

CLOSE THE GAP

ACTIVITY REPORT 2018



15 YEARS
CLOSE
THE
GAP
BRIDGING
THE DIGITAL
DIVIDE

WE SUPPORT





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CLOSE THE GAP 2018 ACTIVITY REPORT

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FOREWORD CHAIRMAN OF THE BOARD

2018 was a year of progress and of laying the deeper foundations of new initiatives. The original business model, implemented very successfully over the years, has been adapted to take into account recent developments in Africa. The traditional formula of sending pre-owned high-quality refurbished computers to developing and emerging countries to bridge the digital divide was extended with initiatives in the field of transfer of digital technologies in the broadest sense of the word.

2017 saw the launch of two novel and significant developments, namely the introduction of Close the Gap's new strategy with the Leap2 Innovation Challenges and the launch of the unique Belgian Digital 4 Development platform (D4D-Be), awarded to Close the Gap and Agoria by the Belgian Development Cooperation. 2018 was the year of consolidation, with two Leap2 challenges and the further implementation of the D4D-Be initiative, with among others the Silicon Savannah Mission to Kenya.

Many innovative and promising entrepreneurs have confirmed the need for impact investment in the nascent tech industry in Africa. In 2018, in order to be a professional impact investment player, Close the Gap continued to reinforce its position and competences in the sector through partnerships. More concretely, in 2018, the plans for a Circular Economy Hub in Nairobi, Kenya, gradually took shape. Another development alongside this re-manufacturing and e-waste recycling plant is a Close the Gap Hub in Mombasa, where training programmes and support for start-ups and entrepreneurs will be offered.

Further well-reflected and clearly oriented initiatives are envisaged for 2019, which will transform the organisation into Close the Gap 3.0. In this context I can already mention the D4D-Be events, such as the Silicon Lagoon Mission to Nigeria in March 2019. And after the success of the past three Leap2 events, the team of Close the Gap is also excited about the upcoming innovation challenges in Mombasa, Kenya.

In 2018, Professor Bjorn Cumps joined the Board of Directors. In the same period, Christina von Wackerbarth was appointed as the new incoming Chair of the Board of Directors, starting in January 2019. After 15 years, I am leaving my post as Chair, though I will carry on as a Vice-Chair and Member of the Board. I can state with absolute confidence that the Board of Directors is in capable hands under the leadership of Christina von Wackerbarth.

In terms of asset donations, Close the Gap received 124,964 assets, which is the highest annual number of donations ever received in Close the Gap's existence. I consider this as a true success for ICT4Development.

Finally, as chairman of Close the Gap, I would like to express my sincere appreciation and thanks to all our sponsors and strategic partners, to our partners in Africa, to the members of the Board and last but not least to all the committed members of our staff for their continued efforts to maximise the day-to-day activities of Close the Gap in Europe as well as in the developing and emerging countries where we are active.

Prof. em. Dr. Wim A. G. Blonk

Chairman of the Board Close the Gap





THE ROAD AHEAD

Since 2004, Close the Gap has been operating with one mission in mind. This mission is to bridge the digital divide in developing and emerging countries to make an impact. Our mission has not changed since then.

Since its start, Close the Gap has reached more than 3 million beneficiaries in more than 50 different countries. This could of course only have happened thanks to our outstanding leadership team composed of the board members and executive management, the hundreds of reliable partners, clients and donors, and Close the Gap's dedicated operational team.

In 2018, we announced our upcoming plans for Kenya. 2019 will see the birth of the Close the Gap Hub in Mombasa, with a focus on education and on supporting local tech entrepreneurs and start-ups, through initiatives such as co-working spaces, training programmes and a makerspace. Furthermore, an IT remanufacturing and e-waste recycling plant will be opened in Nairobi: the Circular Economy Hub. Both initiatives will contribute to, on the one hand, raising awareness among local communities of the need to sustainably recycle e-waste and, on the other hand, offering job opportunities and education paths to local citizens.

As Close the Gap is engaging in this 3.0 strategy, a need for access to private funding is pivotal for the future success, and for the replicability of the model in different cities and countries in a later stage. Thus, Close the Gap has set-up the foundation to become a real social enterprise by developing a hybrid structure, where next to the not-for-profit entity since 15 years, a new social-enterprise for-profit entity has been created, namely Close the Gap Africa Investment BV (CTGAI BV). This new entity is legally and financially completely independent from the not-for-profit entity but obviously embedded within the same ecosystem and contributing as such to the greater success and long-term mission-oriented future of Close the Gap's not for profit entity.

As Close the Gap is entering now in a more risk environment, with operational ventures in developing and emerging economies such as Kenya, the board of directors of Close the Gap welcomed this hybrid structure as a way to mitigate risks and keep the not for profit entity with all means safe for the long-term future. The Circular Economy Hub and the CTG Hub in Mombasa will be fully owned entities within the new CTGAI BV structure. This new structure will also allow the greater Close the Gap entities to benefit from the upraising 'no-aid but trade' financing schemes from developing finance institutions and other (private) investors and foundations that require a for-profit entity to co-invest in key development engagements with UN SDG impact parameters as key success factors. This way, grants, matching grants, (convertible) loans and equity financing will become available to the greater ecosystem.

Secondly, Close the Gap, together with myself, has also founded, through its foundation, the Close the Gap Cooperative (CVBA), that has been set-up as a special investment vehicle to take participations in early-stage 'technology for development' start-ups and scale-ups, all with direct impact on the greater Close the Gap ecosystem. In 2018, several investments were made: Timu, a South African online platform; BeCentral, a digital campus located in Brussels; Elewa, an education innovation company in Kenya; and The Experience Factory, a South African talent and leadership development platform. The investment vehicle will also diversify its portfolio and take some participations in more secure investments in Sub-Saharan-Africa and abroad. Close the Gap will continue to focus on its core activities of refurbishing and distributing pre-owned high-quality ICT material, as well as on the many new and diversified initiatives, such as the implementation of Digitrucks, the Leap² Innovation Challenges, and coordinating the D4D-Be programme (digitalfordevelopment.be). All contributing to make an impact that matters, aligned with Close the Gap's purpose. More than ever, we believe that access to digital solutions is a key enabler for people in developing and emerging countries to improve their lives and realise their full potential.

Olivier Vanden Eynde

Founder & CEO Close the Gap

MILESTONES

2013/2

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

2013/1

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

2012/2

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

2012/1

Close the Gap formally launches NGO spin-off WorldLoop to provide sustainable e-waste recycling solutions in Africa.

2009

Launch of Close the Gap's PC Solidarity programme to bridge the digital divide in Belgium in the presence of King Philippe of Belgium (at the time Prince).

2008

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

2007*

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

2003

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



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



2013/1

**** 2014**

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



2015/1

2015/1

Close the Gap's first Digitruck, powered by Arrow Electronics, arrives in Africa to bring ICT literacy to orphans near Mt. Kilimanjaro, Tanzania.



2014 **

2015/2

Close the Gap, together with Deloitte University Europe, the Middle East and Africa (DU EMEA) hold first ever Entrepreneurship Boot Camp in Dar es Salaam, Tanzania.



2015/2

2016

His Majesty King Philippe of Belgium refurbishes Close the Gap's 500,000th donated computer at Arrow Value Recovery's Mechelen facility.



2016

2017

Close the Gap launches Leap² Innovation Challenges and is awarded, together with Agoria, the Belgian Digital 4 Development platform project. Read more on pages 26 & 27



2017

2018

Close the Gap and startups.be organise the Silicon Lagoon Mission to Kenya in the context of the Digital 4 Development platform project. A delegation with Minister De Croo, start-ups, NGOs and the press visit Nairobi's booming tech start-up scene.



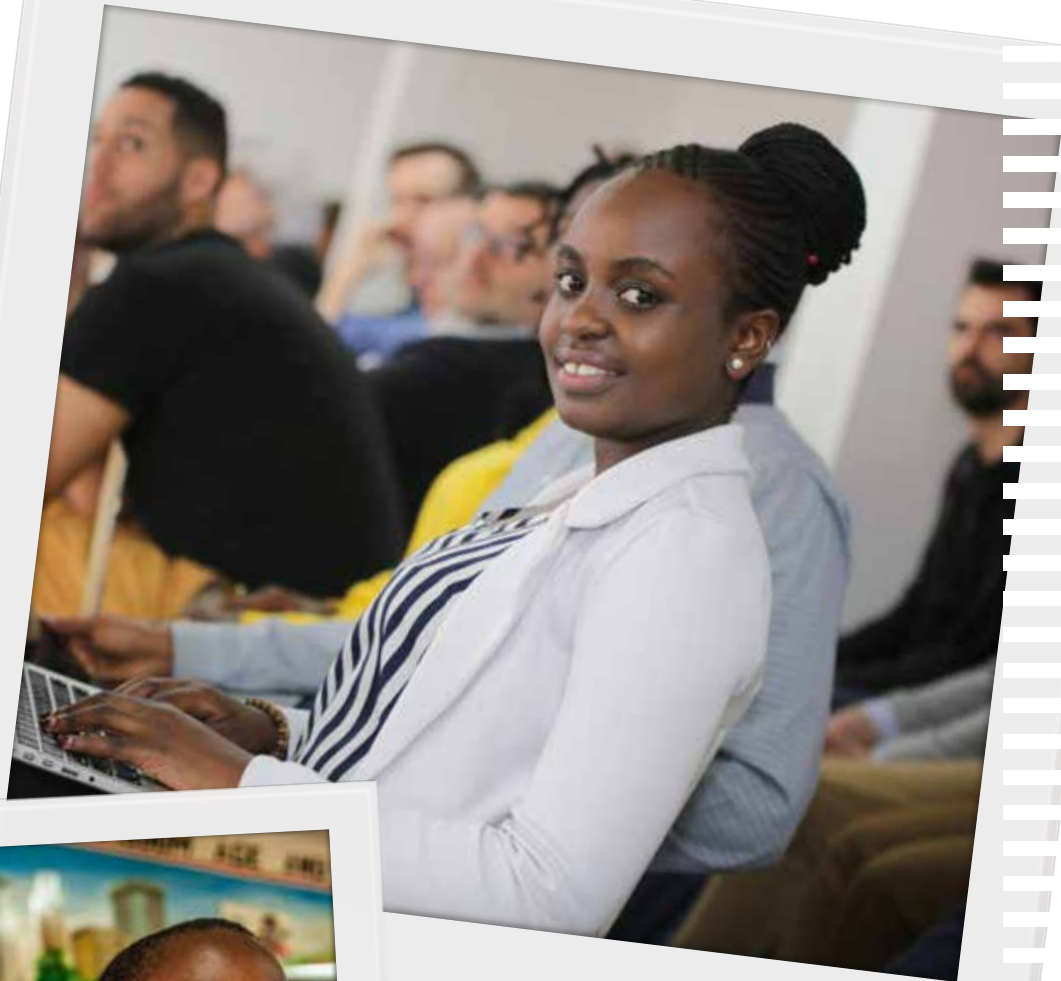
2018

- ** Caption: 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*



01

WHAT WE DID IN 2018



FACTS & FIGURES 2018

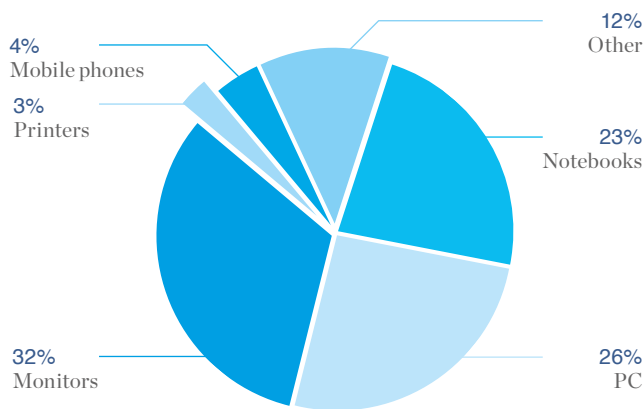
SINCE CLOSE THE GAP STARTED IN 2004

IN 2018

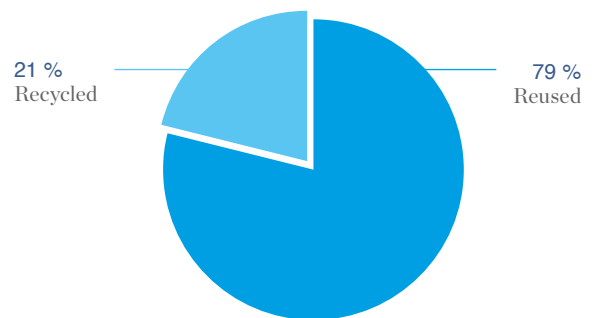
857,468 assets donated
 508 companies involved in donations
 5,747 projects supported
 62,159 offsetting certificates purchased

124,964 assets donated
 118 companies involved in donations
 341 projects supported
 2,654 offsetting certificates purchased

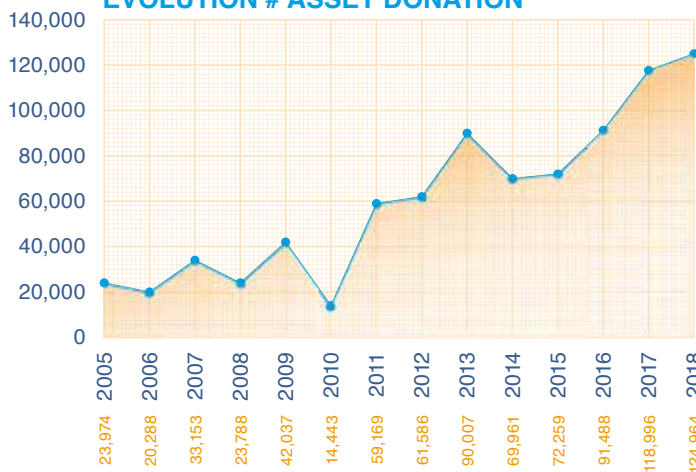
ASSET TYPE ...



AND ASSET REUSABILITY



EVOLUTION # ASSET DONATION

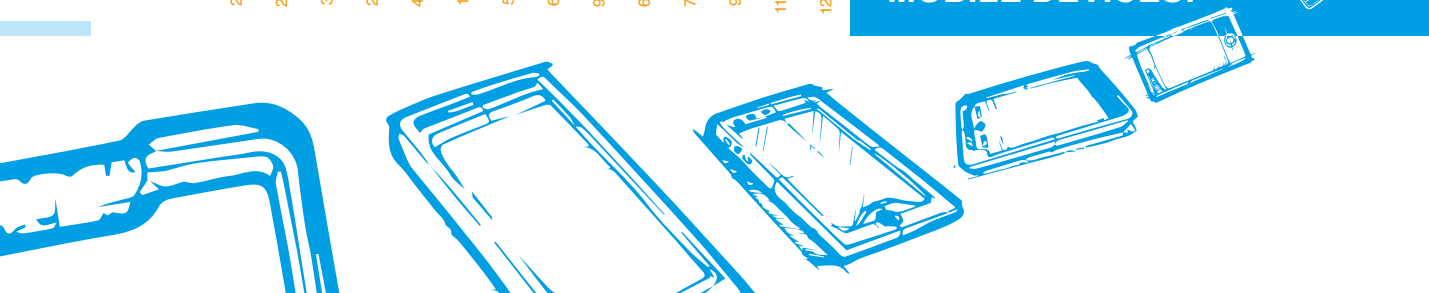


BENEFICIARIES

3,220,781 since the start

In 2018, a record-high amount of **124,964 assets** were donated.

REMEMBER, CLOSE THE GAP IS ALSO COLLECTING MOBILE DEVICES!



EVENTS IN 2018

FEBRUARY 23RD 2018

Final of the second Leap² Innovation Challenge in Kenya

On Friday February 23rd, the **final event of the second Leap² Innovation Challenge in Kenya** took place. This event officially closed the crowdfunding campaign. **7 of the 10 innovations reached their target amount.** These 7 innovations received matching funding from Close the Gap in order to further develop their innovative ideas. The two big winners were **TozzaPlus** (a tool for businesses to digitise their payments to employees and suppliers) and **Marks Rate** (which offers financing opportunities to entrepreneurs by linking their capital requirements with individual investors and savers with financial resources through an automated bidding site).



MARCH 20TH-24TH

Silicon Savannah Mission to Kenya

From March 20th-24th, Close the Gap and startups.be organized **a unique mission to Kenya**, one of the most entrepreneurial countries in Africa. In the context of the **Digital for Development (D4D-Be)** project, the aim of the **Silicon Savannah mission** was to discover the Kenyan tech and start-up scene, together with **Alexander De Croo, Deputy Prime Minister and Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services**, and a delegation of 40 representative leading Belgian start-ups, corporations and NGOs. More to read on page 26.



MARCH

Success of Digital for Development (D4D-Be): Announcement of a unique partnership between VIA Don Bosco, SettleMint and Howest

The ultimate purpose of the Digital 4 Development platform, coordinated by Close the Gap and Agoria, is to **create partnerships between non-profit organisations and private tech companies using digital technologies for more social impact**. Through co-creation sessions, **VIA Don Bosco (leading Belgian NGO), SettleMint (tech company) and Howest (academic) decided to join forces** and work together on a project. The goal of their joint effort is to use **blockchain technology** to alleviate administrative overheads in the NGO financial management process and allocate more time to its core mission, which is ultimately providing education across the globe.



APRIL 23RD

Kindling (D4D) event on financing opportunities

On Monday April 23rd, yet another **milestone in the Digital for Development platform (D4D-Be)** was achieved. During this event, interested stakeholders gathered to learn more about the new **D4D Financing Programme**. This includes a new single-entry portal called Wehubit, through which D4D initiatives can gain access to grants and loans. It is implemented by the Belgian development agency, Enabel, together with its partner, the Belgian Investment Company for Developing countries, BIO, on behalf of the Belgian Development Cooperation. The event ended with an update on the D4D-Be initiative and a networking lunch.



MAY 18TH

Final of the third Leap² Innovation Challenge in Uganda

On May 18th, the **final event of the third Leap² Innovation Challenge (focused on women in tech)** took place in Uganda, together with GoodUp and Women in Technology Uganda. **8 of the 9 innovations reached their crowdfunding target**. These innovations received matching funding of 2,000 euros each to further develop their innovative ideas. The winner of the pitch competition was **M-SCAN**, which developed a low-cost mobile ultrasound device.



JUNE 11TH

Move to Close the Gap

**MOVE
TO CLOSE
THE GAP**

The **8th edition of Move to Close the Gap** (formerly Bike to Close the Gap) took place on June 11th and was organised by DNS Belgium, Close the Gap and Guido. More than 200 participants raised a **record amount of 100,000 euros** to support Close the Gap in its mission to bridge the digital divide. Instead of the usual location of the Patersberg, the event took place at the **Zolder Circuit**. Besides cycling, there was a new event this year – running. The winning cyclists were Bart Van den Wyngaerd (Cisco) and Paulien Van De Velde (Deloitte). The winning runners were Soumaya Ben Ayad (Isabel) and Jan Barbé (Auxipress).



JULY 5TH

Olivier Vanden Eynde participates in round table discussion with his Royal Highness King Philippe of Belgium

Close the Gap's Founder and CEO **Olivier Vanden Eynde attended a round table discussion organised by His Majesty King Philippe of Belgium**. During this interesting meeting, the participants discussed **social entrepreneurship**. The central idea was that social entrepreneurs are crucial for filling the gap between governments, NGOs and corporate organisations in helping the underserved communities at the base of the pyramid, particularly in Africa, to gain access to education, health provision, and many other basic goods and services.





JULY 21ST

Close the Gap presents Digitruck to the Belgian royal family on Belgium's National Day

On July 21st, Close the Gap, **showcasing one of the Digitrucks**, was present in the "Royal Village" to celebrate Belgium's National Day and His Royal Highness King Philippe's fifth year on the throne.

Close the Gap was invited to Warande Park, opposite the Royal Palace, together with other NGOs with which King Philippe has a good connection. All day, visitors were welcomed to discover the Digitruck, a **mobile IT classroom on wheels**. In the evening, his Royal Highness King Philippe of Belgium paid the Digitruck a visit as well. Together with Queen Mathilde, the King was introduced to this solar-powered, mobile computer room.

JULY 26TH

Olivier Vanden Eynde visits Nobel Prize Winner Desmond Tutu

Archbishop em. Desmond Tutu's long-lasting and precious moral support has certainly been one of the driving forces behind Close the Gap's commitment to positive and sustainable impact in Africa (through ICT4Development). In July, **Olivier Vanden Eynde spent a few days in South Africa and visited Desmond Tutu in Hermanus**. In the past, Desmond Tutu helped us celebrate the 50,000th donated computer, the 250,000th donated computer and our tenth anniversary.

AUGUST

Close the Gap's Digitruck starts its tour through Kenya

The Close the Gap Digitruck, sponsored by Arrow Electronics, travelled through Kenya in the summer and autumn of 2018. Operated by Computers for Schools Kenya and the WEEE Centre, the Digitruck's **goal is to teach women and young adults proper e-waste management practices and digital skills**. With this initiative, CFSK and the WEEE Centre are empowering young people and women, while at the same time **propelling Kenya into the digital age**.



OCTOBER 4TH

Close the Gap attends awards ceremony of the Digital for Development Prize

On October 4th, Close the Gap's team attended the **Digital for Development (D4D) Prize** event held at the Royal Museum for Central Africa. Olivier Vanden Eynde gave a short **keynote** at the ceremony and Close the Gap was also represented through an **information booth at the event's innovation fair**. Afterwards, the awards were presented by Alexander De Croo, Minister of Development Cooperation and Digital Agenda.



OCTOBER 15TH

Kick-off of Close the Gap's first mobile phone collection pilot project

Close the Gap launched a **mobile phone collection project**, in collaboration with Raising Results, in three companies. Employees of **Ordina, Accenture, and ENGIE** were invited to donate their old mobile phones through an interactive campaign. **Read more about this project and its results on page 27.**

NOVEMBER 16TH

Close the Gap participates in Enabel's Hack the Goals event and awards ceremony

Hack the Goals is a worldwide movement of **hackathons organised by Enabel**, the Belgian development agency. The hackathons enable citizens to discuss, reflect on and identify innovative solutions for real-life problems that help advance the Sustainable Development Goals (SDGs). In 2018, the first edition of Hack the Goals was organised in Belgium and five partner countries of the Belgian Development Cooperation. The winner was announced during a special closing event in Brussels in the presence of the Belgian Minister of Development Cooperation and Digital Agenda, Alexander De Croo. During the day, there was a **Digital for Development knowledge sharing event**, where participants could learn about the results and impact of digital technology in development cooperation. In the afternoon, Close the Gap's Communication Director Julie de Bergeyck gave an update on Close the Gap's D4D-BE programme and the accompanying **kindling.be platform, which took on a whole new look and feel on Monday November 12th**, making it even more user-friendly.



NOVEMBER 21ST -28TH**Close the Gap's Project Manager Marnick Vanlee travels to Uganda**

From 21st until 28th November, Marnick Vanlee travelled to Uganda. In the capital city, Kampala, **he attended the "Sustainable Technology for Africa (SusTech4Africa)" challenge** organised by **Ondernemers voor Ondernemers**, as a coach to the participants and a representative of Close the Gap. The challenge aims to **support entrepreneurs and scale-ups** that create innovative and sustainable products and services. Apart from the SusTech challenge, Marnick also met with other organisations, among them **WITU (Women in Tech Uganda)**, which helped organise our third Leap² Innovation Challenge in Uganda earlier in 2018.

**NOVEMBER 25TH-30TH****Olivier Vanden Eynde joins official Belgian economic mission to Morocco**

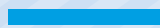
During the last week of November, Close the Gap's founder and CEO **Olivier Vanden Eynde travelled to Morocco on an official mission organised by Her Royal Highness Princess Astrid of Belgium**. In total, 469 people participated in the mission, which makes this Moroccan mission **the largest Belgian economic mission to date**. The mission focused on construction, energy, financial services, healthcare, logistics and transport, and the environment. On November 30th, Olivier was **guest speaker at the EU-African Business Summit in Marrakesh**. The topic he was invited to discuss in the open debate was "digitalisation and youth" in a Sub-Saharan Africa context.

**DECEMBER 3RD****Thanks to the generous support of Design is Dead, Close the Gap has a brand new website**

Close the Gap's website is completely transformed. This wonderful change was made possible thanks to the expertise and great creativity of **Design is Dead**, the agency that graciously developed our new website. We would like to sincerely thank Design is Dead for all their hard work, as the result is stunning!



PROJECTS AND IMPACT IN A GLANCE*



850,000+
IT assets collected



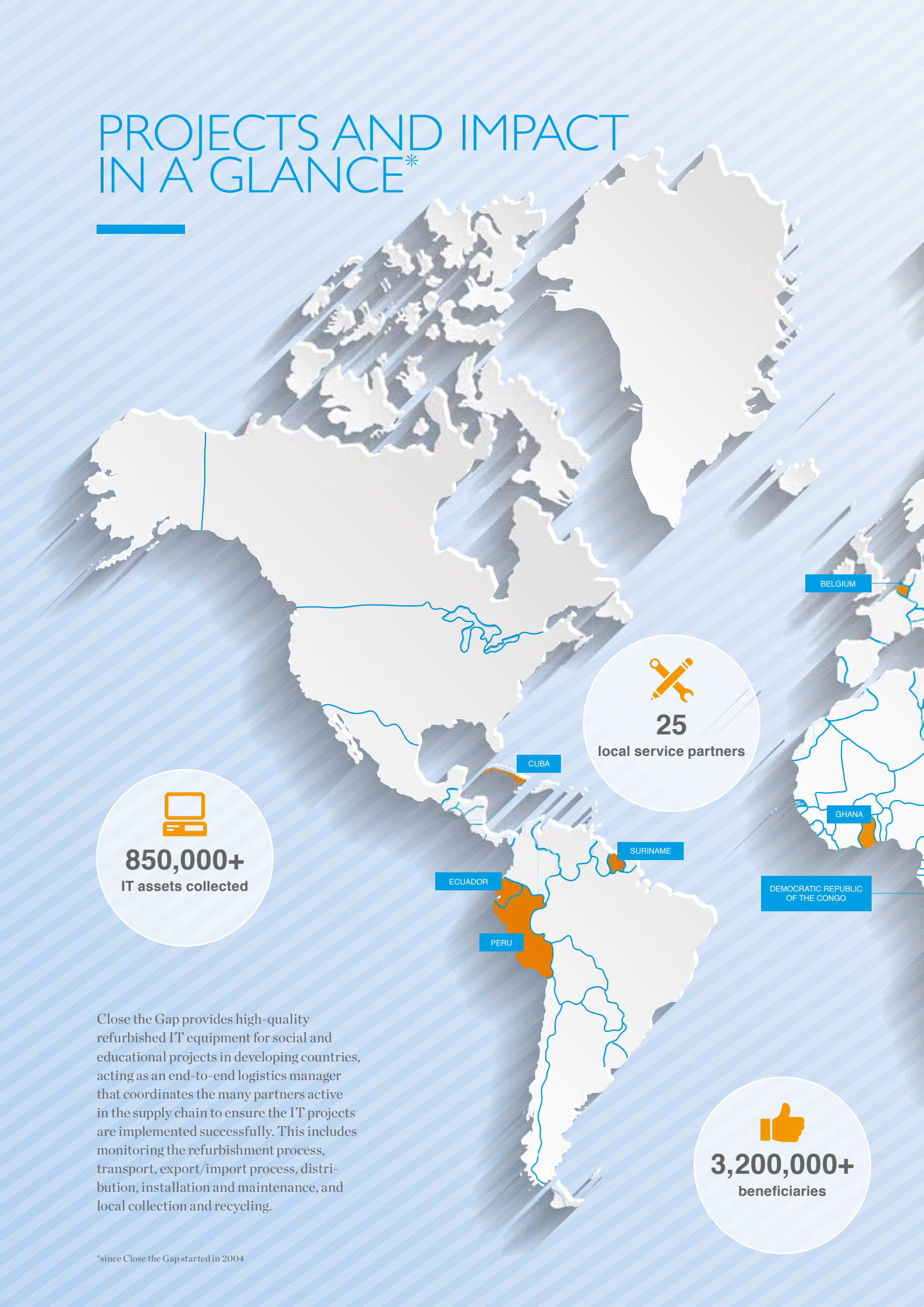
25
local service partners

Close the Gap provides high-quality refurbished IT equipment for social and educational projects in developing countries, acting as an end-to-end logistics manager that coordinates 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, and local collection and recycling.



3,200,000+
beneficiaries

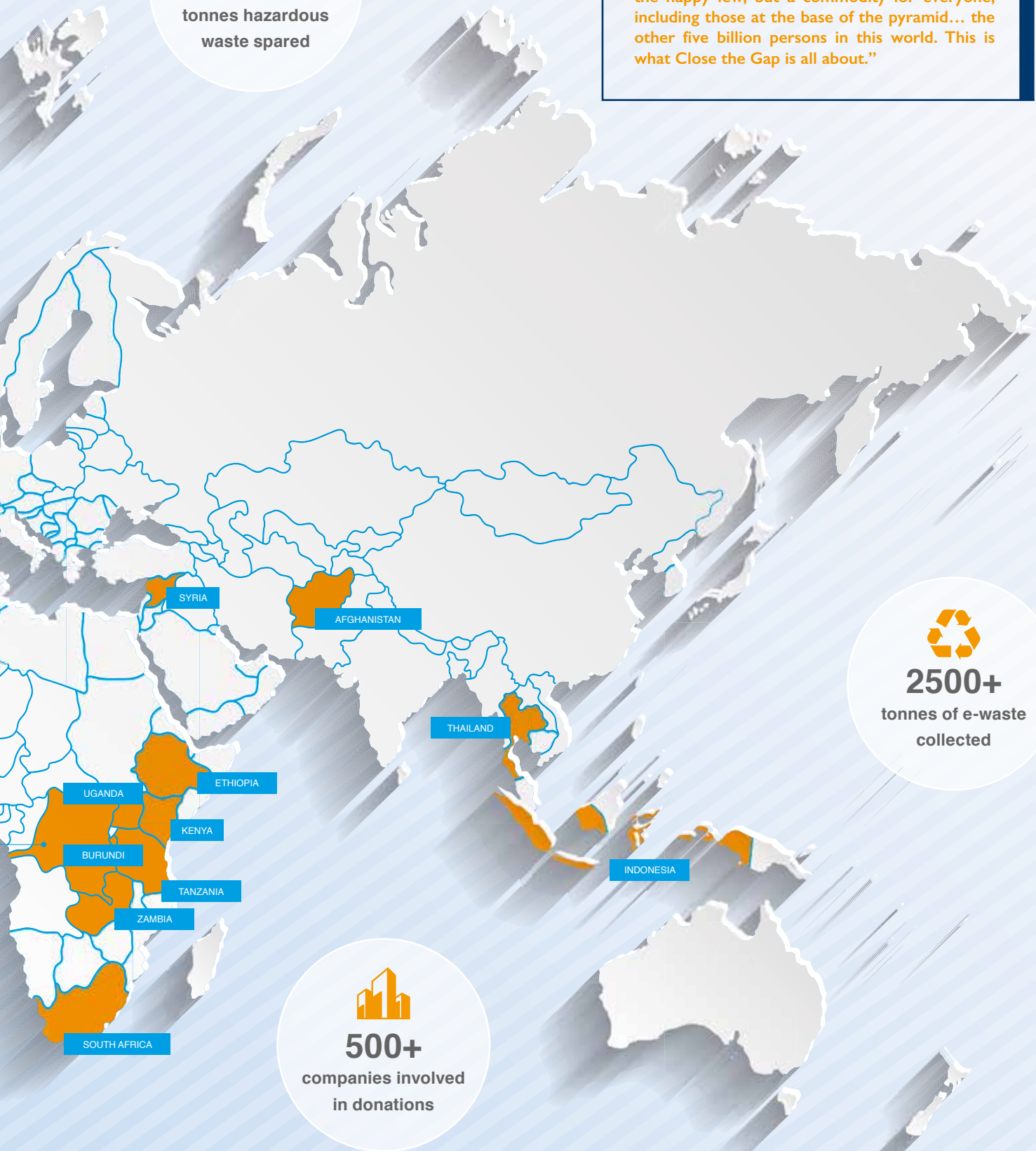
*since Close the Gap started in 2004




300+
tonnes hazardous
waste spared

ARCHBISHOP EM. DESMOND TUTU
Nobel Peace Prize winner 1984

“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 five billion persons in this world. This is what Close the Gap is all about.”




2500+
tonnes of e-waste
collected


500+
companies involved
in donations

SPONSORED PROJECTS

In these type of projects, the donor supports the entire chain, from donation of equipment, refurbishment, export and installation, all the way through to sustainable end-of-life recycling.

Belgium

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
CODEFEVER	38	Digital Skills	Bike to Close the Gap
STUDENT REFUGEE PROGRAMME	62	Education	Free University of Brussels
MAKS VZW	75	Digital Skills	Bike to Close the Gap
HACK YOUR FUTURE	25	Migration	Bike to Close the Gap
BECODE	189	Digital Skills	Bike to Close the Gap
SOS KINDERDORPEN	7	Education	Bike to Close the Gap
DEELBAAR MECHELEN	20	Social	Telenet Foundation
CODERDOJO	232	Digital Skills	Bike to Close the Gap
BEMAKER	15	Digital Skills	Bike to Close the Gap
COMPUTERS FOR ORGANISATIONS SELECTED BY BNP PARIBAS FORTIS FOUNDATION	178	Social	BNP Paribas Fortis Foundation
GOODPLANET PROJECT	178	Education	Proximus

Gambia

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
UNIVERSITY OF THE GAMBIA	612	Education	Free University of Brussels

Ghana

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
RECELL	829	Education	DNS Belgium - Rabobank

Kenya

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
COMPUTERS FOR SCHOOLS KENYA	1430	Education	DNS Belgium - Rabobank

Malawi

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
STERLING	210	Education	DNS Belgium - Rabobank

Puerto Rico

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
TELENET PUERTO RICO	50	Education	Telenet Foundation

Suriname

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
VGC SURINAME	62	Education	Vlaamse Gemeenschapscommissie

Tanzania

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
EXPO TECH	132	Education	DNS Belgium - Rabobank
AFFORDABLE COMPUTERS AND TECHNOLOGY TANZANIA	1634	Education	DNS Belgium - Rabobank

Uganda

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
COMPUTERS FOR SCHOOLS UGANDA	839	Education	DNS Belgium - Rabobank

Computers for Education - Malawi

One of the projects we supported last year was Computers for Education in Malawi. While the use of ICT in education in Malawi is considered a priority area in policy terms, in practice the integration of computers in classrooms is still facing difficulties. The opportunities for growth are considerable and that's why a pilot project, Computers for Education, was set up set up by Sterling, our new service partner in Malawi.

Their goal is to ensure that more schools and students will gain access to high-quality IT material. Close the Gap provided the computers and Sterling made sure – through their local connections – that schools have a maintenance system in place for the devices, so that quality education can be guaranteed. The computers went to a university, a primary school for girls, two vocational schools and a college in Lilongwe, Malawi's biggest district and the capital of the nation.

Telenet 'Adopt a School' - Puerto Rico

Through Telenet's 'Adopt a School' project in Puerto Rico, refurbished computers donated to Close the Gap also find their way to Latin America.

This particular project was established in the context of the hurricane that struck the island in September 2017. Many schools and communities were severely damaged by the storm. The 'Adopt a School' project was created to support Puerto Rican students in need.

Close the Gap provided 50 laptops, which will help Puerto Rican children develop their digital skills, as well as enable them to continue their education. The project also relies on Liberty Global Puerto Rico, which provides local infrastructure such as an Internet connection so that the computers can be used to their full potential.



REGULAR PROJECTS

These projects consist of supplying refurbished ICT assets to projects that do not receive external funding from Close the Gap's network of partners.

Belgium

PROJECT NAME	NO. ASSETS	SECTOR
GBS DE KLINKER	47	Education
JEFAR ASBL	80	Employability
PEP VZW	25	Social
BASISSCHOOL APPELS	46	Education

Cameroon

PROJECT NAME	NO. ASSETS	SECTOR
COMUNDOS & VIA DON BOSCO	83	Education

Democratic Republic of the Congo

PROJECT NAME	NO. ASSETS	SECTOR
BLIK OP AFRIKA	97	Education
KOLWEZI	54	Education
GOMA	136	Education
UNIVERSITÉ DE KAMINA	53	Education
3 GIRAFFES	172	Education
ITI SAINT FRANÇOIS	277	Education
ITI VYOMBO	100	Education
MINISTÈRE PROVINCIAL DE LA SANTÉ	450	Healthcare
ENABEL LUBUMBASHI	169	Education

Lebanon

PROJECT NAME	NO. ASSETS	SECTOR
THAKI	50	Digital Skills

Mali

PROJECT NAME	NO. ASSETS	SECTOR
ECOLE AISSO DE TOMBOUCTOU	20	Education

South Africa

PROJECT NAME	NO. ASSETS	SECTOR
BELGIUM CAMPUS	622	Digital Skills

South Sudan

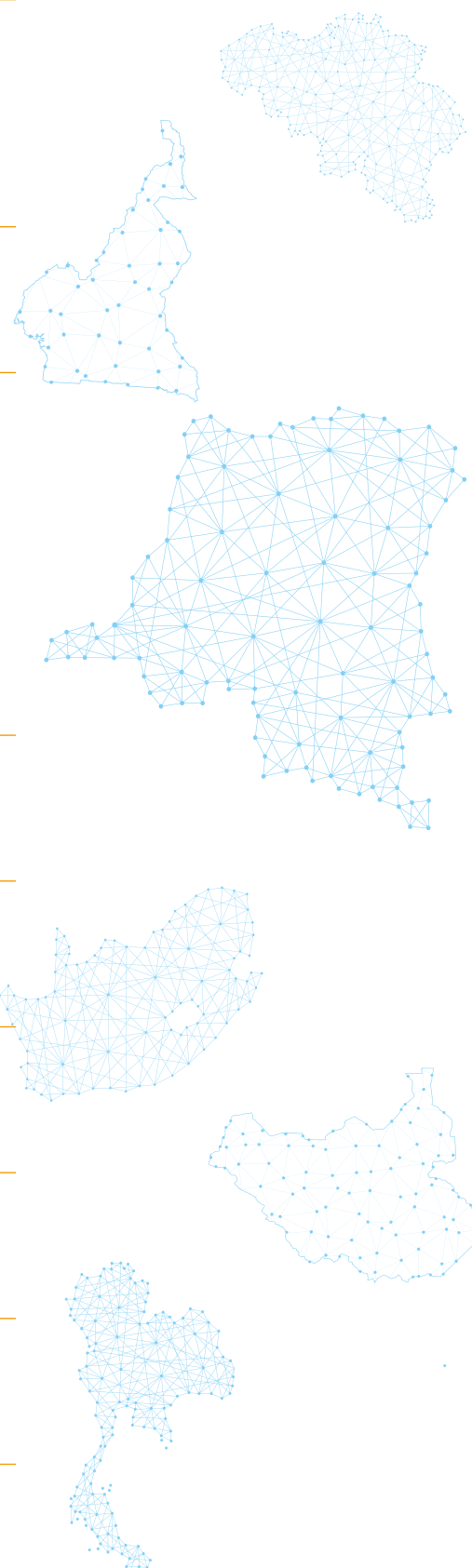
PROJECT NAME	NO. ASSETS	SECTOR
CONNECT TO LEARN	95	Education

Tanzania

PROJECT NAME	NO. ASSETS	SECTOR
GREENLINK TANZANIA	80	Education

Thailand

PROJECT NAME	NO. ASSETS	SECTOR
FUND ISAAN	210	Education



The following projects were also supported in 2018, receiving less than 20 assets

Democratic Republic of the Congo

ZUSTERS URSULINEN
ZWARTHOED
ARTSEN ZONDER VAKANTIE
INTERNATIONAL CHILD ADVANCEMENT
MALAIKA
JONATHAN EDIKALI
SECOPE

Belgium

KONINKLIJK PALEIS
NOTEBOOKS SIEMENS
GBS DE DRIESPRONG
CENTRE SOCIAL DE BÉGUINAGE
BUURTHUIS ANDERLECHT
VIA DON BOSCO
PELIKAAN CVA
D'BROEJ VZW
GOLF 2 CTG
AGORA JEUNES
SINT GILLIS
PIN VZW

Benin

TOUCOUNTOUNA

Germany

MONITORS ING

Senegal

FONDATION BASEN

Cambodia

STICHTING HOPEFUL CHILDREN CENTER

Burundi

STUDENTS BURUNDI

Kenya

PAMOJA

Nigeria

ORUADA

Tanzania

LAPTOP MOSHI
NOTEBOOKS MOSHI

Uganda

LIGHT FOR ALL

Guinea

JEAN-JACQUES DOHOGNE

Zambia

SAMPLES ZAMBIA
ABANTU ZAMBIA

LUISHA SCHOOL IN D.R. CONGO

In 2018, IT material was sent to a school in Luisha, a village 80 km from Lubumbashi, the second largest city in the Democratic Republic of Congo. In total, 20 desktop PCs, 7 laptops and 4 printers were installed in the school. The 1,000 students of the school were very excited about this brand new computer class, which is used intensively all day. The IT class enables the students to further develop their digital skills and take part in the digital world.

THAKI & HOME OF HOPE, LEBANON

Thaki aims to empower refugee and disadvantaged children by offering them electronic tools such as computers and laptops. Close the Gap provided Thaki with 50 notebooks. With these notebooks, young refugees in Lebanon with limited educational resources have access to high-quality, interactive educational content. Thaki loaded the notebooks with educational software before distributing them to Home of Hope, an organisation that works with vulnerable children in Lebanon. Thaki's ultimate aim is to help children unlock their full potential through software.

HOME OF HOPE LEBANON.

“This year already, students have used the laptops to learn about word processing and research methods. Some students learned about space, the history of chocolate, whales and future technologies. Younger students used educational gaming software on the computers. This set is enabling us to run simultaneous tech classes – we have coding and robotics taking place at the same time as research and computer skills. Thank you again. These laptops are a huge help to us!”

PROJECTS IN EUROPE

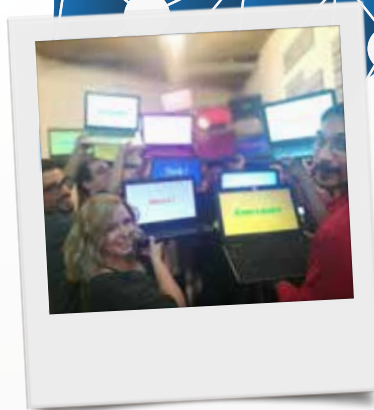
Close the Gap is not only active in developing and emerging countries, but also in Europe. The goal remains the same as elsewhere: support ICT access and education for the most vulnerable communities to provide them with better opportunities in the job market.

BeCode

dnsbelgium

No. assets received 189
Sector IT skills education
Adopter DNS Belgium

Close the Gap believes access to ICT is crucial for empowering disadvantaged communities. It helps increase their chances in the job market. Like Close the Gap, BeCode supports disadvantaged people by teaching IT skills to improve their employability. BeCode is a **free coding school**, based in Belgium, which was developed by a group of people, companies and associations passionate about technology and convinced that every motivated person must have the opportunity to learn to code and find a job. BeCode offers six-month training programmes to get the “students” ready for the professional job market. As part of the partnership and support for BeCode, Close the Gap provided all the IT equipment needed by the coding schools, with the support of DNS Belgium.



GoodPlanet Project

proximus

No. assets received 178
Sector Education
Adopter Proximus

GoodPlanet Belgium’s mission is to build a sustainable society by undertaking positive actions and sharing expertise. GoodPlanet develops and supports projects, training and teaching packages on all sustainability themes – consumption and waste management, energy and climate, mobility, nature and biodiversity, coexistence, food and water. Together with Proximus, the organisation has developed an inspiring collaborative effort to support schools with ICT: GoodPlanet collects used phones in its partner schools and in exchange the schools earn a certain number of points. These points can then be exchanged for IT assets. And this is where Close the Gap steps in – as the provider of IT assets.

Hack Your Future

No. assets received 25
Sector Migration
Adopter Bike to Close the Gap

Hack Your Future is a coding school that provides classes in computer programming for refugees. Hack Your Future’s goal is to empower refugees by teaching them coding skills. This way, they are able to boost their chances of finding employment and become skilled coders and web developers. In July 2018, Hack Your Future organised an IT Taster Class, the first of its kind, for female refugees and asylum seekers. All classes are free and taught by volunteer coaches.



DIGITRUCKS

ICT innovation is key to tackling societal challenges, common to all emerging and developing countries. In 2014, Close the Gap launched its first Digitruck, a solar-powered, mobile multi-purpose IT unit that brings IT education to rural and vulnerable communities which do not have a power supply. Since then, Close the Gap has proudly joined forces with different organisations to build additional Digitrucks.



2 DELOITTE BELGIUM – CAPE TOWN, SOUTH AFRICA

Close the Gap collaborated very closely with Deloitte Belgium to build this Digitruck, bringing computers and connectivity to students in the Western Cape region of South Africa in 2016. This Digitruck is operated by Quirky 30, based in the township of Langa. Their aim is to empower (ex-)offenders, inmates and vulnerable youth by giving them technology skills, specifically in coding.

1 ARROW ELECTRONICS – TANZANIA

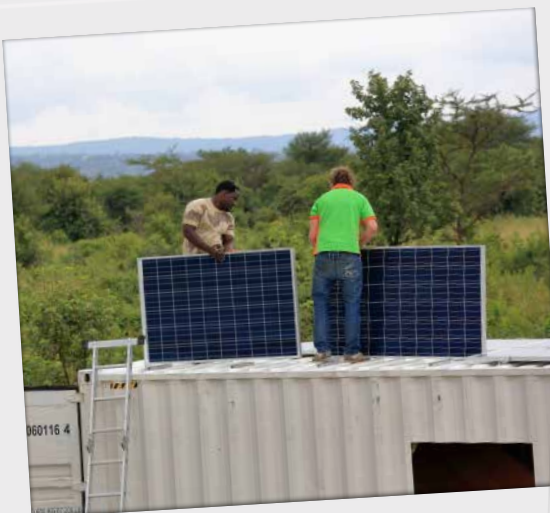
In 2015, Close the Gap, in collaboration with Arrow Electronics, built this Digitruck, which is currently at the Neema Orphanage in the Kilimanjaro region, Tanzania. Having this phenomenal classroom in the middle of a village is a fantastic opportunity for giving children a second chance for a brighter future through education.



3

BRUSSELS-CAPITAL REGIONI – KINSHASA, DRC

Bianca Debaets, the Brussels-Capital Region's Secretary of State and responsible for Development Cooperation, sponsored the construction of this Digitruck which was delivered to the non-profit organisation La Maison des Savoirs in Kinshasa in 2016. The mobile unit offers IT classes and activities to those who have difficulties accessing IT.



4

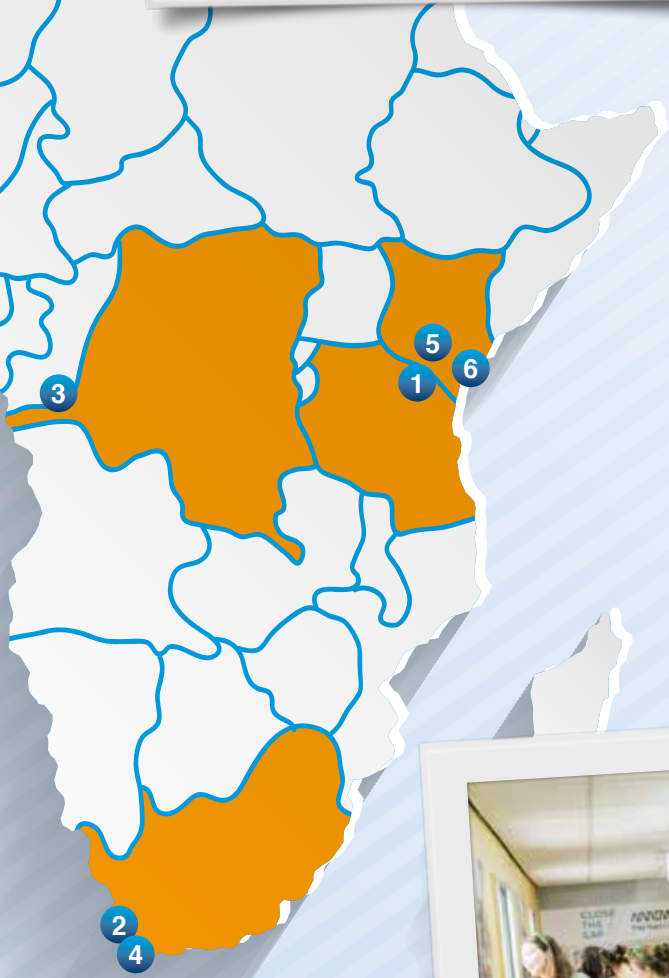
DUMOULIN – CAPE TOWN, SOUTH AFRICA

Sponsored by long-time believers and impact-investors, the Dumoulin family, in 2016, this Digitruck was built in South Africa and delivered to the Overstrand Training Institute (OTI), a non-profit organisation responding to the digital skills training needs of the youth in the Overstrand community. This is an area of coastal and agriculture-based villages situated an hour's drive from Cape Town.



5 ARROW ELECTRONICS – KENYA

A fifth Digitruck is touring Kenya to introduce proper e-waste management skills as well as digital inclusion in various Nairobi counties. This Digitruck is operated by Computers for Schools Kenya (CFSK) and the Waste Electrical and Electronic Equipment Centre (WEEE Centre). From August until October 2018, 200 people participated in these Digitruck courses. Students were motivated to improve their basic IT literacy and many showed interest in pursuing IT-related courses and further education. Many of the female students saw positive growth in their businesses, as some of them are now able to market their products through online platforms. Most of the trainees are also able to sign up for online jobs to earn a living. The Digitruck tour through Kenya continues in 2019 as well.



6 DIGITRUCK 6 – MOMBASA, KENYA

The sixth Digitruck will probably find a new home in Mombasa, Kenya, on the premises of our Close the Gap innovation hub that will be opened in 2019. For more information about this hub in Mombasa and our other plans in Kenya for the coming years, consult pages 4 and 5.



NEW PROJECTS

Digital 4 Development Platform (D4D-Be)

Initiated by the Belgian Development Cooperation (DGD) and set in motion by the Deputy Prime Minister Alexander De Croo, the Digital 4 Development platform was launched in September 2017. This 18-month project is coordinated by Close the Gap and Agoria. The ultimate goal is to build a bridge and create new partnerships between the Belgian private sector and the development sector to realise the Sustainable Development Goals.

In 2018, the Digital 4 Development project included several exciting milestones. The first one was the **Silicon Savannah mission** to Kenya. From 20th to 24th March 2018, startups.be and Close the Gap joined forces to organise a truly unique mission to Kenya. This country is one of the most entrepreneurial in Africa and has a start-up scene that attracts developers and investors from all over the world. We were honoured by the **presence of Minister Alexander De Croo**, Deputy Prime Minister and Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services, and a delegation of 40 representative leading Belgian start-ups, corporations and NGOs.

The mission included visits to leading tech companies, such as **M-KOPA**, Kenya's solar energy scale-up, **Gearbox makerspace**, which helps start-ups build hardware; **Metta**, where participants attended a presentation of the Kenyan tech landscape; **Nailab**, an incubator hub where a co-creation workshop mingling Belgian and Kenyan start-ups took place; and **Andela**, Africa's most renowned start-up which trains developers. The mission ended with a visit to the **WEEE Centre** for recycling services, where Close the Gap's newest Digitruck, a mobile IT class, was inaugurated.



The mission received **significant press coverage** and some very **tangible partnerships** resulted from this mission. The first D4D-Be partnership was announced by Minister De Croo to a press delegation that had joined the mission.

The **second event** took place at Agoria in April and presented funding opportunities and a D4D-Be platform update. The diverse participants (from non-profit, for-profit, public, academic, etc.) discovered the new financing instrument Wehubit, launched by Enabel and BIO. This event also presented participants with networking opportunities and info exchange via pitches. Throughout the year, a total of eight **co-creation sessions** were organised. These two-hour sessions offer an alternative collaboration methodology to ignite potential partnerships around digitalisation that make a greater impact in development cooperation.

The last milestone was the launch of the **new look and feel of kindling.be**, the online forum for D4D-Be. In November, kindling.be was transformed and received a more modern look, making it easier to navigate and more user-friendly. Its launch was preceded by a teaser campaign.

The D4D project has some more exciting milestones coming up in 2019, with an additional event in January and the **Silicon Lagoon mission** to Nigeria in March.

MISSION VIDEO





Leap² Innovation Challenges

LEAP² has been part of the new strategy of Close the Gap since 2017. This programme supports young African entrepreneurs who develop and scale digital solutions for societal issues. Specifically, Close the Gap is organising innovation challenges with GoodUp. Ten projects are selected and coached for each innovation challenge. The selected teams learn to test their ideas on the market through crowd-funding. They receive matching funding when they reach their crowdfunding goals. In addition, they learn how to pitch and expand their network with the help of experts, coaches and potential investors.

After the first Innovation Challenge in Kenya in 2017, a second Leap² challenge was launched at the end of 2017 and this continued in 2018. The **challenge focused on Fintech** solutions and took place in **Kenya**. 7 of the 10 innovations reached their target amount. The winner

of the pitch was **TozzaPlus** (a cloud-based workforce management system with biometric time tracking, human resource & payroll management with automated salary payment to employees' mobile wallets and bank accounts). The second winner was **Marks Rate** (a dual opportunity for small and medium enterprises to obtain immediate financing at a favourable rate and for individuals to earn a higher interest rate on the investment options available). They obtained the highest crowdfunded amount.

In 2018, a third Innovation Challenge was organised in the spring. This challenge took place in **Uganda** and **focused on Women Tech Entrepreneurs**. Together with WITU (Women in Tech Uganda), GoodUp and Close the Gap organised this Leap² challenge. 8 of the 9 innovations reached their crowdfunding target. The winner of the pitch was **M-SCAN** (Mobile Scan Solutions Uganda Limited), a mobile and low-cost ultrasound device.

Mobile phone collection

Close the Gap set up an innovative mobile phone collection project in association with WorldLoop and through a partnership with Raising Results, a digital marketing and strategic fundraising company. This pilot project invited **employees of Ordina, Accenture and ENGIE** to donate their old phones to support innovation projects and tackle the growing e-waste problem in a sustainable and responsible way.

Stages of the campaign

Raising awareness through interactive communication

In the first stage, employees were motivated to donate their old mobile phones through an internal campaign, soon after International E-Waste Day on October 13th. Employees were invited to a quiz where they could test their knowledge about mobile phone waste.

Collection

In a second stage, employees were able to drop off their phones in collection boxes provided by Recupel, a Belgian non-profit association that is responsible for organising the collection and processing of discarded electr(on)ic appliances and light bulbs.



Processing

After the collection period, the **donated phones were processed**. The valuable raw materials, such as gold, cobalt and aluminium, were recycled in a sustainable way by Umicore.



Feedback & Results

In total, we collected more than **700 old mobile devices**, which means we received an average of **1 phone per 10 employees**. It takes 1.9 kg of resources such as aluminium, gold and cobalt to be extracted and processed to make one new phone. Recycling enables us to conserve these mineral resources. By collecting more than 700 old phones, the **employees of these three companies managed to save more than 1,300 kg of these mineral resources**.

This campaign also helped us support an innovative start-up: **Recy-Call**, founded by two young entrepreneurs. They collect mobile phones through schools and are preparing a large-scale collection in developing countries to combat worldwide electronic waste.

E-RESOURCE CERTIFICATES & COMMITMENT TO SUSTAINABILITY



Since the beginning, Close the Gap has practiced a zero-waste-to-landfill policy for all the assets that have been donated to the organisation. In many of the regions that receive IT assets from Close the Gap, there is a lack of local awareness, legislative framework, technical know-how and a financial mechanism to treat potentially hazardous material properly.

That is why in 2012, Close the Gap, strongly supported by Recupel, launched WorldLoop to train its service partners to also offer e-waste collection services. The aim is to ensure the zero-waste-to-landfill policy is applied right to the end of an asset's second life in developing countries. Friends of Close the Gap and Strategic Partners can support the sustainability of Close the Gap's projects by participating in the e-Resource Certificate Programme and offsetting their donation.



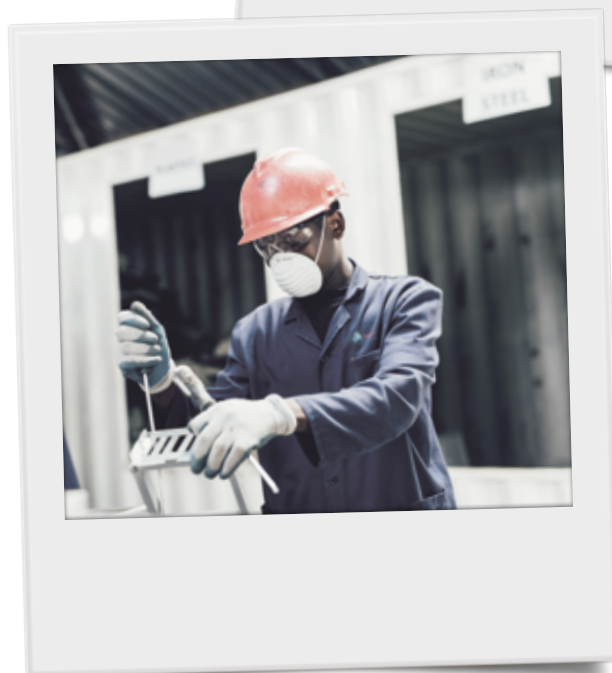
IN 2018, THE FOLLOWING COMPANIES BOUGHT E-RESOURCE CERTIFICATES



dnsbelgium



Rabobank





PROMOTING A CIRCULAR ECONOMY THROUGH CLOSE THE GAP AND WORLDLOOP'S MISSION IS IN OUR DNA
The goal is to deliver sustainable initiatives through the power of ICT.

PARTNERS

02



SHIPS

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.

Coca-Cola
EUROPEAN PARTNERS

PETER BRICKLEY
*Chief Information Officer,
Coca-Cola European Partners*



“We are delighted to work closely with Close The Gap. Our partnership enables us to find a secure and meaningful destination for our old IT equipment and support social and educational projects in developing countries.”



FRIENDS OF

Friends of Close the Gap are companies or organisations that help Close the Gap by donating their decommissioned ICT equipment. Today, Close the Gap receives computers from companies internationally. Through its refurbishment partner, Close the Gap is able to receive equipment from companies all over the world.

DONORS IN 2018

1A First Alternative BV	Coca-Cola European Partners	Egin	Lampiris	ProRail	Thomas More
ACV	CoderDojo	Erasmus Hogeschool Brussel	Leyland Trucks	Prottime	Toyota
Air France KLM Group	Conseil de l'Union Européenne	European Commission	Liberty Global	Rabobank	Trixxo
Akzo Nobel	Cordeel	European Investment Bank	Mapeco	RealDolmen	TUI Benelux
ALDE	Corsearch	Flemish Parliament	Mercedes-Benz Belgium Luxembourg	Recordbank	twipe Mobile Solutions
Algemene Onderwijsbond	Criteo	GATES	MSC Belgium	Recticel International	Umicore
Alpro	DAF Trucks	GSK Vaccines	NATO PA	Robert Half International	UPC-Cablecom
Aquafin NV	Dance4Life	Henkel	NBB	Rode Kruis Vlaanderen	UZ Antwerpen
Ardennes Etapes	De Hoogstraat Revalidatie	Honda	Nestlé	SAS Institute BV	VDAB
Ardo	De Lijn	Induver	Noordwest Ziekenhuisgroep	Service Public Régional de Bruxelles - Gewestelijke Overheidsdienst Brussel	VITO
Arhs	De Nederlandsche Bank	Infrabel	Nouryon	Solution & Technology Laudenbach	Vivaqua
ASML	Delhaize	ING	NS	Stad Mechelen	Vlaams Overheid, Agentschap Facilitair Bedrijf
AZ Vesalius	Deloitte Belgium	International Baccalaureate Organization	Océ Technologies BV	Stad Poperinge	Vlaamse Overheid, Departement Omgeving
Barco	Dentsply	ISB - The International School of Brussels	Orange	Stefanini	WAVIN
BNP Paribas Fortis	Departement Landbouw & Visserij Vlaanderen	Jacobs Douwe Egberts	Ordina	Stork Technical Services NL	Weber Shandwick
BNP Paribas Fortis Factor	Digital Media Centre	Jean Philippe Claesen	Owens Corning	TEC	Wurth Belux
Buitenlandse Zaken, Buitenlandse Handel en Ontwikkelings-samenwerking	DSM	Karel de Grote Hogeschool	People Against Dirty	TenneT	
Capco	Ebay Netherlands	KBC	Picanol	Terumo BCT	
Centrum voor Informatica voor het Brusselse Gewest	Enabel	KPMG	PostNL	Teva Pharmaceuticals	
Cigna	ENGIE	KU Leuven	Primagaz	Think and Go	



Citrique Belge

Citrique Belge is one of the largest citric acid producers in the world. Citric acid is being used as a flavour enhancer in soft drinks, fruit juices, sweets, and so on. In 2018, they prepared their very first donation to Close the Gap, which consisted of a number of computer screens and will be picked up early 2019.

HANS DE BACKER

Chairman of the Board Citrique Belge

“Citrique Belge is one of the oldest examples of the circular, bio-based economy in Europe. While making substantial efforts to valorise all our side-streams so that nothing is wasted, we are pleased to give a new future to our out-of-date computers. As Close the Gap is an excellent organisation, we are proud to support their mission.”



Würth

Würth Belux is a wholesaler of products such as screws, electronic and electromechanical components, tools, machines and much more. Their first donation consisted of more than 100 IT assets ranging from laptops to printers and servers, as well as four boxes full of computer mice, keyboards, and cables.

MICHEL OLIEBOS
CEO Würth Belux

“As a proud partner of Close the Gap, we are more than happy to donate our used IT hardware, such as PCs, laptops, printers, fax machines and servers. Thanks to this partnership we are able to help educational, medical and social projects in a qualitative way. Donating our hardware, however, is only part of our goal. Thanks to Close the Gap, we are sure that our hardware will be integrated in a safe and sustainable way, accompanied by the adequate transfer of knowledge!”

STRATEGIC PARTNERS

Strategic Partners not only donate computers but they also help Close the Gap on a day-to-day basis by providing equipment, financial or in-kind donations and/or e-resource contributions or through project adoptions. Close the Gap collaborates with corporate and non-profit partners and network organisations.

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 benefit and branch procedures. Acerta supports Close the Gap by offering social secretariat, payroll services and training.

ACERTA



acerta

Air France and KLM Royal Dutch Airlines have strategically supported Close the Gap across all its operations, including donating IT assets and e-waste offsetting, and cargo transport for donated computers on a standby basis to selected destinations. Close the Gap also participates in the **KLM TAKES CARE** programme, which generates publicity for ICT for Development and Close the Gap's mission through Air France-KLM channels, including in-flight promotional films, articles in its magazines, sharing information on their corporate website and through social media. The group also initiates special campaigns, takes part in fundraising activities and makes it possible for their passengers to donate air miles to Close the Gap.

AIR FRANCE AND KLM



AIRFRANCE / KLM

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. Close the Gap engages with the Executives' Circle network to drive shared-value initiatives.

THE EXECUTIVES' CIRCLE



The Executives' Circle

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

ARROW ELECTRONICS



ARROW

Arrow Value Recovery, part of Arrow Electronics, 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 600,000 computer devices donated to Close the Gap, giving the equipment a second life in support of essential programmes facilitated by Close the Gap.

ARROW VALUE RECOVERY



BNP Paribas Fortis Foundation supports Belgian-based projects that help to integrate children and young people facing difficulties through training and promoting employee engagement. Thanks to the support of the BNP Paribas Fortis Foundation and in conjunction with ICT donations from the BNP Paribas Fortis bank (Friend of Close the Gap), Close the Gap is able to deliver hundreds of assets per year to organisations that support the social integration of vulnerable children.

BNP PARIBAS FORTIS FOUNDATION



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.

CHARITY



CSR Europe is the leading European business network for Corporate Social Responsibility, acting as a platform for those businesses looking to enhance sustainable growth and contribute positively to society. Close the Gap engages with the CSR Europe network to drive shared-value initiatives.

CSR EUROPE



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.

COMPUTER TASK GROUP



In collaboration with Rabobank, **Dell** supports Close the Gap's computer donation and e-waste offsetting programme by purchasing e-resource certificates.

DELL



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. In 2016, Deloitte Belgium sponsored a Digitruck*.

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



DELOITTE

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.



**DELOITTE UNIVERSITY
EUROPE**

Design is Dead is a professional digital transformation agency with the best technical talents in the market. Agility is their DNA, and data their bones. This experienced team is your rock-solid guide in your digital journey. Let them help you deliver high quality applications and the automation of your business processes.



DESIGN IS DEAD

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.



DHL

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 is involved in voluntary work for projects in Belgium and was an early adopter of Close the Gap's e-waste offsetting programme now operated by WorldLoop.

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



DNS BELGIUM

EFQM is a non-profit foundation that promotes and deploys the concepts of business excellence "to meet or exceed the expectations of all their stakeholders". EFQM uses its knowledge and expertise to help Close the Gap develop its internal capabilities and improve its overall performance. EFQM also connects Close the Gap to members of its network to drive shared-value initiatives.



EFQM

* For more information on the digitruck, go to page 23.

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.

EMAKINA



Essent/RWE is the largest energy company in the Netherlands and also operates in Germany and Belgium. As a long-time supporter of Close the Gap, Essent/RWE is continuously looking for opportunities to continue its strategic partnership.

ESSENT/RWE



The Gillès Foundation was established in 1991 with private funds from shareholders of ETAP to support small-scale economic initiatives that increase the autonomy of local populations. The Gillès Foundation is supporting Close the Gap's service in DRC to collect and dismantle e-waste.

THE GILLÈS FOUNDATION

GOOD UP is an organisation that builds do-good crowdfunding platforms to kick-start interesting and impactful initiatives. GOOD UP and Close the Gap started collaborating in 2016. Together, we boost innovative digital solutions to create an impact LEAP for societal challenges.

GOOD UP



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 external auditing contribution.

GRANT THORNTON



IMS is a Luxembourg-based network that assists organisations in their commitment to corporate social responsibility by enhancing dialogue with their stakeholders. Close the Gap works with the IMS network to drive shared-value initiatives.

IMS



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 long-time supporter of Close the Gap and is not only one of Close the Gap's largest donor organisations, but it also works with Close the Gap to provide banking services.

KBC BANK & INSURANCE



Liberty Foundation 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. Close the Gap uses this fund to finance shipments to our partners in Kenya and Tanzania.

LIBERTY FOUNDATION



Mediataal is a storytelling company that uses film as its medium. No matter how well-made and professional a film is, a good story is fundamental to delivering a strong, credible message. Mediataal has helped Close the Gap's storytelling through the production of numerous videos and testimonials.

MEDIATAAL



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 for years to bring high-quality software solutions to beneficiary projects in developing countries.

MICROSOFT



MVO Nederland is the Centre of Excellence for Dutch companies that are striving for corporate social responsibility. Close the Gap engages with MVO Nederland's network to drive shared-value initiatives.

MVO NEDERLAND



NileDutch is one of the 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 also contributes to Best-of-2-World activities by supporting WorldLoop with the transport of e-waste from Africa back to Europe for proper treatment.

NILEDUTCH



Ordina is the largest, independent IT service provider in the Benelux. Their goal is to give customers in the financial services, public, industry and healthcare sectors a digital edge. They do this by devising, building and managing technological solutions. Ordina helped us to become GDPR-compliant through a thorough assessment and thanks to their expertise.

ORDINA



Out Of Office develops and introduces, both nationally and internationally, future ways of working in order to improve business by enabling flexibility, freedom, informal communication and interaction, information and knowledge sharing, collaboration, creativity and innovation. Because the way we do our work is changing, Out Of Office developed and implemented a new way of working for the Close the Gap team through an open-office concept that stimulates interaction and collaboration, information and knowledge sharing, creativity and innovation.

OUT OF OFFICE



Proximus is the largest telecommunications company in Belgium. In 2016, Close the Gap delivered almost 400 computer assets to non-profit organisations and schools selected by Proximus.

PROXIMUS



The Rabobank Group is an international financial services provider operating on the basis of cooperative principles. It offers retail banking, wholesale banking, asset management, leasing and real estate services. Its focus is on all-finance services in the Netherlands and on retail and wholesale banking, and food and agriculture internationally. In 2011, Rabobank started an important partnership with Close the Gap. By the beginning of 2016, this partnership had reached the milestone of more than 20,000 computer assets shipped to educational institutions in East African communities. Rabobank took their commitment to invest in society to the next level by also supporting sustainable takeback of ICT assets in East Africa through Close the Gap's e-Resource Certificate Programme.

THE RABOBANK GROUP



Realdolmen is one of the largest ICT companies serving the Benelux region, offering integrated ICT solutions such as infrastructure, applications and communication for the entire ICT life cycle from the design phase through deployment and maintenance to recycling. Realdolmen provides IT donations and raises awareness about Close the Gap through its customer base and network.

REALDOLMEN



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

REYNAERS ALUMINIUM



Ricoh, one of the world's leading manufacturers and suppliers of office automation equipment and document solutions, has been supporting Close the Gap since its creation with core business, knowledge and products. **Ricoh Belgium** has supplied printers to Belgian non-profit organisations that have received a computer donation through PC Solidarity. The company has also supported Close the Gap through financial donations and prints the activity report. In addition to financial support, **Ricoh Netherlands** also donates used printers which, after refurbishment, can be ordered by the projects.

RICOH



The 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.

THE SAS INSTITUTE



Sidus is a specialist in the selection and recruitment of top-level assistants, personal, executive and management assistants, for various managers/departments (sales, marketing, human resources, legal, finance, etc.), office managers, personnel/HR managers and payroll/recruitment officers, event organisers and telephonists/receptionists. Sidus supports Close the Gap by offering its recruitment services.

SIDUS



The Telenet Foundation supports social projects that promote digital inclusion. In 2016, Close the Gap delivered computers to projects which were selected through the foundation. Moreover, Telenet hosts Close the Gap's e-mail.

THE TELENET FOUNDATION



The Shift is Belgium's meeting point for sustainability. Formed by the merger of KAURI and Business & Society Belgium in 2015, the organisation now manages the Belgian secretariat of the United Nation's Global Compact Belgian Chapter. Close the Gap engages with The Shift's network to drive shared-value initiatives and is a founding member of the Belgian Chapter of the United Nation's Global Compact.

THE SHIFT



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, facilitating environmentally sound and closed-loop recycling in WorldLoop's operations. Since 2013, Umicore has been donating computers from its organisations worldwide to Close the Gap and offsetting its donation.

UMICORE



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.

VLIR-UOS



Vintage Productions 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.

VINTAGE PRODUCTIONS



The **Vrije Universiteit Brussel (VUB)**, Brussels’ Flemish university, welcomes more than 14,000 students every year. It is through the support and expertise of the VUB that Close the Gap was founded. The VUB provides Close the Gap with logistical assistance by offering office space. Additionally, the office costs of telecommunication and postal services are partly sponsored by the VUB.

VRIJE UNIVERSITEIT BRUSSEL



COMPANY	ASSET DONATION	ADOPT	FINANCIAL	NETWORK ACCESS	IN-KIND	E-WASTE OFFSETTING
ACERTA	•				•	
AIR FRANCE-KLM	•			•	•	•
THE EXECUTIVES' CIRCLE				•		
ARROW ELECTRONICS	•	•				
ARROW VALUE RECOVERY			•		•	
BNP PARIBAS FORTIS FOUNDATION	•	•				
CharTty				•	•	
CHG MERIDIAN					•	
CSR EUROPE				•		
CTG					•	
DELOITTE	•	•			•	•
DELOITTE UNIVERSITY					•	
DELL						•
DESIGN IS DEAD					•	
DHL	•				•	
DNS.BE	•	•			•	•
EFQM				•	•	
EMAKINA					•	
ESSENT/RWE	•	•				•
GILLÈS FOUNDATION		•				•
GOOD UP				•		
GRANT THORNTON					•	
IMS				•		
KBC	•	•			•	
LIBERTY FOUNDATION			•			
MEDIATAAL					•	
MICROSOFT					•	
MVO Nederland				•		
NILEDUTCH					•	
ORDINA	•				•	
OUT OF OFFICE					•	
PROXIMUS		•				
RABOBANK	•	•				•
REALDOLMEN	•		•		•	•
REYNAERS	•	•				•
RICOH	•	•	•		•	
SAS INSTITUTE	•		•		•	
SIDUS					•	
TELENET FOUNDATION	•	•				
THE SHIFT				•		
UMICORE	•					•
VLIR-UOS	•	•				•
VINTAGE					•	
VUB					•	

Close the Gap also engages with the following organisations

- Agoria ICT
- BELTUG
- CIO Europe
- DataNews
- EDM
- Educaid
- Ethicom
- FINAKI
- Lions Clubs
- PACE
- Rotary Clubs
- Step
- TEDx
- TechSoup

SUPPORTING PARTNERS



SERVICE PARTNERS

When refurbished ICT equipment is ready for projects, Close the Gap tries to work through local businesses as much as possible. These organisations become Close the Gap's local Service Partners, who work as intermediaries between Close the Gap and beneficiary organisations. They know and understand the local problems and challenges and have expertise in local project management.

Service Partners are an important aspect of quality assurance as they are responsible for preparing the local infrastructure. They make sure that donated devices have a secure location and all the necessary utilities, such as electricity, Internet connections if available, etc. They are also responsible for the distribution and transport of computers to the beneficiaries, installation and maintenance of ICT equipment, training project managers/teachers/users and finally, taking back the ICT equipment for proper recycling once it reaches its end-of-life state.

Name of the organisation	Import administration	Distribution & transport	Preparation suitable infrastructure	Installation & maintenance	Training	E-waste management
BURUNDI						
GLICE Burundi	•	•	•	•	•	•
KENYA						
Computers for Schools Kenya	•	•	•	•	•	•
DEMOCRATIC REPUBLIC OF THE CONGO						
Benelux Afro Centre	•	•	•	•	•	•
RWANDA						
ICT4ALL	•	•	•	•	•	•
SENEGAL						
Seneclic		•	•	•	•	•
BATUK		•	•	•	•	
SOUTH AFRICA						
Belgium Campus	•	•				
MMTM Technologies & THUDO NPO		•	•	•	•	
THAILAND						
Fund Isaan	•	•	•	•	•	
TANZANIA						
ACTT	•	•	•	•	•	•
ICT4D - Tanzania Foundation	•	•	•	•	•	
Exponential Technology		•	•	•	•	



GLICE

GLICE has been a service partner of Close the Gap for many years, and they are committed to promoting digital inclusion in the African Great Lakes Region by facilitating access to IT equipment and training. In 2018, GLICE implemented several programmes and initiatives in **Burundi**. The first was **the ICT4Education project** to build capacity in the educational sector through ICT. GLICE and Close the Gap provided 300 laptops for the Polytechnic University of Gitega, the Lake Tanganyika University and the High Paramedical Institute of Gitega. The second initiative, the **ICT4Women** project, is a programme for women and girls who want to learn how to code and become entrepreneurs. 15 women benefited from this programme in 2018. Another noteworthy initiative is the **Robotics programme**, which encourages young people to take an interest in science and technology. Last but not least, GLICE is also the driving force behind the **Burundi WEEE Center**, which turns e-waste into sustainable, human and economic resources.

Name of the organisation	Import administration	Distribution & transport	Preparation suitable infrastructure	Installation & maintenance	Training	E-waste management
UGANDA						
Computers for Schools Uganda	•	•	•	•	•	•
UConnect	•	•	•	•	•	•
ZAMBIA						
Crescent Future Kids	•	•	•	•	•	•
ZIMBABWE						
World Links Zimbabwe	•	•	•	•	•	•
GHANA						
Savana Signatures	•	•	•	•	•	•
Africa ICT Rights	•	•	•	•	•	•
Recell Ghana	•	•	•	•	•	•
ETHIOPIA						
CRTC Ethiopia	•	•	•	•	•	•
TOGO						
Education Science Experience	•	•	•	•	•	•
MALAWI						
Sterling	•	•	•	•	•	•

CLOSE THE GAP & THE UNITED NATIONS



SUSTAINABLE DEVELOPMENT

GOALS



Information and Communication Technologies (ICT) play a crucial role in achieving the Sustainable Development Goals (SDGs) and have been transforming societies over decades by contributing to economic growth, bringing new ways to deliver education, healthcare and government services as well as creating a global information society. ICT is seen as an enabler for global economic and social development, since it has the potential to work as a catalyst for the three pillars of sustainable development: economic development, social inclusion and environmental protection.

For more than a decade now, Close the Gap has been working on bridging the global digital divide, facilitating access to ICT in the sectors of education, healthcare and economic transformation of developing communities. Close the Gap believes in the power of education to achieve the SDGs and improve the future prospects of our planet, where providing basic prosperity for all and environmental protection will be the global norm.



GOAL 1 - END POVERTY

Having a quality education will improve chances in the job market, since digital skills are a primary requirement for most jobs. Therefore, ICT helps to reduce poverty.



GOAL 4 - QUALITY EDUCATION

Education is one of the most powerful instruments for reducing poverty and inequality and lays a foundation for sustained economic growth. Yet many children in developing countries lack access to quality education and knowledge. Bridging the digital divide and providing access to IT equipment is the key driver for improving the educational and economic prospects of a country in today's modern world.



GOAL 5 - GENDER EQUALITY

Access to ICT for women empowers them to stand up for their rights and demand equality.



GOAL 8 - DECENT WORK AND ECONOMIC GROWTH

Digital skills are a primary requirement for most jobs. Children with access to ICT at school learn valuable IT skills that improve their chances in the job market, which in turn stimulates the economy.

Close the Gap has been recognised as a United Nations Global Compact (UNGC) signatory, is a member of the United Nations Department of Public Information (UNDPI). In addition, Close the Gap has a permanent Youth Representative who represents the organisation at the United Nations headquarters in New York.



UNDPI & FORDHAM UNIVERSITY

Close the Gap is a member of the United Nations Department of Public Information, which helps non-governmental organisations to disseminate information to the public about the United Nations. Close the Gap has a unique partnership with Fordham University, New York, which selects a master's student each year to be the Youth Representative for Close the Gap at the United Nations in New York. For the 2018 academic year (September to June), Abdul-Aziz Abdul-Rahman represented Close the Gap.

UN GLOBAL COMPACT

WE SUPPORT



The United Nations Global Compact (UNGC) is a strategic initiative for businesses to align strategies and operations with universal principles of human rights, labour, environment and anti-corruption, and take actions that advance societal goals, such as the UN Sustainable Development Goals, with an emphasis on collaboration and innovation.

THE SHIFT

THE SHIFT

For many years, Close the Gap was a member of the sustainability network KAURI. In 2015, KAURI merged with Business & Society Belgium to become The Shift, with the mission to become the Belgian contact for the World Business Council for Sustainable Development (WBCSD) and UN Global Compact (UNGC). The Shift aims to develop innovative solutions to deal with the biggest challenges faced by our planet, our population and our prosperity by promoting the SDGs in a local context, Belgium, and among its members.

ABDUL-AZIZ ABDUL-RAHMAN
UN Youth Representative for Close the Gap

"I really enjoyed the experience of being Close the Gap's UN Youth Representative. I have been exposed so much to the working of the UN and its subcommittee within the short period I have been representing Close the Gap. I feel honored to have such tremendous exposure by being the Close the Gap Youth Representative at the UN. I had the opportunity to represent Close the Gap at several UN and other events. I started the semester by representing Close the Gap at the Public meeting of the U.S. Advisory Commission on Public Diplomacy in September 2018, and subsequently at various committee meetings. Some of the events include meeting with UN Special Rapporteur on Trafficking, NGO Committee on ageing to address inequality, Media and Social Changes; Recognizing & Challenging Disinformation, Stereotypes, and Fake News among others."



03

TRANSPARE ACCOUNTA AND FINANCO



TRANSPARENCY ACCOUNTABILITY FINANCIAL REPORT

Close the Gap has demonstrated over the last decade its ability to fulfil its mission with a clear and tangible impact and hard deliverables, without relying on a traditional donor-driven and grant-money structure. A healthy, innovative, well-balanced and leading social business model has enabled Close the Gap to simultaneously fulfil its commitments to its partners on the ground in Africa, whilst maintaining a solid financial position to further grow and innovate.

More details 2018

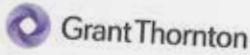
Close the Gap International VZW closes the fiscal year with a balance of 3.580.207,45 EUR. The decline in 'Liquid Assets' from last fiscal year is due to the contribution as a donation that was paid to Close the Gap Foundation, for an amount of 207.085,75 EUR. This deposit was taken into account in the income statement of 2018 under heading 64. The decrease in 'received advance payments' from last year is due to the closing of existing project funds for East-African projects that has reached completion with an excess positive result (see infra) for an amount of 706.628,08 EUR.

The result to be appropriated of the fiscal year 2018 is 669.913,62 EUR, vis-a-vis -229.635,48 EUR at the end of 2017. The high profit figure of this year can be explained by the inclusion of the result of the available excess positive result on the East-African project fund. At the balance date, no more liabilities or performance commitments were required on this fund. This fund represented an available balance of 706.628,08 EUR. As mentioned above, in 2018 (in analogy with previous years) a deposit to Close the Gap Foundation was made for an amount of 207.085,75 EUR. Both above mentioned transactions excluded, 2018 saw an operationally realized result of 170.371,29 EUR.

Following the result of 2018, the Board of Directors recommended to the General Assembly on 27 June 2019 to install three new dedicated funds for a total amount of 700.000 EUR. These dedicated funds all relate to the executing of new projects in the following three years, with dominance of executing projects in East-Africa, including projects for schools and for special-needs education, in line with the original above-mentioned fund that was accounting wise winded down. The General Assembly has unanimously approved this proposal on 27 June 2019.



AUDITOR'S REPORT



Close The Gap International vzw

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1050 BRUSSEL
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Auditor's report on the financial year
as per 31 December 2018

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Auditor's report to the general meeting of members of the organisation Close The Gap International vzw for the year ended 31 December 2018

In the context of the audit of the annual accounts of Close The Gap International vzw (the Organisation), we hereby present our auditor's report. It includes our report on the annual accounts as well as other legal and regulatory requirements. This forms a whole and is indivisible.

We have performed the audit of the annual accounts of Close The Gap International vzw for 15 consecutive years

Report on the annual accounts

Unqualified opinion

We have audited the annual accounts of the Organisation, which comprise the balance sheet as at 31 December 2018, the profit and loss account for the year then ended and the notes to the annual accounts, characterised by a balance sheet total of € 3,580,207,45 and a profit and loss account showing a positive result for the year of € 669,913,62.

In our opinion, the annual accounts give a true and fair view of the Organisation's net equity and financial position as at 31 December 2018, as well as of its results for the year then ended, in accordance with the financial reporting framework applicable in Belgium.

Basis for unqualified opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs) as applicable in Belgium. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the annual accounts' section in this report. We have complied with all the ethical requirements that are relevant to the audit of annual accounts in Belgium, including those concerning independence.

We have obtained from the board of directors and the officials of the Organisation 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.

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Responsibilities of the board of directors for 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.

In preparing the annual accounts, the board of directors is responsible for assessing the Organisation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board of directors either intends to liquidate the Organisation or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the annual accounts

Our objectives are to obtain reasonable assurance about whether the annual accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue a auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual accounts.

When performing our audit, we comply with the legal, regulatory and normative framework that applies to the audit of the financial statements in Belgium.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the annual accounts, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- Obtain an understanding of internal control relevant to the audit 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 Organisation's internal control;
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board of directors;
- Conclude on the appropriateness of the board of directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organisation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual accounts or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our

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auditor's report. However, future events or conditions may cause the Organisation to cease to continue as a going concern;

- Evaluate the overall presentation, structure and content of the annual accounts and whether the annual accounts represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board of directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identified during our audit.

Other legal and regulatory requirements

Responsibilities of the board of directors

The board of directors is responsible for the compliance with the legal and regulatory requirements regarding bookkeeping, as well as for compliance with the Law of 27 June 1921 on non-profit organisations, foundations, European political parties and European political foundations, and with the Organisation's by-laws.

Responsibilities of the auditor

In the context of our mandate and in accordance with the Belgian standard (revised in 2018) which is complementary to the International Standards on Auditing (ISAs) as applicable in Belgium, it is our responsibility to verify, in all material aspects, compliance with certain provisions of the Law of 27 June 1921 on non-profit organisations, foundations, European political parties and European political foundations and with the by-laws, as well as to report on these elements.

Statement related to independence

Our audit firm and our network did not provide services which are incompatible with the audit of annual accounts, and our audit firm remained independent of the Organisation throughout the course of our mandate.

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Other statements

- Without prejudice to certain formal aspects of minor importance, the accounting records are 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, foundations, European political parties and European political foundations that we have to report to you.

Brussels, 26 June 2019

Grant Thornton Bedrijfsrevisoren CVBA
Represented by



Gunther Loits
Registered auditor

FINANCIAL REPORT

BALANCE SHEET	Codes	31.12.2018	31.12.2017	31.12.2016	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011
ASSETS									
FIXED ASSET	20/28	38.379,51	44.577,31	45.251,99	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62
Intangible assets		6.000,00	9.000,00	12.000,00	0,00	0,00	0,00	0,00	0,00
Tangible assets	22/27	32.379,51	35.577,31	33.251,99	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62
Plant, machinery and equipment					0,00	90,00	246,11	402,22	900,32
Furniture and vehicles	24	18.779,58	22.534,66	17.650,40	19.190,60	27.018,80	36.044,28	13.125,96	12.759,30
Other tangible fixed assets		13.599,93	13.042,65	15.601,59	18.160,53	20.719,47	22.454,81	1.932,00	2.208,00
CURRENT ASSETS	29/58	3.541.827,94	3.717.649,67	4.428.720,36	4.292.091,72	5.124.722,57	6.209.113,42	5.517.578,36	5.559.033,89
Stocks and contracts in progress	3	1,00	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Stocks	30/36	1,00	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Goods purchased for resale	34	1,00	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Amounts receivable within one year	40/41	1.066.487,48	867.771,22	1.095.214,29	675.869,15	703.497,87	1.122.889,51	960.809,51	778.536,89
Trade Debtors	40	729.433,76	763.488,83	1.040.117,76	650.066,72	636.008,02	944.740,13	788.671,20	741.099,04
Other amounts receivable	41	337.053,72	104.282,39	55.096,53	25.802,43	67.489,85	178.149,38	172.138,31	37.437,85
Cash at bank and in hand	54/58	2.398.808,46	2.562.912,73	3.248.270,71	3.492.977,84	4.326.962,33	4.893.573,54	4.478.351,07	4.692.292,10
Short term investments		0,00	0,00	302.902,84	302.519,52	301.519,59	1.303.288,45	1.871.671,67	2.346.735,72
Cash assets		2.398.808,46	2.562.912,73	2.945.367,87	3.190.458,32	4.025.442,74	3.590.285,09	2.606.679,40	2.345.556,38
Deferred charges and accrued income	490/1	76.531,00	286.964,72	85.234,36	123.243,73	94.261,37	192.649,37	78.416,78	88.203,90
TOTAL ASSETS	20/58	3.580.207,45	3.762.226,98	4.473.972,35	4.329.442,85	5.172.550,84	6.267.858,62	5.533.038,54	5.574.901,51

LIABILITIES									
CAPITAL AND RESERVES	10/15	2.163.911,69	1.493.998,07	1.723.633,55	1.580.253,69	2.036.912,50	2.920.272,37	2.658.014,60	2.423.925,57
Association's funds	10	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62
Starting Capital	100	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62
Allocated Funds	13	1.305.000,00	605.000,00	1.011.721,05	868.341,19	1.325.000,00	1.596.761,25	584.503,48	589.719,25
Result carried forward	140	849.450,07	879.536,45	702.450,88	702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70
PROVISIONS		38.322,99	46.372,99	52.284,13	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42
Provisions for liabilities and charges		38.322,99	46.372,99	52.284,13	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42
CREDITORS	17/49	1.377.972,77	2.221.855,92	2.698.054,67	2.711.369,38	3.097.818,56	3.312.166,97	2.839.959,31	3.053.778,52
Amounts payable within one year	42/48	1.285.135,67	2.031.927,35	2.577.399,69	2.444.277,76	2.767.748,05	2.862.541,55	2.443.325,12	2.595.068,04
Financial Debts									
Trade debts	44	421.962,47	330.027,16	763.582,08	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15
Suppliers	440/4	421.962,47	330.027,16	763.582,08	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15
Advances received on contracts in progress	46	818.643,74	1.623.872,26	1.707.236,28	2.048.962,78	2.232.157,26	2.260.096,21	2.090.927,88	2.033.899,71
Taxes, remuneration, and social security taxes	45	44.529,46	78.027,93	106.581,33	105.664,54	59.026,88	45.983,90	38.517,17	19.935,18
Taxes		7.113,34	10.410,34	11.653,51	9.973,19	8.683,15	9.705,83	0,00	0,05
Remuneration and social security	454/9	37.416,12	67.617,59	94.927,82	95.691,35	50.343,73	36.278,07	38.517,17	19.935,13
Other amounts payable	47/48							0,00	6.600,00
Accrued charges and deferred income	492/3	92.837,10	189.928,57	120.654,98	267.091,62	330.070,51	449.625,42	396.634,19	458.710,48
TOTAL LIABILITIES	10/49	3.580.207,45	3.762.226,98	4.473.972,35	4.329.442,85	5.172.550,84	6.267.858,62	5.533.038,54	5.574.901,51

	Codes	31.12.2017	31.12.2016	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011	
INCOME STATEMENTS									
Operating income	70/74	2.643.895,74	1.726.730,31	2.072.919,08	1.837.712,18	1.668.482,67	1.603.473,74	1.752.669,28	1.851.958,90
Turnover	70	1.539.046,12	1.423.871,05	1.728.848,47	1.403.105,68	1.284.668,86	1.353.285,36	1.516.977,10	1.457.542,55
Contributions, donations, grants, etc	72	1.097.193,82	267.788,08	320.970,19	398.286,96	341.277,01	220.594,32	206.918,15	384.954,64
Other operating income	74	7.655,80	35.071,18	23.100,42	36.319,54	42.536,80	29.594,06	28.774,03	9.461,71
Operating charges	60/64	1.963.887,62	1.954.486,29	1.933.092,65	2.319.955,76	2.582.055,69	1.364.088,48	1.621.425,13	1.305.011,34
Intermediate consumption	60/61	1.464.637,48	1.080.609,41	1.188.141,81	1.111.426,66	1.086.475,15	962.703,90	1.241.186,57	973.842,05
Raw materials, consumables and goods for resale	60	431.125,14	471.893,31	705.100,43	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35
Purchases		431.125,14	471.893,31	705.100,43	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35
Increase (-);decrease(+) in stocks	609								
Services and other goods	61	1.033.512,34	608.716,10	483.041,38	415.930,30	410.392,73	424.473,41	401.144,19	306.362,70
Gross Margin	70/61	1.179.258,26	646.120,90	884.777,27	726.285,52	582.007,52	640.769,84	511.482,71	878.116,85
Remunerations, social security costs and pensions	62	213.302,15	337.935,33	398.447,11	422.095,91	375.737,50	337.536,00	336.953,38	214.442,51
Depreciation of fixed assets	630	15.308,44	13.774,71	9.688,38	10.899,34	12.883,46	13.747,54	5.918,16	5.896,21
Provisions for Liabilities and charges: Appropriations (+/-)		-8.050,00	25.249,24	16.317,75	0,00	2.400,50	354,65	-62.132,79	29.310,32
Other operating charges	640/8	278.689,55	496.917,60	320.497,60	775.533,85	1.106.959,58	50.101,04	37.367,02	110.830,57
Operating result	70/64	680.008,12	-227.755,98	139.826,43	-482.243,58	-915.973,52	239.030,61	193.376,94	517.637,24
Financial income	75	802,80	376,27	7.996,73	28.443,51	35.190,86	26.472,55	42.507,78	56.677,25
Income from current assets	751	434,59	1.818,71	6.019,67	25.634,23	34.185,49	25.330,23	42.012,78	55.996,83
Other financial income	752/9	368,21	-1.442,44	1.977,06	2.809,28	1.005,37	1.142,32	495,00	680,42
Financial charges	65	-9.467,10	-2.255,77	-4.443,30	-2.858,74	-1.197,21	-1.441,04	-1.795,69	-1.517,04
Interest nad other debt charge		-246,74						43,65	0,00
Other financial charges	652/0	9.220,36	2.255,77	4.443,30	2.858,74	1.197,21	1.441,04	1.752,04	1.517,04
Result on ordinary activities	70/65	671.343,82	-229.635,48	143.379,86	-456.658,81	-881.979,87	264.062,12	234.089,03	572.797,45
Extraordinary income (+)/ cost (-)		-1.430,20			0,00	-1380,00	-1804,35	0,00	0,00
Write-back of depreciations		-1.430,20			0,00	-1380,00	-1804,35		
Result for the year	70/67	669.913,62	-229.635,48	143.379,86	-456.658,81	-883.359,87	262.257,77	234.089,03	572.797,45
Result carried forward		879.536,45	702.450,88	702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26
Withdrawals from allocated funds			436.721,05	293.341,19	750.000,00	1.196.761,25	0,00	5.215,77	
Addition to allocated funds	70/68	-700.000,00	-30.000,00	-436.721,05	-293.341,19	-925.000,00	-1.012.257,77	0,00	-91.593,01
Result to be carried forward	70/68	849.450,07	879.536,45	702.450,88	702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70

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