+)	-881,979.87	264,062.12	234,089.03	572,797.45	222,219.22
Extraordinary income (+)/cost (-)	(+)	-1,380	-1,804.35	0.00	0.00	0.00
Write-back of depreciations		-1,380	-1,804.35			
RESULT FOR THE YEAR	(+)	-883,359.87	262,257.77	234,089.03	572,797.45	222,219.22
Result carried forward		1,314,049.50	2,064,049.50	1,824,744.70	1,343,540.26	964,376.81
Withdrawals from allocated funds		1,196,161.25	0.00	5,215.77		156,944.23
Addition to allocated funds	(-)	-925,000	-1,012,257.77	0.00	-91,593.01	
RESULT TO BE CARRIED FORWARD	(+)	702,450.88	1,314,049.50	2,064,049.50	1,824,744.70	1,343,540.26



CONTACT DETAILS

Close the Gap Int. vzw/asbl
Registration number: 860353772

Close the Gap's visitor address
Pleinlaan 5
1050 Brussels
Belgium
Tel: +32 (0)2 614 81 60
Fax: +32 (0)2 611 60 69

Website
www.close-the-gap.org
www.worldloop.org

E-mail:
To donate your IT equipment:
donations@close-the-gap.org

To apply for a project:
projects@close-the-gap.org

For communication and press enquiries:
communication@close-the-gap.org

For general questions and information:
info@close-the-gap.org

Close the Gap's administrative address in Belgium

p/a Vrije Universiteit Brussel
Faculteit ESP
Pleinlaan 2
1050 Brussels
Belgium

Bank details

Account number: 001-4128329-85
Bank: BNP Paribas Fortis
IBAN code: BE89001412832985
SWIFT/BIC: GEBABEBB

VAT number Belgium: BE 0860 353 772

Close the Gap's administrative office in The Netherlands

Amsterdam Sloterdijk Station
Gebouw, Busitel 1
Orlyplein 85
1043 DS Amsterdam
The Netherlands
-visits by appointment only-

NL bank details

Bank: KBC
IBAN code: NL02KRED0633003220
SWIFT/BIC: KREDNL2X

VAT number the Netherlands: NL 8153.23.062.B01

Close the Gap International vzw/asbl

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

Composition

Overall coordination: Ms. Barbara Toorens, Director External & Partner Relations

English adaptation and proofreading: Ms. Nirmala Patel

Financial Information

Grant Thornton (External Auditor)
Deloitte (Accountant)

Editor

Close the Gap International vzw/asbl

Editor in Chief:

Olivier Vanden Eynde, Pleinlaan 2, 1050 Elsene Belgium

Pictures

© Close the Gap International
© Griet Hendrickx
© Lisa Scriven

Creation and layout

Design is Dead & Emakina

Artwork & photoengraving

Ricoh Netherlands

Printing

Ricoh Netherlands

A special thanks to

- Design is Dead for the design of the annual report that was offered as an in-kind service.
- Ricoh Netherlands for offering to print the annual report.
- Ms. Nirmala Patel who offered to do the English proofreading of the report.





CLOSE
THE
GAP

BRIDGING
THE DIGITAL
DIVIDE

WWW.CLOSE-THE-GAP.ORG