

**CLOSE  
THE  
GAP**

BRIDGING  
THE DIGITAL  
DIVIDE

WE SUPPORT



# IMPACT REPORT 2020

Mobility  
Processing



This is the official annual report of Close the Gap Int. vzw/asbl, the mother organization.

However, from an ecosystem point of view, this report is also showcasing the independent organisations:

**WorldLoop vzw/asbl**

**Close the Gap Kenya Ltd**

**Close the Gap CVBA**

**CTG Circular Ltd**



[close-the-gap.org](https://close-the-gap.org)



[@ClosetheGapInt](https://www.facebook.com/ClosetheGapInt)



[@CloseTheGapInt](https://twitter.com/CloseTheGapInt)



[close-the-gap](https://www.linkedin.com/company/close-the-gap)



[closethegapint](https://www.instagram.com/closethegapint)

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# FOREWORD: CHAIR OF THE BOARD

It was a year like never before for Close the Gap, just as it was for the wider world. The global COVID-19 pandemic posed significant and unknown challenges for all social enterprises, entrepreneurs and businesses alike. However, our transformative organisational changes enabled us to counteract this worldwide uncertainty. Our Board and Management team have demonstrated expert and flexible leadership. To them, I wish to extend my explicit gratitude. Also, I would like to give a special mention to all Close the Gap's staff and volunteers. Your work is warmly appreciated. Thanks to all efforts by the entire Close the Gap team, and our partner organisations in Belgium, the Netherlands and Kenya, Close the Gap Int. vzw has delivered according to its objectives. If the pandemic allows us, we are now ready for our next step, with the right tools and capabilities for achieving our global ambitions. Close the Gap Int. vzw emerges from the current situation as a fast-growing ecosystem with a robust balance sheet.

## **A COMPLEX BUT NECESSARY TRANSFORMATION JOURNEY**

As mentioned in the Chair statement of last year, we agreed to evolve our 'mothership' organisation into an ecosystem enabler, facilitating the creation of a hybrid structure. The solution was to create a structure where private sector patient-capital impact investors could get on board. These patient investors allow us to now fuel our exponential growth. They also guarantee the long-term viability of the Close the Gap (CTG) concept.

Looking back to 2020, we're proud that Close the Gap Kenya Ltd, our fully independent social enterprise division in Kenya, has received the Certified B Corporation attestation. This was decided after an in-depth assessment and ongoing coaching. Certified B Corporation Businesses meet the highest standards of verified social and environmental performance, of public transparency and legal accountability. These certified businesses need to balance profit and purpose. They're now part of a global culture shift, redefining business success, building an inclusive and sustainable economy.

I mention this milestone, as it's Close the Gap Int. vzw, that generated a so-called 'flywheel' effect. This enabled us to create the momentum for Close the Gap Kenya Ltd. Remember: a flywheel is a heavy wheel, initially asking for a huge effort to activate...until it builds momentum into a self-reinforcing loop. Our loop is made of key initiatives, which our people and partners are accountable for. That is exactly what Close the Gap Kenya Ltd. is today. Thanks to private sector investors and matching-funding trade incentives, a bigger ecosystem was enabled.

Based on the above, Close the Gap Int. vzw can now intensify its role as an empowering advocacy organisation. This comprises establishments primarily engaged in promoting the social cause of digital inclusion. It's intended to benefit social digital entrepreneurs around the world, with specific focus on Africa. Digital inclusion and digital entrepreneurship are a rapidly developing area, sometimes presenting a challenge for organisations in supporting their communities. Some of our main focal points are:

- Building organisational awareness of digital inclusion;
- Building staff capacity to support digital inclusion, including digital skills training initiatives;
- Providing access to affordable technology and connectivity;
- Providing inclusive technology where people's needs are at the centre (and not the technology);
- Advocate for digital equity and inclusion.

## **THINK GLOBAL, ACT LOCAL**

The investment areas mentioned above now go beyond the traditional North-South divide. Close the Gap has therefore also teamed up with its historic partner DNS.be vzw. Together we founded 'Digital for Youth.be vzw/asbl', a special purpose digital inclusion programme for youth in Belgium. They were found to live in 'digital poverty' due to the unexpected consequences of home schooling during the COVID-19 pandemic. Last year alone, over 15000 laptops were distributed to adolescents in Belgium. A similar programme has now been co-created in the Netherlands.

## **LOOKING TOWARDS A SUSTAINABLE FUTURE OF CONTINUED IMPACT GROWTH**

In addition to these catalyst initiatives by Close the Gap Int. vzw, we reached a symbolic milestone in 2020. We collected the millionth computer since the start of our organisation almost 18 years ago!

After a challenging 2019 we gratefully state that in 2020 – despite the pandemic – we are still able to report a net profit of 23.444 EUR. This is only made possible with the continuous trust of our donor partners and the dedicated support by our IT Asset Management partner, CTG Circular. This year, we tested the resilience of our model and the strength of our customer and partner engagement. Looking ahead for 2021, we will continue our journey towards becoming a global leader in digital inclusion and e-entrepreneurship. And we will keep our focus on digital solutions for poverty alleviation. We also believe to be well positioned to capitalise on the accelerated demand for post-pandemic home schooling programmes. The full implications of COVID-19 on consumer demand and the wider economy remain to be seen, but we are in a strong position to face any challenges that will come our way.

As we present here an encouraging set of positive results, I want to take this opportunity to thank all parties involved for their unwavering resolve during these turbulent times. The superb response from all our stakeholders and business partners, at every level, has ensured that we all come out stronger. Your talent, passion, enthusiasm and, above all, your trust is what drives our common future.

### **Christina von Wackerbarth**

*Chair of the Board of Directors*

*Close the Gap Int. vzw*



# INTRODUCTION TO THE CLOSE THE GAP ECOSYSTEM

After extending Close the Gap's operations in 2019, both in Europe and in Africa, 2020 was the year of further establishing Close the Gap Kenya. In Belgium, Close the Gap operates as a non-profit entity. In 2020, we moved our remanufacturing centre from Nairobi to the industrial zone of the Port of Mombasa. When computer material arrives from Europe – and, in time, from Africa – it is refurbished here and made ready for implementation in our Hub and in other social projects.

**CLOSE  
THE  
GAP**  
BRIDGING  
THE DIGITAL  
DIVIDE

## Close the Gap Int. vzw

With the generous donations of IT material from European and international companies and organisations, we've been providing computer material to social and impact-driven projects for the last 18 years. We list our 2020 achievements and partnerships later on in this impact report.



## Close the Gap Kenya Ltd.

To emphasise and increase our impact, Close the Gap decided to concentrate part of our activities in Africa, where the impact actually happens. The goal of Close the Gap Kenya is to strengthen our social enterprise positioning, in Belgium and Kenya. 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. Close the Gap Kenya is also a certified B Corporation and therefore meets the highest standards of verified social and environmental performance of public transparency and legal accountability.





## Innovation Hub, Mombasa

The Innovation Hub is an integral subsidiary of Close the Gap Kenya Ltd. The Close the Gap Hub is our one-stop shop. It's a dynamic gathering place for local and international co-workers, young entrepreneurs, and start-ups. It's an inspirational and spacious co-working space with meeting rooms to host meetings and events. Members can even exercise in the mini-gym or eat lunch and have coffee in the Close the Gap Café during their breaks.

Young start-ups can benefit from an incubation programme called BOOST and create prototypes in the maker space. Close the Gap HUB is strategically located in Mombasa's oldest and most iconic shopping mall near the city centre.



## Circular Economy Hub, Nairobi & Mombasa

The Circular Economy Hub is an integral subsidiary from Close the Gap Kenya Ltd. In Mombasa, we operate a remanufacturing, recycling and upcycling facility with the capacity of managing over 150.000 assets a year. We also operate an inbound and outbound logistical capacity in the capital of Nairobi, via a partnership. These four pillars are the centre and backbone of our operations.

### Recycle

End-of-life management of electronic devices.

### Refurbish

Data wiping of IT material, as well as the reuse and recovering of material.

### Remarket

Bringing refurbished devices onto the second-hand market, either through sales or leases to social organisations.

### Assembly

Ability to organise a high-end assembly of new devices with locally produced and/ or imported intermediary components into 'made in Kenya' tech devices.



## CTG Circular

CTG Circular provides a sustainable solution for ICT hardware and data and is the strategic partner of Close the Gap Int. Since it was founded in 2003, CTG Circular provides a non-exclusive commercial relationship: Close the Gap's IT Asset Disposition and Upcycling services for its inbound hardware providers. They take care of the entire process: collection, data wipe and restoring of not-so-old desktops, notebooks and mobile devices to give them a second life both for marketing and donation. If a device is beyond economic repair, CTG Circular properly recycles it with as little waste as possible.

The process is straightforward:

- 1. Collection:** We quickly collect all IT hardware, without any quantity restrictions for companies located in Benelux.
- 2. Data wipe:** CTG Circular implements a certified data wiping method designed to protect your data and assets. Our uniform standards and quality controls are in accordance with the GDPR and ensure consistent levels of service and security around the world.
- 3. Remarket, donate or recycle:** The refurbished ICT materials are put on the commercial market again, used to ensure a sustainable impact in developing and emerging countries, or recycled to strive for a zero-landfill impact.

# MILESTONES



Start-up of C...  
a student 'r...  
Solvay Bu...  
Vrije

**2012**



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

**2013/1**



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



The Close the Gap Fo...  
to support initi...  
bridge

**2016**



His Majesty King Philippe of Belgium refurbishes Close the Gap's 500,000th donated computer.

**2017**

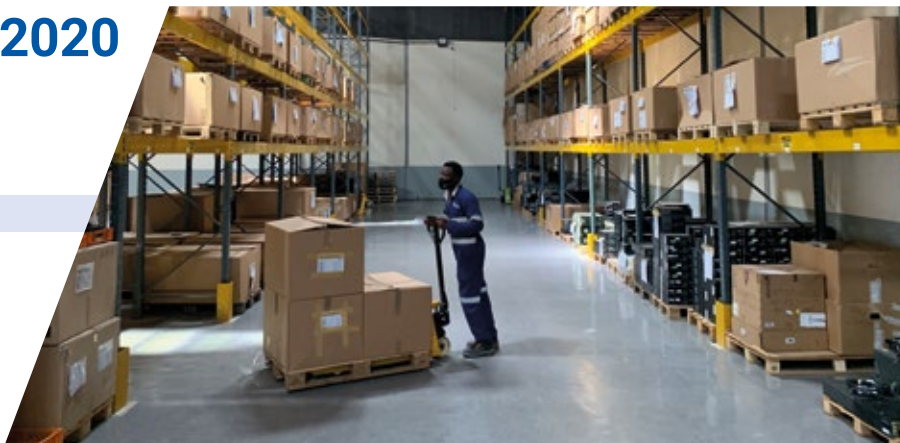


Close the Gap launches Leap<sup>2</sup> Innovation Challenges and is awarded, together with Agoria, the Belgian Digital 4 Development platform project.



Establishment o...

**2020**



All preparations to move the CEH from Nairobi to Mombasa are made final. The move took place at the start of 2021.



## 2003



Close the Gap vzw as 'mini-enterprise' at the Business School of the Universiteit Brussel.

## 2007 \*



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

## 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).

## 2013/2



Foundation is launched initiatives in sustainably bridging the digital divide.

## 2014 \*\*



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

## 2015



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

## 2019



of Close the Gap Kenya & CTG Circular

## 2020

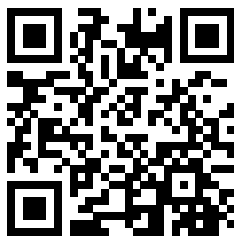


Close the Gap celebrates its 15th birthday.

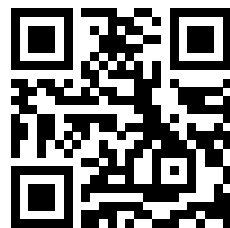
## 2020



Remanufacturing centre in Mombasa is built and we further increase our local presence in East Africa.



**SCAN ME**  
For the video of  
15 years of Close  
the Gap



**SCAN ME**  
For the video of the  
Circular Economy  
Hub

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

\*\* Caption: from left to right, top to bottom: 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



# WHAT WE DID IN 2020

# FACTS & FIGURES 2020

## CLOSE THE GAP VZW

Since Close the Gap started in 2004

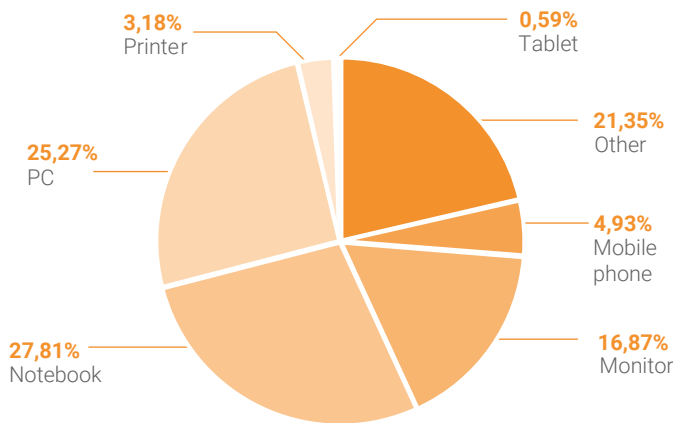
in 2020

**1.136.540** assets donated  
**656** companies involved in donations  
**7.644** projects supported

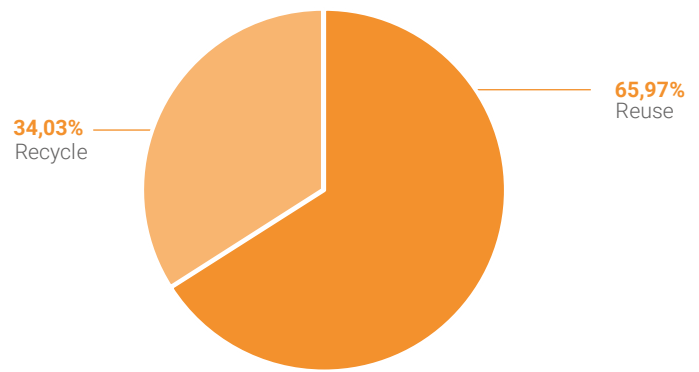
**131.504** assets donated  
**190** companies involved in donations  
**1.356** projects supported

### Asset type

Evolution # assets donation



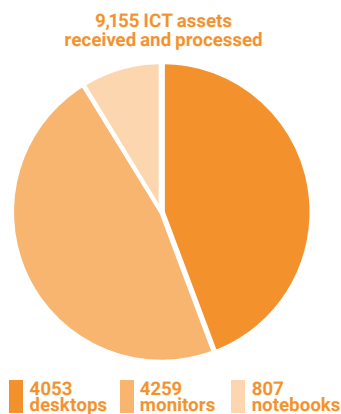
### Reusability



Beneficiaries – 3.972.730 since the start  
 Remember, Close the Gap also collects mobile devices!  
 A record-high of 1.356 projects were supported

## CLOSE THE GAP KENYA

### Circular Economy Hub Mombasa



## WORLDLOOP

### WHAT WE DID SINCE 2012

- 3.986 tonnes e-waste collected
- 2.597 tonnes CO<sup>2</sup> emissions avoided
- 1.459 tonnes of e-waste voluntarily offset with e-waste certificates

90% of all devices shipped in have been supplied to our service partners in Kenya, Uganda & Tanzania: Sekangi, CFSK, CFSU and ACTT.

Our service partners distribute to educational and healthcare institutions, small businesses, rural and peri-urban dwellers.

We also supplied 400 laptops directly to students through our Mombasa Laptops for Students programme.

# EVENTS IN 2020

February 6<sup>th</sup> 2020

## Tech For Development Workshop

On 6 February, Close the Gap (together with Acodev, NGO Federatie and Agoria) organised the first Tech for Development workshop of 2020 after the success of the first three workshops in 2019. These workshops are part of the Digital for Development programme. The free hands-on workshops are specifically developed to the needs of NGOs and non-profits active in Development Cooperation.

This workshop was themed around Digital Marketing. The Google Digital Atelier was so kind as to host our participants in BeCentral, Brussels.

March 25<sup>th</sup> 2020

## Digital For Youth.be

Computers are an integral part of our world – especially for young people. Students who want to take online lessons or receive school tasks due to the COVID-19 measures taken, obviously need computers. Unfortunately, not everyone has access to a computer at home. Several partners joined forces to collect 10,000 laptops for students who have no computers at home. This way, learning disadvantages among the most socially vulnerable pupils can be avoided. There are already 1,000 laptops available through Close the Gap and DNS Belgium and several governments supported the project financially. Through the donation of many companies and organisations, Close the Gap, Digital For Youth.be and DNS Belgium managed to collect and provide over 12,000 laptops to vulnerable children in Belgium.

May 2020

## Close the Gap delivers laptops to Jeugdeducatiefonds in the Netherlands

The pandemic has had a huge impact on children's education. Close the Gap provided Jeugdeducatiefonds, a foundation in the Netherlands, with laptops to help children without computer access at home. They can now do their homework and follow online classes. Together with the mayor of Apeldoorn (where the Foundation is located), Close the Gap gifted these laptops to the children at small event.





September 2020 – BOOST Event

**BOOST Co-creation**

On 18 and 19 September 2020, the inaugural BOOST Your Tech social impact co-creation was launched at the Close the Gap HUB in Ratna Square, Mombasa. The programme focuses on environmental sustainability, from e-waste management and refurbishing to recycling and reusing as part of the greater circular economy theme.

September 25<sup>th</sup> 2020

**Close the Gap wins Computable.be's Social Innovation Award**

Close the Gap has been awarded Social Innovation of the Year by Computable – an independent website that focuses on ICT professionals and ICT managers with reports, backgrounds and opinion articles about ICT. This prize is awarded to an organisation that responds to social needs and uses technology for social inclusion.



**The Circular Economy HUB moves to Mombasa**

The Circular Economy Hub (CEH) is our state-of-the-art IT asset dispositioning facility in Kenya. In 2020, in joint agreement with our landlords of WEEE Centre and CFSK, we moved the main part of our IT Asset Disposition and Upcycling to Mombasa. The move to Mombasa supports Close the Gap's strategy to be close to the point of entry, where tens of thousands of tech devices enter the country each month. Another key reason was to have the management of both the Innovation Hub and the Circular Economy Hub in the same location, to strategically reinforce both businesses. Jomvu is a short distance from the airport and the port of Mombasa (the largest port in East Africa). The Circular Economy HUB is now strategically located to register and refurbish laptops, desktops, and other electronic equipment coming in from Europe. The Circular Economy HUB is the first ITAD (IT Asset Disposition) facility on the Kenyan coast.

December 2020

**Start of Digital for Development Sessions**

Close the Gap and Enabel joined forces to organise a series of digital sessions on Digital for Development topics. The goal is twofold:

1. To help programme writers and NGO professionals working on digitalisation to include D4D initiatives in their programmes (e.g. DGD 2022-2026).
2. To inspire practitioners who want to increase their digitalisation efforts.

This first session was organised in December 2020 and everyone who was interested was able to take part. Read more on pages 32-33.



# PROGRESS TIMELINE I N N O V A T I O N H U B M O M B A S A

IT ALL STARTED...



**MARCH 2020**  
Furniture in HUB 2 &  
mini-gym equipment



**AUGUST 2020**  
Outside seating area



**AUGUST 2020**  
Furniture maker  
space



**SEPTEMBER 2020**  
First BOOST event Zingira Hacks  
& co-creation day



**JANUARY 2020**  
Planning construction works in Mombasa



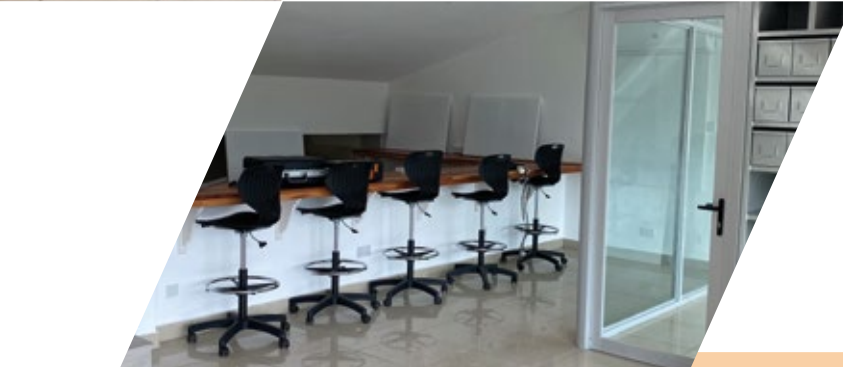
**FEBRUARI 2020**  
Cleaning up empty maker space



**AUGUST 2020**  
Painting at Close the Gap Café



**SEPTEMBER 2020**  
Everything up & running



TO BE CONTINUED...



**PROGRESS TIMELINE  
CIRCULAR ECONOMY  
HUB MOMBASA**

# PROGRESS TIMELINE CIRCULAR ECONOMY HUB MOMBASA

Operations & the big  
move to Mombasa ...



**JULY 2020**

Location chosen for  
the big move from  
Nairobi to Mombasa



**SEPTEMBER 2020**  
Construction



**OCTOBER 2020**  
Construction



**DECEMBER**  
Construction





**MAY 2020**

Operations at the Circular Economy HUB during the COVID-19 pandemic



**JUNE 2020**

Operations at the Circular Economy HUB during the COVID-19 pandemic

**AUGUST 2020**  
Construction



**NOVEMBER 2020**  
Construction

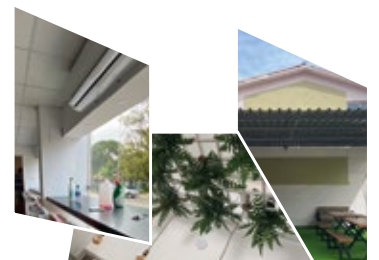


TO BE CONTINUED...



**SCAN ME**

For the full story on the making of the Circular Economy HUB in Jomvu



**PROGRESSTIMELINE  
INNOVATION  
HUB MOMBASA**

# CLOSING THE GAP IMPACT AT A GLANCE

Since 2003, Close the Gap has provided high-quality refurbished IT equipment for social and educational projects in developing countries. It also acts as an end-to-end logistics manager, coordinating the many partners active in the supply chain, to ensure that IT projects are implemented successfully. This includes monitoring the refurbishment process, transport, export/import process, distribution, installation and maintenance, and local collection and recycling.



20 892+  
assets collected  
in 2020 in Belgium  
& The Netherlands



+ 1,100,000  
ICT assets  
collected



25 Local  
service  
partners



+3,900,000  
Beneficiaries

WORLDWIDE

LOAD

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

**Archbishop Em. Desmond Tutu**

*Nobel Peace Prize winner 1984*



+1,200 Tonnes hazardous waste spared



+3,900 Tonnes of e-waste collected



+700 Companies involved in donations

## WORLDWIDE IMPACT

LEADING %

## LOCAL IMPACT IN KENYA

**The Circular Economy Hub (CEH)** is our state-of-the-art IT asset dispositioning facility that moved from Nairobi to Mombasa in 2020. This was done for a number of reasons. One of them was to be closer to Mombasa harbour – the largest port in East Africa. In the Circular Economy HUB we assemble computer components, mobile devices, spare parts, and other tech devices into nearly new ‘made in Kenya’ devices. These devices will be used in educational, medical, and social projects.

**The Close the Gap Hub (CTG Hub)** is our one-stop-shop. It’s a dynamic gathering place for local and international co-workers, young entrepreneurs, and start-ups. It’s an inspirational and spacious co-working space with meeting rooms to host meetings and events. Members can even exercise in the mini-gym or eat lunch and have coffee in the Close the Gap Café during their breaks. Young start-ups can benefit from an incubation programme called BOOST and create prototypes in the innovation maker space. Close the Gap HUB is strategically located in Mombasa’s oldest and most iconic shopping mall near the city centre.

### Making an impact:

The local challenges that Close the Gap is aiming to address with the Circular Economy Hub (CEH) and Close the Gap Hub (CTG Hub):

#### High unemployment rates amongst youngsters in Kenya

Entrepreneurs and start-ups in Mombasa, as the second city of Kenya, are in need of guidance and financial support to develop their ideas into sustainable and impactful start-ups and scale-ups. Close the Gap, in close collaboration with all existing Mombasa ecosystem partners, wants to create an enabling environment with its Innovation Hub.

#### The African continent still faces a large ICT-gap

ICT-equipment is an enabler for vulnerable groups in society, but at the same time able to pollute and create a large hazardous garbage pile that can be harmful to general public health.

When we look at the challenges of exponential job creation in Kenya, we have set out several milestones and targets that are quantitative and verifiable in term of job creation. Further in this report, we will elaborate on how we are going to support entrepreneurs and start-ups, and what we have already achieved in this field in 2020.

We concluded on a number of main KPI’s on job creation for the Close the Gap Hub and the Circular Economy Hub. These are KPIs that should be fulfilled in the timeframe between January 2020 and December 2022. What we should have achieved by December 2022:

Creation of 327 direct and 381 indirect local jobs through the activities of the Close the Gap Innovation Hub.

- Indirect jobs:
  - 81 FTE as a result of the internship programme.
  - 200 FTE as a result of the training programme.
- 23 positions in the Circular Economy Hub with contracts.
- Giving 108 interns a valuable work experience under good working conditions.
- The gender balance of employees is aimed to be 50-50, and 100% will be from the group of 18-35 year-olds.
- 2,285 workers trained in the manufacturing sector in Kenya:
  - 795 participants (50% women, 90% youth) within the Hub’s ecosystem.
  - 100 employers (30% women, 30% youth) in the Mombasa region.
  - 1400 staff members (30% women, 30% youth) of companies within the Mombasa region.
  - 50 staff members have successfully completed the ToT (30% women, 30% youth).
  - 34 full-time employees currently and 8 interns since 2020.

“Every morning when I wake up I’m excited to know that what I’m doing for the day is changing the world. The impact that Close the Gap Kenya has made on young African minds is amazing; and being at the centre of the CTG Kenya team that directly delivers this impact gives me the motivation to keep working harder. At Close the Gap, I’ve learnt that small groups of highly driven people can have a really huge impact.”

**Timothy Wachira**

*Plant Manager Circular Economy Hub*

IMPACT LOADING %

OUR TARGETS

THE CIRCULAR ECONOMY HUB

23

Positions in the Circular Economy Hub with a contract

108

Interns getting a valuable work experience under good working conditions

WORKERS TRAINED IN THE MANUFACTURING SECTOR IN KENYA

2,285

Trained workers in the manufacturing sector

795

Of the trained workers are participants within the Hub's ecosystem

90%

Of participants within the Hub's ecosystem are youth

50%

Of participants within the Hub's ecosystem are women

100

Of the trained workers are employers in the Mombasa region

30%

Of the employers in the Mombasa region are youth

30%

Of the employers in the Mombasa region are women

100%

Youth between 18-35 years old

50% / 50%

Male / Female CEH The gender balance of the employees

1,400

Of the trained workers are staff members of companies within the Mombasa region

50%

Of the staff members of companies within the Mombasa region are youth

30%

Of the staff members of companies within the Mombasa region are women

CURRENT SITUATION AT CLOSE THE GAP KENYA

34

Full-time staff

59% / 41%

20 women / 14 men gender balance full-time staff

8

Interns since 2020




# SUSTAINABLE ICT IN AFRICA


## 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.


## Developing & emerging countries

 CAMEROON			
	No. OF ASSETS	SECTOR	Adopter
Les motives de Douala à Logbaba	6	Education	Close the Gap


  

 CURAÇAO			
	No. OF ASSETS	SECTOR	Adopter
Dr. Albert Schweitzerschool	52	Education	Rabobank


  

 KENYA			
	No. OF ASSETS	SECTOR	Adopter
Close the Gap International vzw	4	Education	Close the Gap

 TANZANIA			
	No. OF ASSETS	SECTOR	Adopter
Lions Club	77	Education	Close the Gap
St Anthony Seminary	264	Education	Close the Gap

 ZAMBIA			
	No. OF ASSETS	SECTOR	Adopter
Abantu Zambia	3	Education	Close the Gap

## Project highlight:

### Abantu Zambia – Zambia

“We are not a charity association, but a development partner!” That’s how Abantu Zambia describes its mission.

Abantu Zambia, a non-profit association under Belgian law, was created in 2004. It was born from the willingness of Zambian villagers to manage their own development. Through its actions, Abantu Zambia supports local initiatives promoting autonomy and sustainable development through support in education, agriculture, health care, access to water, etc.

Over the past 20 years, Abantu Zambia has enabled 6000 children to attend school. It has worked with more than 20 villages, and are still in partnership with 15 villages.

Their projects reach out to a population of 50 000 inhabitants. Zambian communities are increasingly demanding access to computers and digital education. Even though there is often no connection to the electrical grid, needs come from everywhere! From student graduates and community coordinators to small business owners, cooperatives and health centres (see some requests below).

“Thanks to Close the Gap, we are able to respond to some of these demands by buying high-quality refurbished material. And this year, we were even fortunate to be the recipient of a generous donation of 12 laptops. They’ll be used, in part, for an ICT classroom at a school for vulnerable children in Lusaka.

Over the years, Close the Gap has been an incredibly reliable partner in providing us with affordable, top quality computer material so that we can respond to the ever-rising demand of our Zambian partners. We enormously appreciate their professionalism, great service and innovative spirit.”

Sybille du Parc, President Abantu Zambia, asbl


Some concrete requests for laptops:

- Students at college or university level in nursing, teaching, mechanics, etc ( = 15 students in 2019/20 ).
- Some of the coordinators have electricity connection in 4 villages = 4 laptops
- Mrs Loveness Mutima, in charge of the scholarship department, has been dealing with private sponsorship of +/- 80 students each year for the past 20 years.
- The Mwachisopmpola Agricentre Cooperative uses laptops and computers (connected with their own transformer). It employs 7 staff members and operates milling machines.
- Mr Lovemore Cheenga, using a bicycle and one laptop, collects information in a large rural area of 50 villages about HIV in children. He works with a clinic in Mungule and the ministry of health.

- Staff member Mr Leonard Chibunga is a professional builder who uses a laptop to send quotations and photos.
- Mr Justie Mwamulowa, our country coordinator, regularly exchanges email with Belgium for accounting, bank issues, financial reports, etc.
- Nurse Astrida Ndjovu received a laptop when she successfully completed a one- year programme in pediatric medicine. She now handles the only pediatric wing in Chibombo district.
- To fulfil a young teacher project, we are now building a two-classroom block in the Liteta area.
- In Muchinga village, a basic school with 900 students, there are only two laptops powered by solar panels. Four additional laptops are being shipped and they require four more.



## European projects

 <b>BELGIUM</b>			
	No. OF ASSETS	SECTOR	Adopter
CoderDojo	205	Education	PC Solidarity
College da Vinci	10	Education	PC Solidarity
Computers for Projects Selected by BNP Paribas Fortis Foundation	182	Social	BNP Paribas Fortis Foundation
Digital For Youth	2840	Education	Digital For Youth
Don Bosco Groenveld plus	10	Education	PC Solidarity
Goodplanet Project	188	Education	Proximus
Kinderdorp Hoeilaart	10	Social	PC Solidarity
UZ Leuven	30	Health	PC Solidarity
Virtual Hugs	4297	Social	Deloitte

## Regular projects

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

## Developing & emerging countries

 <b>BURKINA FASO</b>	No. OF ASSETS	SECTOR
Amonsoli	21	Education
 <b>BURUNDI</b>	No. OF ASSETS	SECTOR
Enabel	950	Health
 <b>CAMBODIA</b>	No. OF ASSETS	SECTOR
Stichting Hopeful Children Centre	82	Education
 <b>D.R. CONGO</b>	No. OF ASSETS	SECTOR
Enabel	276	Education
Informaticaprojecten Katanga Congo	45	Education
Kinshasa Digital	70	Education
Kolwezi	78	Education
Université de Bukavu	60	Education
 <b>GHANA</b>	No. OF ASSETS	SECTOR
Stichting To Be Worldwide	200	Education
 <b>GUINEA</b>	No. OF ASSETS	SECTOR
Université de Conakry Gamal Abdel Nasser de Conakry	52	Education
 <b>KENYA</b>	No. OF ASSETS	SECTOR
Close the Gap Kenya	9086	Education
Edukans team Kenia	26	Education
 <b>LEBANON</b>	No. OF ASSETS	SECTOR
Thaki	70	Education
 <b>MALI</b>	No. OF ASSETS	SECTOR
Ecole Aisso	60	Education
 <b>MOROCCO</b>	No. OF ASSETS	SECTOR
Association Alfarah pour le développement et la solidarité	27	Education
 <b>MOZAMBIQUE</b>	No. OF ASSETS	SECTOR
ONG ACTEC	42	Social
 <b>RWANDA</b>	No. OF ASSETS	SECTOR
Enabel	378	Health



 <b>TANZANIA</b>	No. OF ASSETS	SECTOR
Bomamgombe School	82	Education
Neema International	20	Social

 <b>THAILAND</b>	No. OF ASSETS	SECTOR
Fund Isaan	252	Education

The following projects were also supported in 2020, receiving less than 20 assets

### Benin

Toucountouna

### D.R. Congo

Blik op Afrika  
Close the Gap International vzw  
George Malaika Foundation  
Projet Mokamo  
Soprobeo

### Rwanda

Kaze


### Uganda

Ondernemers voor Ondernemers vzw  
Fraternity of the Vulnerable

### Zambia

Abantu Zambia

## European projects

 <b>BELGIUM</b>	No. OF ASSETS	SECTOR
Amonsoli	30	Social
Boost Talent Programme from the King Baudouin Foundation	44	Social
Emmaus vzw	25	Social
Fedasil	40	Social
Service Régional de Bruxelles – Gewestelijke Overheidsdienst Brussel	50	Social
Steunpunt Asiel en Migratie vzw	50	Social
Toucountouna	25	Education

 <b>THE NETHERLANDS</b>	No. OF ASSETS	SECTOR
Computerbank	20	Education
Jeugd Interventie Team	80	Social
Jeugdeducatiefonds	200	Education
Leger des Heils W&G Noordwest	30	Social
Sociale Fondsen Den Haag	25	Social
Stichting Jeugdeducatiefonds	434	Education
Stichting Jeugdformaat	50	Social

The following projects were also supported in 2020, receiving less than 20 assets

### Belgium

Centre Culturel Educatif Verviétois asbl  
Close the Gap International vzw

Debateville

Don Bosco Woluwe  
Espace Cultures & Développement  
Iriba

Maks vzw

Projecten op vraag van het Koninklijk Paleis  
PZ H. Familie

SOS Kinderdorpen België  
Vrije Universiteit Brussel  
WeLoveBXL

### The Netherlands

Stichting Boschuyzen

## PROJECT HIGHLIGHT

### George Malaika Foundation – D. R. Congo

Another project we supported in 2020 was Malaika, a foundation that aspires to transform Congolese girls and their communities through education. An educated woman is more likely to give back to her community, to inspire others to attend school, and to cultivate a sense of independence among both her peers and the next generation.

Malaika employs a 100% local, Congolese team, supported by a small international team and an army of pro-bono volunteers from around the world. The foundation creates all kinds of opportunities for Congolese villages. They provide education to 370 girls and a hub of learning for over 5,000 youth and adults each year. Their life-saving, essential infrastructure provides fresh and clean water to over 30,000 people as well as food through their sustainable agriculture programme, reducing disease and illness.



“For our students to have access to up-to-date technology to learn and practice on is an incredible tool and asset. They come from homes without electricity, but at school they are excelling in their mastery of computers and other IT equipment. For that we are so grateful to Close the Gap.”

**Noella Coursaris Musunka**  
*Founder & CEO, Malaika*



## Projects in Europe

Close the Gap is not only active in developing and emerging countries on the African continent, but also on the European continent. Our 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. We want to especially highlight some Dutch and Belgian projects this year. The arrival of Covid-19 gave rise to some wonderful projects. Projects that we've been supporting for years also received a welcome boost.

### Belgium

#### Virtual Hugs

No. assets received	4297
Sector	Social Sector
Adopter	Deloitte Belgium

Close the Gap believes that access to ICT is crucial for empowering disadvantaged communities. Virtual Hugs, an initiative by Deloitte Belgium and Close the Gap, aspires to reconnect elderly people and hospital patients to their family and friends. They aim to tackle loneliness and isolation during the COVID-19 pandemic. A temporary ban on visits during the pandemic saw many people struggling to stay connected with the outside world. Residential care homes and hospitals often don't have the resources to help residents connect virtually. Therefore, tablets and smartphones were collected (and still are) to give residents the possibility to make video calls with their loved ones. As part of a partnership with Deloitte, Close the Gap provided all the IT equipment needed to help residential care centres and hospitals that expressed this need. "The idea for Virtual Hugs came from a colleague whose parents worked in the Covid wing of a hospital. What if we could help patients and elderly people stay connected with loved ones? I will never forget how almost overnight the firm and our people mobilised to get Virtual Hugs up and running. In Close the Gap and VUB we found the perfect allies, both experts in their respective domains. Donating over 2000 devices and reaching 22000 people in elderly care homes and hospitals is the essence of our purpose: "Making an impact that matters" says Hilde Van de Velde, Chief Purpose Officer at Deloitte Belgium.

#### Digital For Youth.be

No. assets received	2840
Sector	Education
Adopter	Digital For Youth

ICT has become an integral part of our young people's lives. They use online learning materials and need a PC for that. They increasingly meet their friends on social media and many have smartphones. If they don't have the necessary digital skills, they miss out on a lot of online opportunities. DigitalForYouth.be provides safe and easy access to ICT for all Belgian youngsters. Through different projects and appeals, DigitalForYouth.be supports schools and organisations that commit to closing the digital gap that exists in Belgium. Belgian schools closed in March 2020 because of the pandemic. This meant that all children had to follow online classes from home. DigitalForYouth.be collected laptops for high school students to ensure that no-one falls behind.

### The Netherlands

#### Boshuyzen Foundation

The Netherlands is the most digitised country in Europe, with a third of all professions using ICT resources for more than 50% of working time. Children and young people are also quickly joining the ICT field, with many online from an early age. They not only go online for school but also for the general gathering of information and their development. On the other hand, 1 in 10 young people live in a family that has to live on an income below the poverty line. They don't have the money for a laptop or tablet, yet it's all-important for young people to develop ICT skills and therefore have their own devices.

During the pandemic, there was a growing awareness among organisations and businesses that used laptops can still be of much use to disadvantaged young people who want to be online. Thanks to a collaboration with Close the Gap, the Boshuyzen Foundation was able to donate hundreds of devices to young people in 2020.

In 2021, Close the Gap and the Foundation will continue to focus on collaborations between companies, funds and youth organisations to systemically eliminate this material shortage highlighted by the pandemic.

#### Stichting Jeugdforma

One of the projects we supported in 2020 was Stichting Jeugdforma, a foundation in the Netherlands. Jeugdforma offers specialist youth and parenting care in the Haaglanden region. Nearly 900 passionate professionals work together to support 7,000 children, adolescents and their parents who can't manage on their own. The goal: to increase future opportunities for these young people and their families. The laptops have certainly made a large impact on their lives:

"A 16-year-old girl has received almost everything second-hand all her life, but now she has a new laptop. She desperately needs this for her MBO education (for which she has had to work very hard) which will start after the summer holidays."

"B. is a 15-year-old boy who has been living in the Netherlands for seven months. He currently lives with his parents, younger brother and sister. There are concerns over his home life, which is why he's now on the waiting list for a shelter facility within Jeugdforma. He needs a laptop for his online school assignments. He has no laptop to work on, instead borrowing a mobile from his father to work on school assignments. Now he can work on his school assignments on a normal screen, with his own laptop."

## 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, multi-purpose, mobile IT unit that brings IT education to rural and vulnerable communities without a power supply and internet connection. Since then, Close the Gap has proudly joined forces with different organisations to build additional Digitrucks. The programmes are run by local educational partners and vary from teaching basic digital skills to remote community members and school students, to more advanced coding classes for unemployed youth (depending on the local need). Close the Gap provides project coordination and monitoring for all the project stages. This includes fundraising, screening of potential operators, coordinating the construction and design, budget monitoring, reporting and communications. Currently there are two construction sites: one in Belgium for the northern hemisphere and one in Kenya for countries in the south.



### ARROW ELECTRONICS – TANZANIA (1)

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 to give children a second chance for a brighter future through education.



### DELOITTE BELGIUM – CAPE TOWN, SOUTH AFRICA (2)

Close the Gap collaborated closely with Deloitte Belgium to build this Digitruck, bringing computers and connectivity to students in the Western Cape region of South Africa in 2016. After a programme run by Quirky 30, based in the township of Langa, the Digitruck was moved to Philippi Village, where it is currently providing shelter for temporarily displaced families. Once they can return to their homes, the Digitruck will be used in a programme providing support for vulnerable women. The programme will also include ICT skills training on mobile devices.



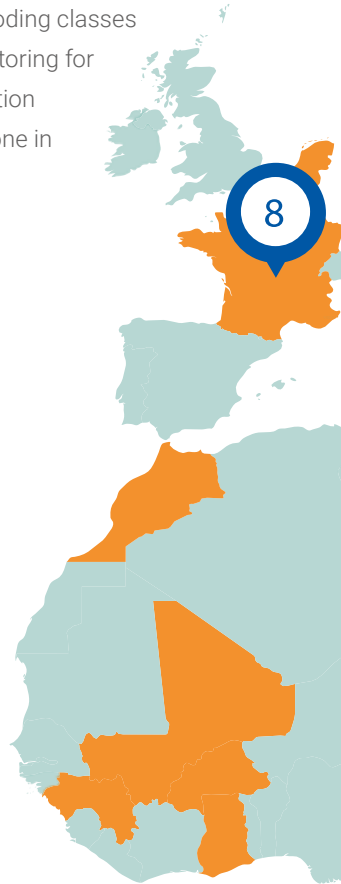
### BRUSSELS-CAPITAL REGION – KINSHASA (3)

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.



### UNITED PETFOODS – CAPE TOWN, SOUTH AFRICA (4)

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



**ARROW ELECTRONICS – KENYA (5)**

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 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 continued in 2019 as well.



**HUAWEI – ZAMBIA (6)**

The Patel family donated a Digitruck to Close the Gap in 2020 in order to give something back for their home country Zambia. After running a digital skills program at the Circular Economy Hub of Close the Gap in Kenya, it will support the ICT-classes of 4 high schools in the Mfuwe region in Zambia.



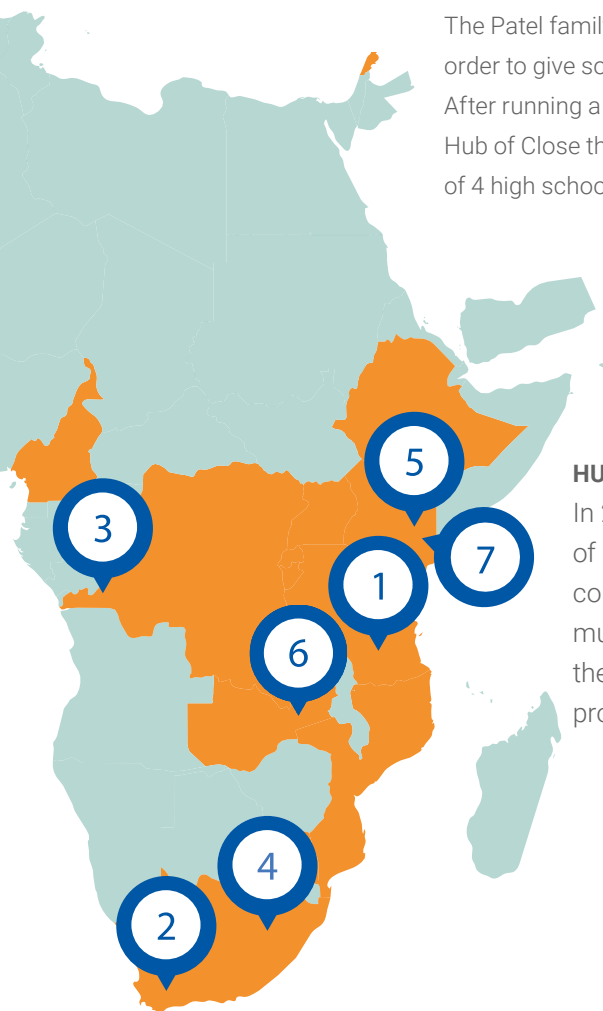
**HUAWEI – KENYA (7)**

In 2019, Huawei sponsored the construction of a Digitruck to offer ICT classes to Kenyan communities. The Huawei Digitruck has multiple partners that support teacher-the-teacher trainings and job creation programmes.



**HUAWEI – FRANCE (8)**

This mobile IT classroom was made possible by Huawei and Simpron, a network of solidarity and inclusive factories offering free training in digital technical professions in France and abroad. Simpron acted as the operator and training partner.



## Impact measurement

In 2020, Close the Gap continued efforts to establish an integral impact measurement and management policy, in collaboration with its partner organisations. This multi-year project is undertaken to quantify and validate the organisation’s investments to create change.

The approach for the development of this impact measurement and management policy was defined in collaboration with Sinzer, a Dutch consulting firm that specialises in the support of environment and social impact organisations. The following structure was developed for this purpose:

In 2019, the Theory of Change (ToC) that represents our mission and activities was established and agreed with key internal and external stakeholders. It allowed for all stakeholders in the CTG ecosystem to agree on the material joint change that the ecosystem is trying to create.

Simultaneously, research was conducted to assess which data needs to be collected from whom and through which means. Based on this, a variety of measurable indicators were identified that could potentially be used in the data collection phase.

For 2020, we continued with a validation of the indicators selected to measure our impact on different levels and for different activities. Among others, we checked for reliability, completeness and clarity in the indicators, in order to make sure that the data collected scores well on these parameters. We also verified to what extent data for the chosen indicators is feasible to collect, and whether the indicator in question is important enough to maintain in the impact measurement framework. We were again supported by students from the Vrije Universiteit Brussel in this exercise.



The objective was to create a shortlist of indicators – going from 27 potential indicators to less than 10 – to be used in the final impact measurement framework. Due to Covid19, we were forced to adjust our ambitions and therefore focused on our entrepreneurship support programme in Kenya to validate the indicators defined for the actors concerned. VUB student Maxime Evens subsequently helped us in narrowing down this list, and linking up different indicators with data collection methods and the reporting standard that was chosen.

We also engaged in a benchmarking exercise to verify how other social enterprises report on their impact and which reporting standards they use to this end. Several annual (impact) reports from Belgian and foreign organisations have been analysed, and the following findings were made:

- Most small and medium-sized organisations don't use more than four indicators to measure their impact
- Indicators used are focused on direct outputs, rather than (subjective) outcomes

Additionally, comparative research has been executed to assess which reporting standard is the most suitable to use for Close the Gap. We want to use an internationally acclaimed reporting standard in order to allow for benchmarking with other social enterprises, so that we can adapt our strategy and grow in domains where there is untapped potential.

We compared the reporting standards listed here and decided that the Global Reporting Initiative (GRI) Sustainability Reporting Standards best suit our approach and needs. The GRI-standards are modular in nature, making it possible to integrate them over time in an organisation's impact reporting framework. This facilitates the implementation of standards in our specific context, as does the GRI framework and support services.

To allow for full integration of our operations – which are now situated both in Belgium and in Kenya – and for transparency towards our donor companies, we collaborated with Fujitsu to create a blockchain tracking system for our ICT hardware. Through the software, we aim to record every step of the donation process, from the collection of a unit at a donor company site, through to processing and wiping in our warehouse, to delivery at a partner organisation in Africa where the unit will live its second life. The application was developed by Fujitsu and we are currently verifying how it can be integrated with our warehouse management systems and processes to allow our donor companies to access live information.



# DIGITAL FOR DEVELOPMENT



## Digital for Development programme (D4D)

Initiated by the Belgian Development Cooperation (DGD) and set in motion by the Deputy Prime Minister and Minister of Development Cooperation, Alexander De Croo (current Prime Minister), the Digital 4 Development platform was launched in September 2017. This 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.

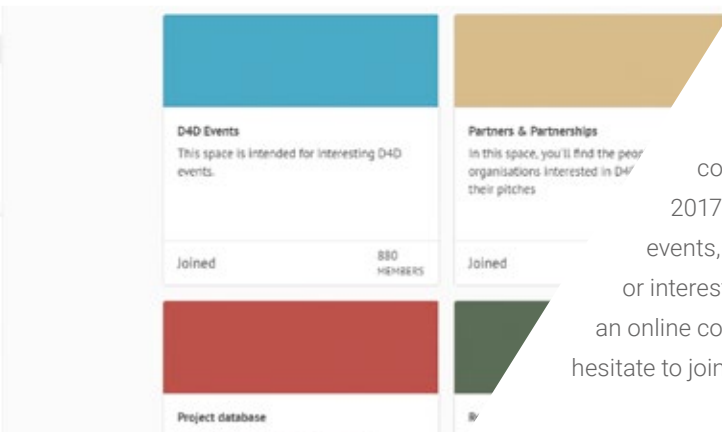
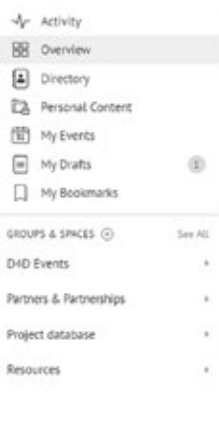


SCAN ME

For the video about Digital for Development

## Tech for Development workshops

As part of the Digital for Development programme, **ACODEV, NGO Federatie, Close the Gap** and **Agoria** joined forces to organise a series of Tech for Development workshops. These are free, hands-on workshops specifically developed for the needs of NGOs and non-profits active in Development Cooperation. In 2020, a session was organised on digital marketing (in French), while the other workshops were cancelled due to the COVID-19 pandemic. These will be organised as soon as possible in 2021.



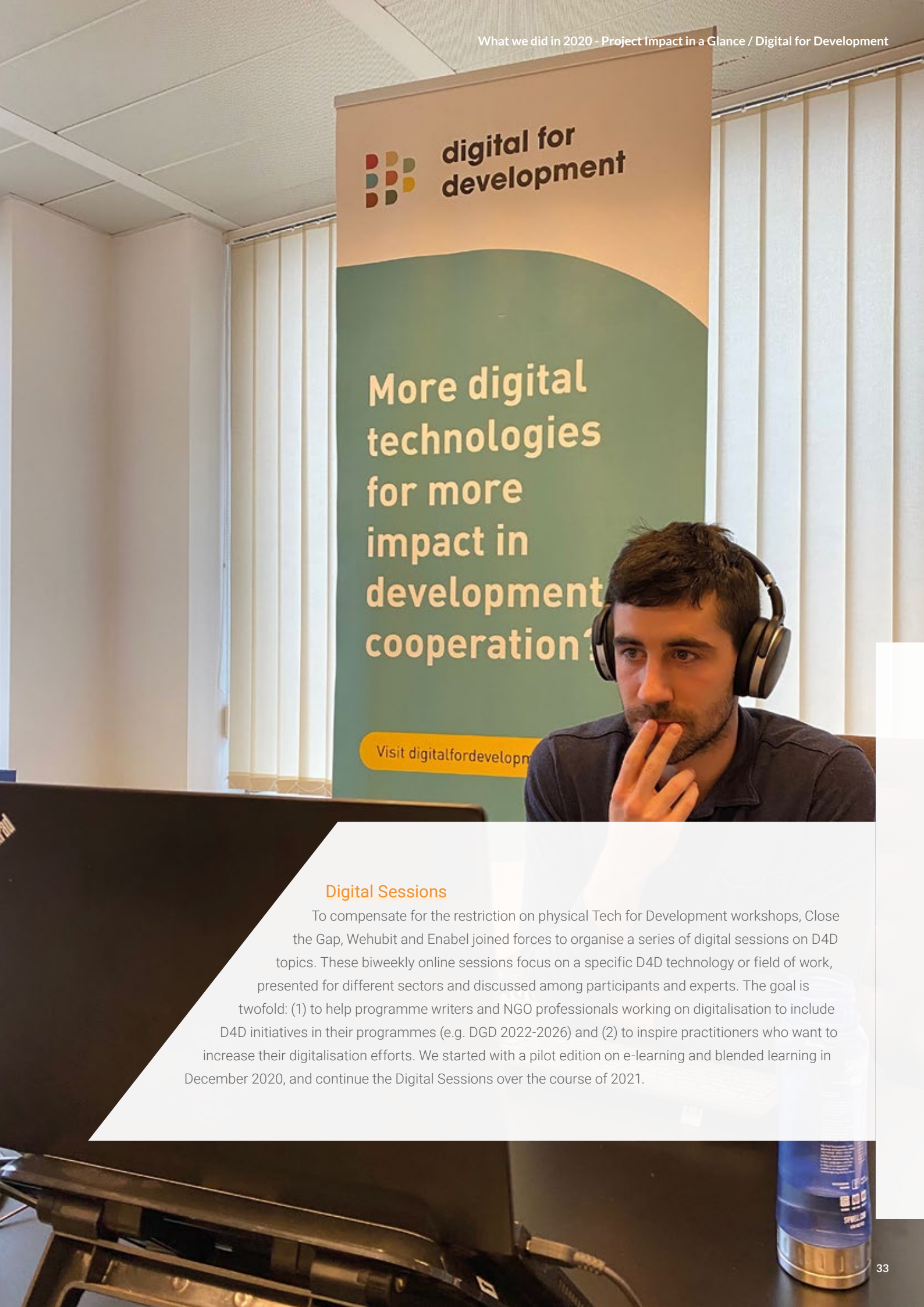
## Digitalfordevelopment.be

Previously called Kindling.be, the online collaboration platform was launched in November 2017 and features best practices, new opportunities, events, and partners (people and organisations) active in or interested in D4D. This password-protected site is also an online collaboration space on specific D4D themes. Don't hesitate to join the online D4D community!

## Silicon Lagoon Mission to Rwanda & Uganda – Postponed to October 11th to 16th

After Kenya and Nigeria, Startups.be, Agoria and Close the Gap joined forces to organise the Tech Go Global Mission to discover Africa's booming tech scenes in Rwanda and Uganda in the framework of the Belgian Digital for Development programme. The mission would have taken place in 2020, but due to the COVID-19 pandemic, the trip was postponed to the end of 2021. This mission will offer participants a chance to exchange ideas and collaborate with local business leaders and entrepreneurs who know best what Rwanda and Uganda have to offer for the future of tech development in Africa – as well as on a global scale.





### Digital Sessions

To compensate for the restriction on physical Tech for Development workshops, Close the Gap, Wehubit and Enabel joined forces to organise a series of digital sessions on D4D topics. These biweekly online sessions focus on a specific D4D technology or field of work, presented for different sectors and discussed among participants and experts. The goal is twofold: (1) to help programme writers and NGO professionals working on digitalisation to include D4D initiatives in their programmes (e.g. DGD 2022-2026) and (2) to inspire practitioners who want to increase their digitalisation efforts. We started with a pilot edition on e-learning and blended learning in December 2020, and continue the Digital Sessions over the course of 2021.

# SUPPORTING ENTREPRENEURSHIP

## Impact investing

Where the overall Close the Gap vision is concerned, we aim to connect vulnerable young people in emerging and developing countries, so that they can build a better future, be more self-reliable and independent from aid or welfare programmes. With Close the Gap's special purpose investment vehicle, Close the Gap CVBA, we want to achieve inclusive growth, by supporting the development and growth of technology-based solutions created by African tech entrepreneurs for African customers and users. Close the Gap CVBA is sector-agnostic and is therefore active in the field of job-tech, edu-tech, health-tech, agri-tech and clean-tech. Close the Gap CVBA's aim is to make impact on a global level by investing in local technology and solutions.

This double outcome is made possible through sustainable use of Close the Gap's own earmarked financial resources for this purpose, as well through attracting co-investors from patient-capital and impact investment providers. Close the Gap provides seed and growth capital to investees, as well as technical assistance and access to the Close the Gap network. Additional capital will be raised through the Close the Gap fund structure, together with Close the Gap's partner BiD Network. These participations are managed by Close the Gap CVBA – the investment arm of the Close the Gap group.

Close the Gap CVBA is an independent entity from Close the Gap Int. vzw, but both share the same overall vision. Close the Gap CVBA is an enabler within the family of Close the Gap entities. As a consequence, Close the Gap CVBA works effortlessly together with all other entities: Close the Gap Kenya, with a focus within the Close the Gap Mombasa Hub on early-stage incubation of tech 4 development companies, as well with the Circular Economy Hub in Nairobi, active in the reversed engineering and hardware refurbishment and IT Asset Disposition services. Furthermore, WorldLoop engages in e-waste treatment development, and CTG Circular in Europe is the IT sourcing partner for all ICT hardware devices that are channelled into East-Africa in a sustainable end-to-end managed way.

Over the course of 2019 and 2020, Close the Gap CVBA has already made a few investments as a way to assess the field and gain experience in impact investing:

**BiD Network (international):** Close the Gap has joined as an anchor investor into BiD Network's recently launched impact investment management and advisory firm. This investment allows BiD Network to meet increasing demands for more comprehensive services into the impact investment management and advisory space in Africa, while accelerating its growth ambitions into the region. Since its inception in 2007, BiD Network has been a reputable player in facilitating access to finance for over 240 SMEs in emerging markets. In the last few years, BiD Network has transitioned from a donor-driven foundation in The Netherlands into a commercial, purpose-driven enterprise with offices in Uganda and Rwanda.

Other investments made:

**BeCentral (Belgium):** a new digital campus located in Brussels Central Station. Co-founded and backed by more than 40 entrepreneurs, they are on a mission to close the digital skills gap and help to accelerate Belgium's Digital Transformation.

**Timu (South Africa):** an online platform that helps people in limited-resourced communities demonstrate that they can meet the expectations others have of them, proving that they are trustworthy.

**Elewa (Kenya):** an education innovation company committed to transforming the educational experience of every learner in such a way that they find it meaningful and enjoyable.

**The Experience Factory (South Africa):** The Experience Factory is a talent and leadership development platform for graduates offering talent recruitment, job preparation and talent development during an intensive internship that includes mentoring, peer reviews and a personal and professional development programme.

**Akaboxi (Uganda):** Akaboxi is a digital financial inclusion system that enables smallholder farmers to manage and monitor their savings together. Instead of keeping money in boxes in people's homes, it provides more secure, reliable and easy-to-monitor savings and transactions.



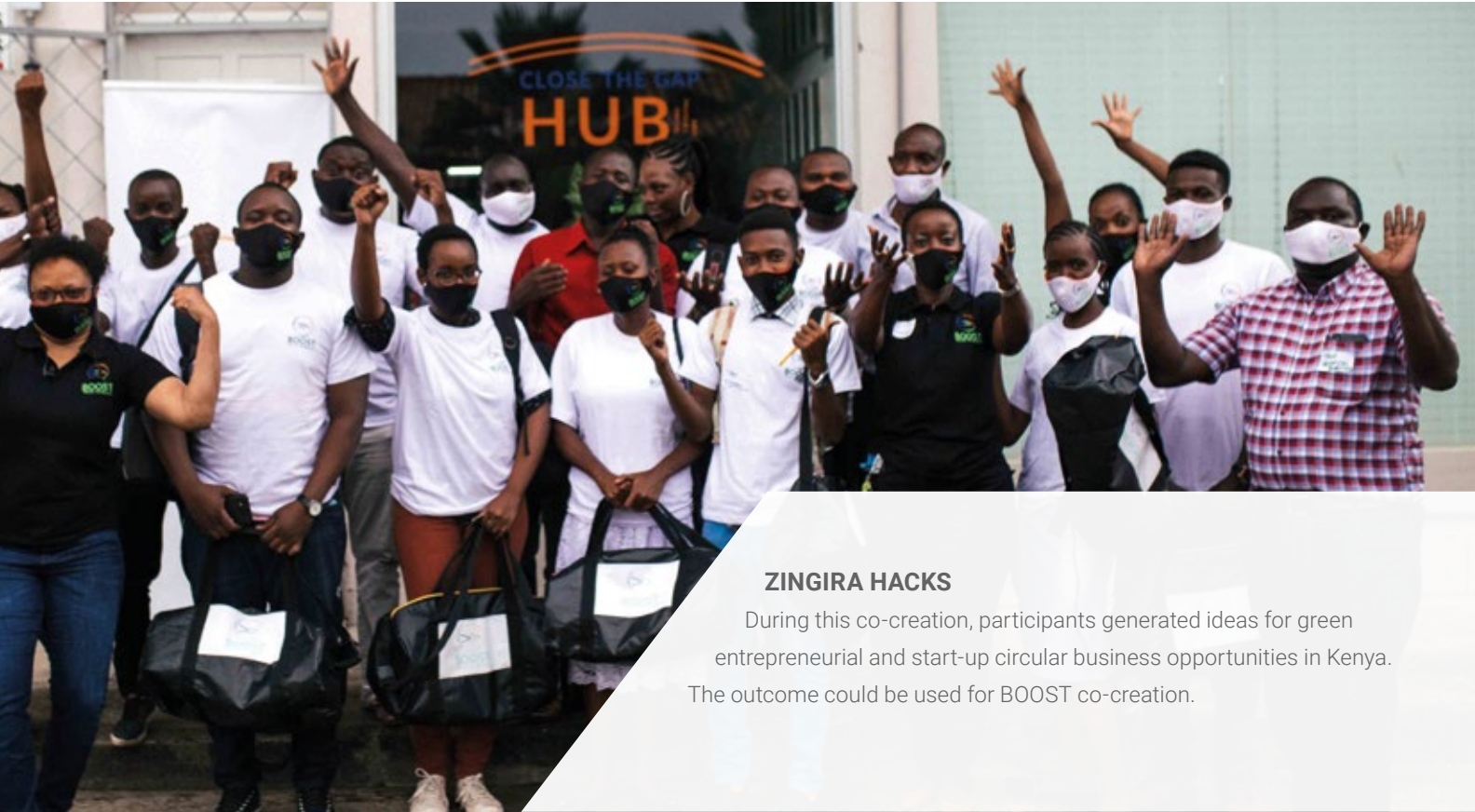
"While 2020 was a tough year filled with economic and social uncertainty, we became even more convinced of our mission. The world needed to become more digital to navigate the pandemic and it became even more important within the context the African continent to provide affordable ICT hardware that allow citizens to continue their economic, educational and social pursuits."

**Ngosa Mupela**

*Business and Investment Manager, Close the Gap Kenya Ltd.*

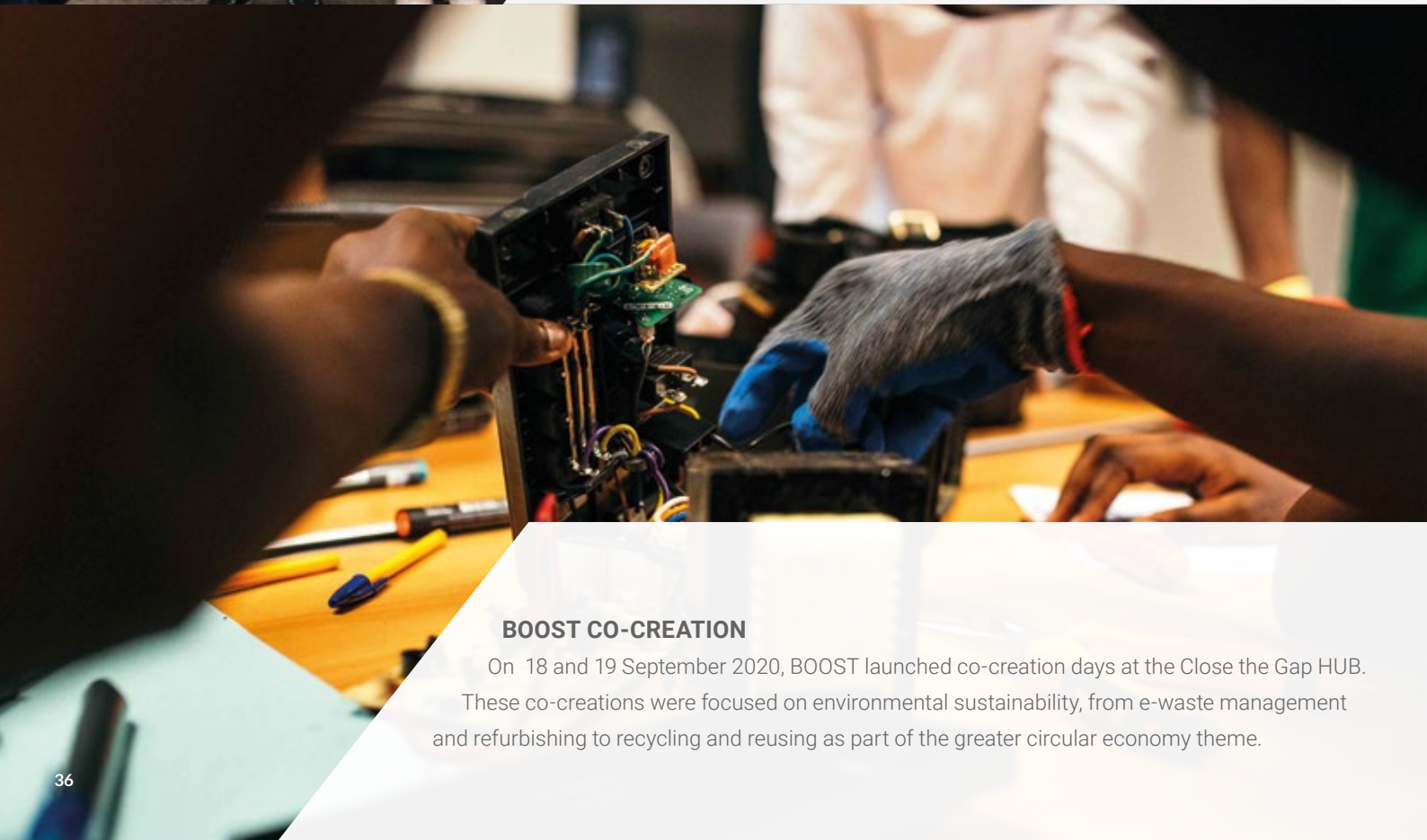
## BOOST Innovation Challenges in the Close the Gap Hub

BOOST is designed to support the growth of the circular economy in Mombasa while supporting youth to find or create employment. We work with youth and companies to increase their involvement in the circular economy, to provide better access to high-quality and sustainable ICT assets, and to become greener businesses that create jobs with good working conditions. In 2020, BOOST hosted three events: an Innovation webinar, Zingira Hacks and BOOST co-creation.



### ZINGIRA HACKS

During this co-creation, participants generated ideas for green entrepreneurial and start-up circular business opportunities in Kenya. The outcome could be used for BOOST co-creation.



### BOOST CO-CREATION

On 18 and 19 September 2020, BOOST launched co-creation days at the Close the Gap HUB. These co-creations were focused on environmental sustainability, from e-waste management and refurbishing to recycling and reusing as part of the greater circular economy theme.

## Activities in the Close the Gap Innovation Hub

In our Close the Gap Innovation Hub, we have activities centred on three main pillars. All these activities are arranged to support entrepreneurship and increase awareness on proper e-waste management. These activities are part of the BOOST programme. Key programmes include:



Boost Your Business supports young entrepreneurs to develop their businesses and seek out opportunities in the formal sector that contributes to the environmental sustainability of Mombasa. Entrepreneurs are encouraged to follow the model of a circular economy. BYB offers a series of professional and business development programmes, including Inspiration Days, Co-Creation Days and a Business Incubator. This pillar is led by Crosswise Works. The incubation programme was inspired by the LEAP<sup>2</sup> Innovation Challenges organised in East African countries in previous years.



Boost Your Technology raises awareness of e-waste, and makes high quality, locally refurbished IT and digital tools more affordable and accessible to Kenian youth, entrepreneurs, schools, universities and social impact organisations. Boost Your Tech runs an internship programme, connecting high-performing young professionals to internships with partners. This pillar is headed up by Close the Gap.



Boost Your Learning offers training in technical and soft skills through a NITA-accredited and other curricula. It supports youth, companies and their employees to improve relations, working life and impact through increased understanding of e-waste, circular economy, repair and maintenance of ICT items and soft skills. They also campaign to raise awareness of e-waste and the circular economy with the public, government and industry leaders.. This pillar is headed by MDF.

To ensure that the impact we create is both tangible and benefitting the community, we aim to achieve the following goals between 2020 and 2022:

- 3,500 entrepreneurs that are part of the CTG HUB-community
- 200 young, registered entrepreneurs with businesses that work on solutions to bridge the digital divide
- 12 co-creations organised (each with 20 participants, totalling 240 participants)
- 7 incubation programmes in 3 years (each 12 weeks of business coaching & support, each with 40 participants, totalling 300 participants)
- 6 study tours for government representatives to CTG hub and CEH (2 visits per year, with 5 participants per visit)





# CIRCUIT ECONOMY

# CIRCULAR ECONOMY

Promoting a circular economy  
is in our DNA

## HOW WE CONTRIBUTE

Promoting a circular economy is in our DNA. The goal is to deliver sustainable initiatives through the power of ICT. We try to achieve this goal through multiple entities, encompassing our WorldLoop initiative, our technical partner CTG Circular and our Circular Economy Hub in Nairobi, Kenya. Each initiative works in its own unique way to create sustainable impact and tackle the global issue of e-waste.

### WorldLoop: E-resource Certificates & Commitment to sustainability

Since the beginning, Close the Gap has practiced a zero-waste-to-landfill policy for all the assets donated. 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 properly treat potentially hazardous material.

That is why, in 2009, 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 that the zero-waste-to-landfill policy is applied right to the end of an asset's second life in developing countries, both for valuable and non-valuable e-waste. WorldLoop also supported the service partners financially, to allow them to build up a sustainable business model.

In 2020, the organisation was represented at the International E-waste Day of the East African Region. Additionally, WorldLoop financed the collection and dismantling of 175 tons of e-waste through its Kenyan partners **WEEE Centre** and **EnviroServe**. This corresponds with roughly 20.000 obsolete ICT devices that didn't end up in landfills.

Meanwhile, efforts are being made to formalise the e-waste policy in Close the Gap's operations. Kenya is expected to install legislation in 2021 that will put the burden of recycling – both operationally and financially – on producers and distributors of ICT in the country. As Close the Gap – through WorldLoop – has always taken responsibility for the end of life of donated equipment, the organisation has been working on a corresponding sales policy in 2020 that reflects and anticipates this legislation. In terms of governance, WorldLoop is on track to be formally integrated with Close the Gap over the course of 2021, as mentioned in the impact report of 2019.

Specific Wordloop reports are available on demand on our website.

African leaders need to be aware of the incredible value e-waste treatment can bring for their countries according to international rules and standards for the improvement of the environment in general, the health of its population and the considerable contribution to the much-needed circular economy."

**Prof. em Dr. Wim A.G. Blonk**  
*Chairman Board of Directors WorldLoop*



**Prof. em Dr. Wim A.G. Blonk**  
*Chairman Board of Directors*



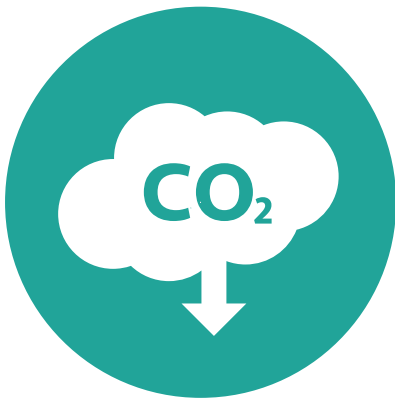
**Olivier Vanden Eynde**  
*Founder & CEO WorldLoop*



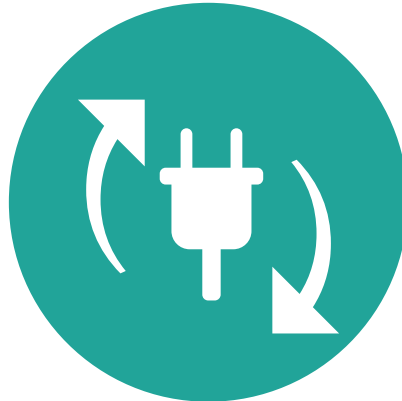
**Dr. Hennie Wesseling**  
*Board Member*



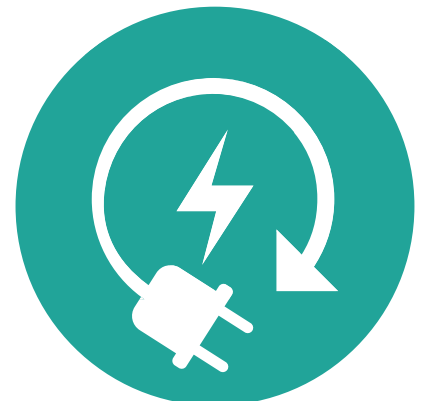
# WHAT WE DID SINCE 2012



**+2.597**  
tonnes CO<sup>2</sup> emissions  
avoided



**+3.986**  
tonnes e-waste  
collected



**+1.459**  
tonnes of e-waste voluntarily offset  
with e-waste certificates

Over the past years, WorldLoop has set up a network of collection points, dismantling and recycling facilities in developing countries to process e-waste in a safe and environmentally sound way. In 2019, WorldLoop continued to strengthen the capacity building of its existing partners. Specifically, WorldLoop has supported existing partners in Burundi, Chile, Democratic Republic of the Congo and Kenya.

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 donations.



## CTG Circular

CTG Circular provides a sustainable solution for ICT hardware and data. We take care of the entire process: we collect, wipe and restore not-so-old desktops, notebooks and mobile devices to give them a second life both for marketing and donation. If a device is beyond economic repair, we properly recycle it with as little waste as possible. CTG Circular wants to do the right thing for society and the environment. We strongly believe that circular thinking is the more natural way of organising society.

CTG Circular, with decades of experience, is one of the most longstanding professional service firms in the IT Asset Disposition (ITAD) business. Over the years, we acquired all major and critical environmental, data protection, health & safety and other business-critical quality and ISO certifications that you may expect from us.

CTG Circular was introduced during the summer of 2019. The company was acquired from Arrow Electronics as a way to insource the IT asset disposal business of Close the Gap Int. Olivier Vanden Eynde, founder and CEO of Close the Gap, announced the incorporation of a special purpose vehicle in association with Close the Gap's social enterprise division to acquire Arrow's related business in Mechelen. The name then changed to CTG Circular. In doing so, Close the Gap Int. safeguarded a sustainable solution for end-of-life ICT-equipment for businesses in the Benelux and abroad, whilst taking another step forward as impact entrepreneur. CTG Circular is active in Belgium, Luxembourg and The Netherlands, and across Europe for multi-country customers.

Koen Janssens, Co-director CTG Circular: "The in-house expertise of the entire staff is kept in place for management, operations, audit standards, permits and certificates. It's further strengthened to provide continuity and high-quality services to the Belgian' and international client pool looking for sustainable IT solutions."

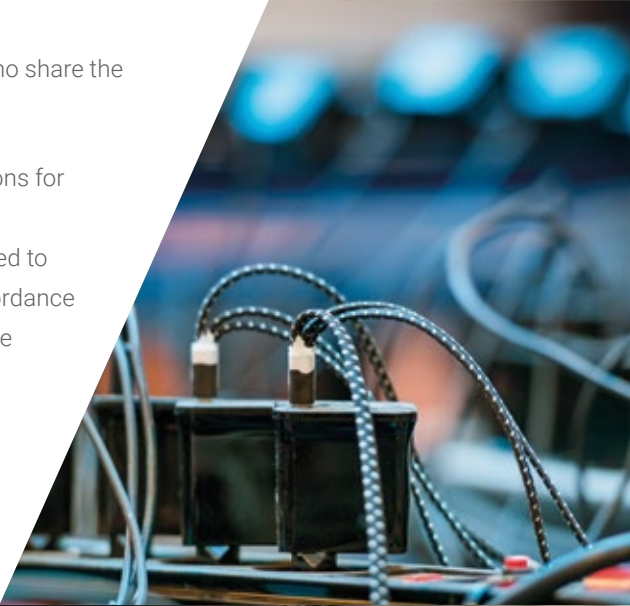
CTG Circular works closely with other experienced ITAD businesses globally who share the values and vision of CTG Circular and are mutually reinforcing.

- 1. Collection:** We quickly collect all IT hardware, without any quantity restrictions for companies located in Benelux.
- 2. Data wipe:** CTG Circular implements a certified data wiping method designed to protect data and assets. Its uniform standards and quality controls are in accordance with the GDPR and ensures consistent levels of service and security around the world.
- 3. Remarket, donate or recycle:** The refurbished ICT materials are put on the commercial market again, used to ensure a sustainable impact in developing and emerging countries, or recycled to strive for a zero-landfill impact.

"First and foremost, CTG Circular has close ties to the training and tech incubator hub of Close the Gap Ltd. in Kenya. We connect emerging and developing markets and employment to the European market. CTG Circular also invests in a zero emissions facility and we are committed in becoming a Certified Benefit Corporation under the global BCorp standards."

**Alain Braeckmans**

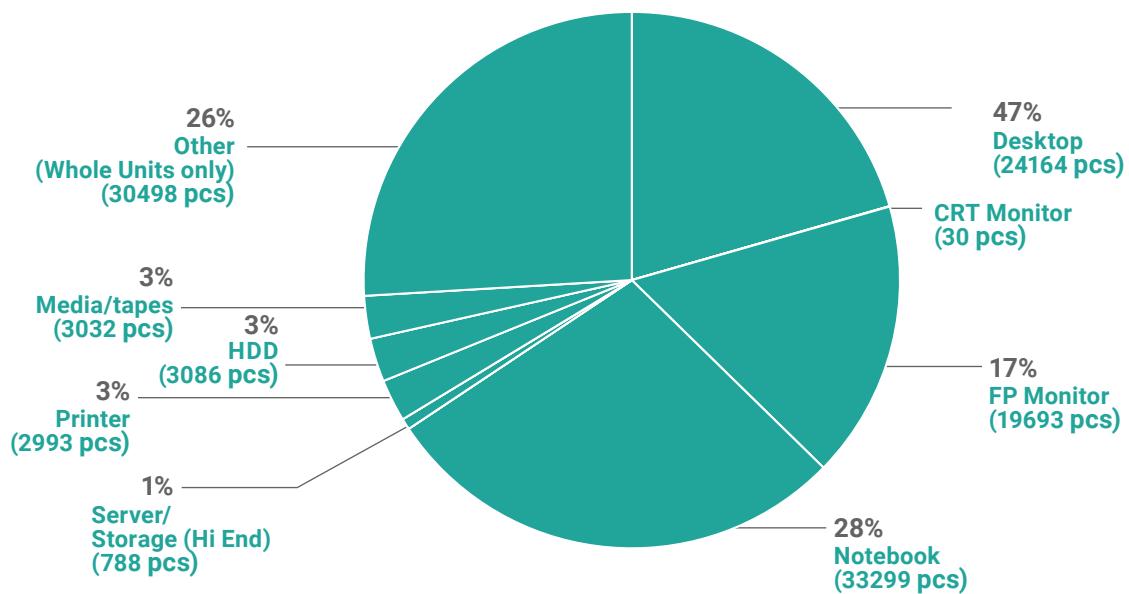
*Co-director CTG Circular*



# FACTS & FIGURES

## ASSETS PROCESSED

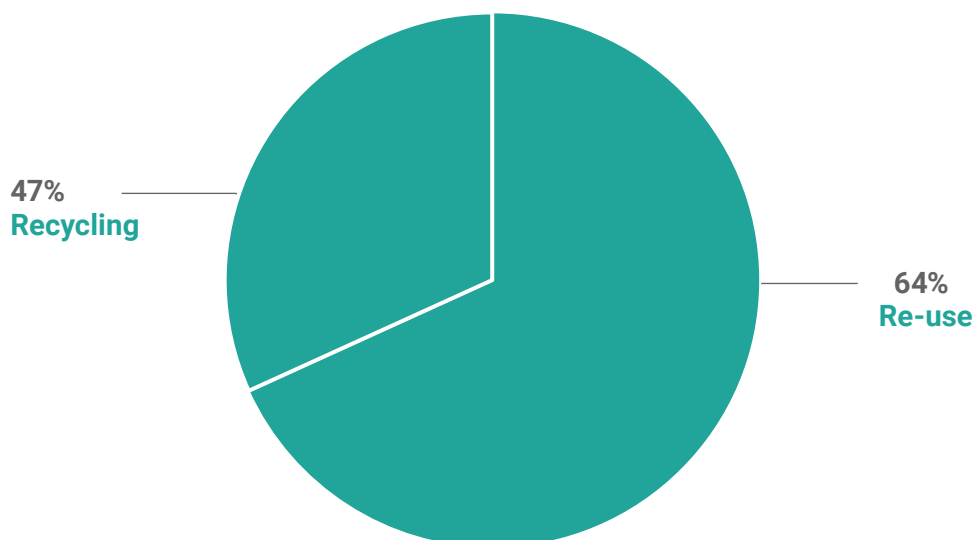
Asset type



"The in-house expertise of the entire staff is kept in place for management, operations, audit standards, permits and certificates. It's further strengthened to provide continuity and high-quality services to the Belgian' and international client pool looking for sustainable IT solutions."

**Koen Janssens**  
Co-director CTG Circular

Asset reusability







## The Circular Economy Hub KPI's & the Big Move

The Circular Economy Hub (CEH) is our state-of-the-art IT asset dispositioning facility in Kenya. At the Circular Economy Hub, we focus on refurbishing and recycling laptops, desktops, monitors, tablets and smartphones. These devices arrive from Europe, after having gone through the standardised data-wiping all collected ICT material goes through. In the future, we also aim to collect ICT material locally (in Kenya and other African countries), as well as to do the data wipe ourselves in the Circular Economy Hub.

The CEH used to be located on the same compound as our partners WEEE Centre and Computers for Schools Kenya (CFSK). In 2020, we decided to move from Nairobi to Jomvu – one of the six constituencies of Mombasa county. The move to Mombasa had to happen for numerous reasons. Jomvu is a short distance from the airport and the harbour of Mombasa, which is the largest port in East Africa.

The Circular Economy HUB now is strategically located to register and refurbish laptops, desktops, and other electronic equipment coming in from Europe. The Circular Economy HUB is the first ITAD facility on the Kenyan coast.

In the Circular Economy HUB we assemble computer components, mobile devices, spare parts, and other tech devices into nearly new 'made in Kenya' devices. These devices will be used in educational, medical, and social projects. We work with local staff and have focused on employing youth from disadvantaged backgrounds. We also have a strong gender equity focus with equal rights and pay for men and women.

As for the Innovation Hub in Mombasa, we have established a number of targets and goals that we aim to achieve between 2020 and 2022. The main KPI's for the CEH in the first three years are:

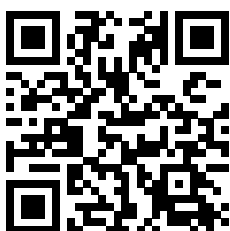
- Refurbish 105,000 assets.
- 1 container per month, containing 1400-1500 assets
- 22,000 assets per year
- Reach 1.2 million students with improved access to computers/ICT assts.

We are also committed to raising awareness on e-waste and sustainability in handling ICT devices that have reached their end-of-life. Throughout Kenya, both with our Circular Economy Hub and Innovation Hub, we aim to:

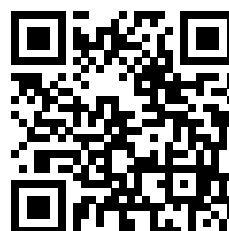
- Raise awareness of at least 10,000 people in the Mombasa region on the health, safety and environment hazards of e-waste management.
- Reach 10,000 people directly with e-waste awareness-raising campaigns

To impact and train local youth, Close the Gap has designed a 12-week internship programme that provides opportunities for university students on developing skills and work experience.

In November 2020 of last year, we had our first two interns in the Circular Economy HUB in Mombasa.



**SCAN ME**  
To read about the  
experience of our interns,  
Alex Agutu and Laura  
Lesley.



**SCAN ME**  
To read about operations  
at Close the Gap's Circular  
Economy HUB during  
COVID 19

A woman with dark hair, wearing a vibrant, multi-colored patterned dress with geometric and floral motifs in shades of purple, green, yellow, and pink. She is smiling and looking to her right. A large, semi-transparent blue diagonal shape overlays the left side of the image. The word "PARTNER" is written in large, white, bold, sans-serif capital letters across the center of the image, partially overlapping the woman and the blue overlay.

# PARTNER

# 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.

# FRIENDS OF CLOSE THE GAP

FRIENDS OF CLOSE THE GAP ARE COMPANIES OR ORGANISATIONS THAT HELP US BY DONATING THEIR DECOMMISSIONED ICT EQUIPMENT. THROUGH ITS REFURBISHMENT PARTNERS, CLOSE THE GAP IS ABLE TO RECEIVE EQUIPMENT FROM COMPANIES ALL OVER THE WORLD.

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



# HARDWARE PROVIDERS IN 2020

## KU LEUVEN

*Sustainability is one of KU Leuven's five strategic pillars. We've partnered with Close the Gap in this context since 2018. This collaboration allows us to safely recycle and reuse IT infrastructure that has reached the end of its in-house lifecycle and helps us to reach the objectives defined in our strategic plan. In 2020 our efforts were rewarded with the Flanders Fair ICT award. The jury appreciated the multilevel approach of KU Leuven that focuses on human IT (human rights due diligence) as well as on green and sustainable IT. The latter is where Close the Gap plays an important role as our privileged partner.*

### JAN DE BAERE

Head of Networks & Support

## ORDINA

*Close the Gap is a suitable and reliable partner, with whom we have been working smoothly for several years now. When it comes to the correct processing of our electronic end-of-life material, they take care of everything with respect for the environment, and the necessary attention to IT security and data privacy. Their fast service, transparency and commitment are the icing on the cake.*

### DIRK MEUKENS

MVO Responsible Ordina Belux



## Rabobank

*The core mission of Rabobank is "Growing a better world together". This also includes using all materials to their fullest potential. Close the Gap helps us to ensure that our equipment can serve an even better purpose in a part of the world where it's desperately needed. Close the Gap makes it easy for us to be good and do good. We are honoured to be a strategic partner for them.*

### ABE BOERSMA

Global Head Workplace Services

# STRATEGIC PARTNERS

Strategic partners not only donate computers but also help Close the Gap on a day-to-day basis by providing equipment, financial, 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.



THE GILLÈS FOUNDATION



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



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

# 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 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 ensure 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 collecting ICT equipment for proper recycling once it reaches its end-of-life state.

## SERVICE PARTNERS HIGHLIGHT

GLICE Burundi is a non-profit association founded in 2010, with the objectives of bridging the digital and energy divide in Burundi while preserving the environment.

Since 2012, GLICE has been Close the Gap's local partner in Burundi. From this partnership with Close the Gap, GLICE was able to set up was able to set up three programmes and carry out several projects:

- Digital and energy bill reduction programme with projects:
  - ICT4Education to supply of desktops, printers and laptops to schools, high schools and universities.
  - ICT4Women to enable the financial inclusion of women through the mastery of IT tools and entrepreneurship in the ICT sector by women.

- Robotics project: to integrate the practice of computer science, mathematics and science in schools.
- The professionalising training programme with the projects:
  - Centre d'Enseignement des Métiers pour le Développement Durable (CEMDD) Apprenticeship in renewable energy: solar, biogas, biochar, recycling and sustainable solid waste management.
  - DEV-HUB project in partnership with universities, to reduce the gap between theoretical and practical training and create job and entrepreneurial opportunities for recent graduates.
- Environmental protection programme with the Centre for Special Solid Waste Management, which ensure awareness, collection and environmentally sound management of electronic waste in Burundi.

"With Close the Gap, other organisations and the support of local partners like the ministries in charge of education, ICTs, environment, youth and the Telecommunications Regulatory and Control Agency; GLICE Burundi makes a contribution to the achievement of sustainable development goals in Burundi."

**Par Roger Ouedraogo**

*Legal Representative of GLICE Burundi*



Name of the organisation	Import administration	Distribution & transport	Preparation of suitable infrastructure	Installation & maintenance	Training	E-waste management
<b>BURUNDI</b>						
GLICE Burundi	•	•	•	•	•	•
<b>KENYA</b>						
Computers for Schools Kenya	•	•	•	•	•	•
<b>DEMOCRATIC REPUBLIC OF THE CONGO</b>						
Benelux Afro Centre	•	•	•	•	•	•
<b>RWANDA</b>						
ICT4ALL	•	•	•	•	•	
<b>SENEGAL</b>						
Seneclic		•	•	•	•	•
BATUK		•	•	•	•	
<b>SOUTH AFRICA</b>						
Belgium Campus	•	•				
MMTM Technologies & THUDO NPO		•	•	•	•	
<b>THAILAND</b>						
Fund Isaan	•	•	•	•	•	
<b>TANZANIA</b>						
ACTT	•	•	•	•	•	•
ICT4D – Tanzania Foundation	•	•	•	•	•	
Exponential Technology		•	•	•	•	
<b>UGANDA</b>						
Computers for Schools Uganda	•	•	•	•	•	•
UConnect	•	•	•	•	•	
<b>ZAMBIA</b>						
Crescent Future Kids	•	•	•	•	•	•
<b>ZIMBABWE</b>						
World Links Zimbabwe	•	•	•	•	•	
<b>GHANA</b>						
Savana Signatures	•	•	•	•	•	
Africa ICT Rights	•	•	•	•	•	
Recell Ghana	•	•	•	•	•	
<b>ETHIOPIA</b>						
CRTC Ethiopia	•	•	•	•		
<b>TOGO</b>						
Education Science Experience	•	•	•	•		
<b>MALAWI</b>						
Sterling	•	•	•	•	•	•

# PARTNERS OF CLOSE THE GAP KENYA

Close the Gap VZW currently refurbishes computers from EU corporations to be implemented in Kenya and other African countries. Close the Gap has been looking for opportunities to (partially) transfer its refurbishing operations to a location closer to its outbound clients and beneficiaries. As a benefit corporation, Close the Gap Kenya is implementing sustainable go-to-market mechanisms with its impact customers, in order to boost the professionalism of hardware resellers in Kenya and the broader East-African region. Because of our mission to bridge the digital divide and create a circular economy, we needed partners to help build an ecosystem where the manufacturing facilities not only produced refurbished computers but also contributed to

- More and better employment,
- Train and educate workers, employers, regulators and the general public on the hazards of WEEE and how to manage it, and
- Foster innovation and entrepreneurship directly linked to the manufacturing process to address circular economy challenges.

To enable this, a partnership was needed to bring private sector partners on board that are capable to set up and manage the above-mentioned ecosystem in Kenya (MDF and Close the Gap), that could develop high quality vocational training and awareness in the region (MDF and NITA), establish innovation activities and access to finance (GoodUp and Crosswise Works). Plus, of course, manage, monitor and evaluate such a complex initiative (MDF). A Public Private Partnership is needed because it would be possible for one of the individual partners to set up the CEH tackling all its areas:

- Commercial activities with international working conditions standards,
- Training (potential) workers targeting specifically marginalised groups,
- Educating the general public and contributing to an improved regulatory framework,
- Helping start-ups and entrepreneurs tackle challenges related to e-waste, and
- Contribute to the circular economy.

All partners will also take on one pillar of the Boost Programme offered in the Close the Gap Innovation Hub in Mombasa. MDF will take on the Boost Your Knowledge part, as its expertise lies in vocational education, training and project management. Close the Gap will take care of the Boost Your Technology pillar, with ICT refurbishment and technology knowledge as our core activity. We will, in other words, manage the makerspace and the Circular Economy Hub in Nairobi. CrossWise Works and GoodUp will take care of the Boost Your Business part, as their expertise is centred on crowdfunding, corporate volunteering, business development, incubation services and investment readiness.

Through this partnership, we obtained a financial incentive from Dutch Trade Organisation, Rijksdienst voor Ondernemend Nederland. The incentive came in the shape of a 'matching fund' of the private sector investment that Close the Gap Kenya has invested via a Belgian patient-capital impact investor. This, together with a considerable investment from a Belgian businessman and strong believer in Close the Gap since the early years, enables us to successfully kick off our Close the Gap Kenya initiative.

In Kenya, we're only able to successfully grow our operations thanks to numerous local partners.

In Mombasa, we rely on the support of the local hubs, co-working spaces and incubators for the organisation of BOOST your business Innovation Challenges, sourcing local support and creating awareness of our Innovation Hub in the Tech and Entrepreneur ecosystem of Mombasa. In particular, we work closely with our partners Tech Kidz, Swahili Pot Hub and TechBridge Invest. Another very valuable partner is Contech who helps us in the development of our Digitrucks.

The Circular Economy Hub moved to Mombasa in 2020, but we still have some activities at the WEEE centre in Nairobi. Thanks to our partners Computers for Schools Kenya (CFSK) and the WEEE Centre in Nairobi we had an amazing start building the Circular Economy HUB. In 2019, they allowed us to build the CEH on their compound. Plus, they also supported us in setting up the CEH and were so kind as to let interns of the WEEE Centre work in our CEH as well.



"We never believed that children and teenagers could learn robotics and coding online more passionately. Despite the pandemic, 2020 was the year in which we made the biggest impact in reaching more kids. Our partnership with Close the Gap Kenya became a God-sent miracle, from linking us to Arrow electronics to helping us with professional robotics resources. This completely changed the standard of our content delivery."

**Paul Akwabi**  
*Director Tech Kidz Africa*

# CLOSE THE GAP & THE UNITED NATIONS



## SUSTAINABLE DEVELOPMENT GOALS



Information and Communication Technologies (ICT) play a crucial role in achieving Sustainable Development Goals (SDGs). ICT has been transforming societies for 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 SDGs and to 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.



"I really enjoyed the experience of being Close the Gap's UN Youth Representative. I have embraced this unique opportunity with open arms. There were numerous instances where I had been able to attend NGO meetings and introduce Close the Gap and all the important and relevant work being done. I started the semester by representing Close the Gap at a conference for the New York State Social Work Education Conference in October, 2019. This was then followed by several meetings such as the NGO Committee of the Status of Women, NGO Committee on the Rights of Indigenous Peoples and many more. I am truly honoured to have such wonderful exposure by being the Close the Gap Youth Representative at the UN."

**Shenesse Ali**

*UN Youth Representative for Close the Gap*

Close the Gap has been recognised as a United Nations Global Compact (UNGC) signatory and 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.

## 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 (e.g. the UN Sustainable Development Goals), with an emphasis on collaboration and innovation.

## 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 and among its members.

## 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 about the United Nations to the public. 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.



# TRANSPARENCY ACCOUNTING & FINANCIALS

# TRANSPARENCY, ACCOUNTABILITY

# FINANCIAL REPORT

Over the last decade, Close the Gap has demonstrated 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.

# AUDITOR'S REPORT CLOSE THE GAP



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*Free translation*

## **Auditor's report to the general meeting of members of Close The Gap International vzw for the year ended 31 December 2020**

In the context of the audit of the annual accounts of Close The Gap International vzw (the Association), 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 17 consecutive years

### **Report on the annual accounts**

#### **Unqualified opinion**

We have audited the annual accounts of the Association, which comprise the balance sheet as at 31 December 2020, the profit and loss account for the year then ended and the notes to the annual accounts, characterised by a balance sheet total of € 3.425.799,52 and a profit and loss account showing a profit for the year of € 23.444,68.

In our opinion, the annual accounts give a true and fair view of the Association's net equity and financial position as at 31 December 2020, 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 Association 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 Association'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 Association 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. However, an audit does not provide assurance as to the future viability of the Association nor as to the efficiency or effectiveness with which the board of directors has conducted or will conduct the Association's business. Our responsibilities regarding the assumption of going concern applied by the governing body are described below.

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 Association'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

*Free translation*

Association'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 auditor's report. However, future events or conditions may cause the Association 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 Code of companies and associations, and with the Association's by-laws.

**Responsibilities of the auditor**

In the context of our mandate and in accordance with the Belgian standard (revised version in 2020) 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 Code of companies and associations applicable, 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 Association throughout the course of our mandate.



*Free translation*

**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 violation of the articles of association, or the Code of companies and associations, that we have to report to you.

Vilvoorde, 21 June 2021

Grant Thornton Bedrijfsrevisoren CVBA  
Represented by

**Gunther Loits**  
**(Signature)**

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Gunther Loits  
Registered auditor

# FINANCIAL REPORT

## CLOSE THE GAP

BALANCE SHEET	Codes	31.12.2020	31.12.2019	31.12.2018	31.12.2017	31.12.2016	31.12.2015
<b>ASSETS</b>							
<b>FIXED ASSET</b>	20/28	34.031,80	32.283,68	38.379,51	44.577,31	45.251,99	37.351,13
Intangible assets			2.999,88	6.000,00	9.000,00	12.000,00	0,00
<b>Tangible assets</b>	22/27	18.821,93	29.283,80	32.379,51	35.577,31	33.251,99	37.351,13
Plant, machinery and equipment							0,00
Furniture and vehicles	24	11.032,16	18.588,95	18.779,58	22.534,66	17.650,40	19.190,60
Other tangible fixed assets	26	7.789,77	10.694,85	13.599,93	13.042,65	15.601,59	18.160,53
	28	15.209,87					
<b>CURRENT ASSETS</b>	29/58	3.391.767,72	3.033.769,71	3.541.827,94	3.717.649,67	4.428.720,36	4.292.091,72
Amounts receivable after more than one year	29	200.000,00	200.000,00	0,00	0,00	0,00	0,00
Other amounts receivable	291	200.000,00	200.000,00	0,00	0,00	0,00	0,00
Stocks and contracts in progress	3	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
Goods purchased for resale	34	1,00	1,00	1,00	1,00	1,00	1,00
Amounts receivable within one year	40/41	1.423.095,58	1.382.826,16	1.066.487,48	867.771,22	1.095.214,29	675.869,15
Trade debtors	40	1.020.154,66	828.747,80	729.433,76	763.488,83	1.040.117,76	650.066,72
Other amounts receivable	41	402.940,92	554.078,36	337.053,72	104.282,39	55.096,53	25.802,43
Cash at bank and in hand	54/58	1.597.711,49	1.381.707,09	2.398.808,46	2.562.912,73	3.248.270,71	3.492.977,84
Short term investments		0,00	0,00	0,00	0,00	302.902,84	302.519,52
Cash assets		1.597.711,49	1.381.707,09	2.398.808,46	2.562.912,73	2.945.367,87	3.190.458,32
Deferred charges and accrued income	490/1	170.959,65	69.235,46	76.531,00	286.964,72	85.234,36	123.243,73
<b>TOTAL ASSETS</b>	20/58	3.425.799,52	3.066.053,39	3.580.207,45	3.762.226,98	4.473.972,35	4.329.442,85
<b>LIABILITIES</b>							
<b>CAPITAL AND RESERVES</b>	10/15	1.821.463,56	1.798.018,88	2.163.911,69	1.493.998,07	1.723.633,55	1.580.253,69
Association's funds	10	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
Allocated funds	13	1.104.048,59	1.216.737,01	1.305.000,00	605.000,00	1.011.721,05	868.341,19
Result carried forward	140	707.953,35	571.820,25	849.450,07	879.536,45	702.450,88	702.450,88
<b>PROVISIONS</b>		36.265,99	36.265,99	38.322,99	46.372,99	52.284,13	37.819,78
Provisions for liabilities and charges		36.265,99	36.265,99	38.322,99	46.372,99	52.284,13	37.819,78
<b>CREDITORS</b>	17/49	1.568.069,97	1.231.768,52	1.377.972,77	2.221.855,92	2.698.054,67	2.711.369,38
Amounts payable within one year	42/48	1.446.219,93	1.188.356,35	1.285.135,67	2.031.927,35	2.577.399,69	2.444.277,76
Financial debts							
Trade debts	44	628.822,06	603.278,44	421.962,47	330.027,16	763.582,08	289.650,44
Suppliers	440/4	628.822,06	603.278,44	421.962,47	330.027,16	763.582,08	289.650,44
Advances received on contracts in progress	46	774.147,74	497.269,27	818.643,74	1.623.872,26	1.707.236,28	2.048.962,78
Taxes, remuneration, and social security taxes	45	43.250,13	87.808,64	44.529,46	78.027,93	106.581,33	105.664,54
Taxes		18.870,93	10.747,36	7.113,34	10.410,34	11.653,51	9.973,19
Remuneration and social security	454/9	24.379,20	77.061,28	37.416,12	67.617,59	94.927,82	95.691,35
Other amounts payable	47/48						
Accrued charges and deferred income	492/3	121.850,04	43.412,17	92.837,10	189.928,57	120.654,98	267.091,62
<b>TOTAL LIABILITIES</b>	10/49	3.425.799,52	3.066.053,39	3.580.207,45	3.762.226,98	4.473.972,35	4.329.442,85
	Codes	31.12.2020	31.12.2019	31.12.2018	31.12.2017	31.12.2016	31.12.2015



## INCOME STATEMENTS

Operating income	70/74	<u>1.836.685,03</u>	1.843.921,93	2.643.895,74	1.726.730,31	2.072.919,08	1.837.712,18
Turnover	70	<u>1.644.347,32</u>	1.349.742,70	1.539.046,12	1.423.871,05	1.728.848,47	1.403.105,68
Contributions, donations, grants, etc	72	<u>167.558,15</u>	380.271,15	1.097.193,82	267.788,08	320.970,19	398.286,96
Other operating income	74	<u>24.779,56</u>	113.908,08	7.655,80	35.071,18	23.100,42	36.319,54
Operating charges	60/64	<u>1.794.528,94</u>	2.211.726,22	1.963.887,62	1.954.486,29	1.933.092,65	2.319.955,76
Intermediate consumption	60/61	<b>1.371.897,82</b>	<b>1.493.050,07</b>	<b>1.464.637,48</b>	<b>1.080.609,41</b>	<b>1.188.141,81</b>	<b>1.111.426,66</b>
Raw materials, consumables and goods for resale	60	<u>860.318,55</u>	572.927,48	431.125,14	471.893,31	705.100,43	695.496,36
Purchases		<u>860.318,55</u>	572.927,48	431.125,14	471.893,31	705.100,43	695.496,36
Increase (-);decrease(+) in stocks	609						
Services and other goods	61	<u>511.579,27</u>	920.122,59	1.033.512,34	608.716,10	483.041,38	415.930,30
Gross Margin	70/61	<b>464.787,21</b>	<b>350.871,86</b>	<b>1.179.258,26</b>	<b>646.120,90</b>	<b>884.777,27</b>	<b>726.285,52</b>
Remunerations, social security costs and pensions	62	<u>243.260,76</u>	368.232,08	213.302,15	337.935,33	398.447,11	422.095,91
Depreciation of fixed assets	630	<u>13.461,75</u>	16.707,25	15.308,44	13.774,71	9.688,38	10.899,34
Amounts written off stocks, contracts in progress and trade debtors	634	<u>-1.453,40</u>	480,50				
Provisions for liabilities and charges: Appropriations (+/-)			-2.057,00	-8.050,00	25.249,24	16.317,75	0
Other operating charges	640/8	<u>167.362,01</u>	335.313,32	278.689,55	496.917,60	320.497,60	775.533,85
Operating result	70/64	<b>42.156,09</b>	<b>-367.804,29</b>	<b>680.008,12</b>	<b>-227.755,98</b>	<b>139.826,43</b>	<b>-482.243,58</b>
Financial income	75	<u>9.108,10</u>	9.188,82	802,80	376,27	7.996,73	28.443,51
Income from current assets	751	<u>8.586,61</u>	6.794,52	434,59	1.818,71	6.019,67	25.634,23
Other financial income	752/9	<u>521,49</u>	2.394,30	368,21	-1.442,44	1.977,06	2.809,28
Financial charges	65	<u>-27.819,51</u>	-7.277,34	-9.467,10	-2.255,77	-4.443,30	-2.858,74
Interest nad other debt charge		<u>-40,00</u>	-25,00	-246,74			
Other financial charges	652/0	<u>27.779,51</u>	7.252,34	9.220,36	2.255,77	4.443,30	2.858,74
Result on ordinary activities	70/65	<u>23.444,68</u>	-365.892,81	671.343,82	-229.635,48	143.379,86	-456.658,81
Extraordinary income (+)/ cost (-)		<u>0,00</u>	0,00	-1.430,20			0,00
Write-back of depreciations		<u>0,00</u>	0,00	-1.430,20			0,00
Result for the year	70/67	<b>23.444,68</b>	<b>-365.892,81</b>	<b>669.913,62</b>	<b>-229.635,48</b>	<b>143.379,86</b>	<b>-456.658,81</b>
Result carried forward		<u>571.820,25</u>	849.450,07	879.536,45	702.450,88	702.450,88	702.450,88
Withdrawals from allocated funds		<u>112.688,42</u>	88.262,99		436.721,05	293.341,19	750.000,00
Addition to allocated funds	70/68	<u>0,00</u>	0,00	-700.000,00	-30.000,00	-436.721,05	-293.341,19
Result to be carried forward	70/68	<b>707.953,35</b>	<b>571.820,25</b>	<b>849.450,07</b>	<b>879.536,45</b>	<b>702.450,88</b>	<b>702.450,88</b>



**SCAN ME**

The financial report of CTG Circular is available online.



**SCAN ME**

The financial report of Close the Gap Kenya is available online.

# AUDITOR'S REPORT WORLDLOOP



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*Free translation*

## **Auditor's report to the general meeting of members of WorldLoop vzw for the year ended 31 December 2020**

In the context of the audit of the annual accounts of WorldLoop vzw (the Association), 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 WorldLoop vzw for 10 consecutive years

### **Report on the annual accounts**

#### **Unqualified opinion**

We have audited the annual accounts of the Association, which comprise the balance sheet as at 31 December 2020, the profit and loss account for the year then ended and the notes to the annual accounts, characterised by a balance sheet total of € 377.599,71 and a profit and loss account showing a loss for the year of € 75.616,80.

In our opinion, the annual accounts give a true and fair view of the Association's net equity and financial position as at 31 December 2020, 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 Association 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 Association'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 Association 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. However, an audit does not provide assurance as to the future viability of the Association nor as to the efficiency or effectiveness with which the board of directors has conducted or will conduct the Association's business. Our responsibilities regarding the assumption of going concern applied by the governing body are described below.

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 Association'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

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Association'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 auditor's report. However, future events or conditions may cause the Association 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 Code of companies and associations, and with the Association's by-laws.

**Responsibilities of the auditor**

In the context of our mandate and in accordance with the Belgian standard (revised version in 2020) 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 Code of companies and associations, 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 Association throughout the course of our mandate.



*Free translation*

**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 violation of the articles of association, or the Code of companies and associations, that we have to report to you.

Vilvoorde, 21 June 2021

Grant Thornton Bedrijfsrevisoren CVBA  
Represented by

**Gunther Loits**  
**(Signature)**

Digitally signed by Gunther Loits  
(Signature)  
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c=BE  
Date: 2021.06.21 09:58:32 +02'00'

Gunther Loits  
Registered auditor

# FINANCIAL REPORT WORLDLOOP

BALANCE SHEET	Codes	31.12.2020	31.12.2019	31.12.2018	31.12.2017	31.12.2016	31.12.2015
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## ASSETS

<b>FIXED ASSETS</b>		7.744,40	12.316,31	4.659,64	3.726,23	10.530,79	9.640,35
<b>Tangible assets</b>							
Furniture and vehicles		7.744,40	12.316,31	4.659,64	3.726,23	880,84	
<b>Financial fixed assets</b>							
Guarantees		0,00	0,00	0,00	0,00	9649,95	9.640,35
<b>CURRENT ASSETS</b>	29/58	<b>369.855,31</b>	<b>478.131,00</b>	<b>600.768,33</b>	<b>877.013,86</b>	<b>890.848,08</b>	<b>764.840,88</b>
<b>Amounts receivable within one year</b>	40/41	51.630,24	85.191,95	45.524,58	141.973,48	170.711,92	186.082,11
Trade debtors	40	45.268,4	67.770,11	39.734,46	98.029,70	162.687,77	163.088,19
Other amounts receivable	41	6.361,84	17.421,84	5.790,12	43.943,78	8.024,15	22.993,92
<b>Current investments</b>							
Cash at bank and in hand	53/58	309.752,32	17.421,84	5.790,12	43.943,78	8.024,15	22.993,92
<b>Deferred charges and accrued income</b>	490/1	8.472,75	8.919,58	9.075,07	58.939,92	6.544,96	10.313,95
<b>TOTAL ASSETS</b>	<b>20/58</b>	<b>377.599,71</b>	<b>490.447,31</b>	<b>605.427,97</b>	<b>880.740,09</b>	<b>901.378,87</b>	<b>774.481,23</b>

## EQUITY AND LIABILITIES

<b>EQUITY</b>		298.905,24	374.522,04	404.035,29	423.558,13	406.690,44	369.971,45
Accumulated result		298.905,24	374.522,04	404.035,29	423.558,13	406.690,44	369.971,45
<b>PROVISIONS</b>							
Provisions for liabilities and charges		0,00	1.515,00	6.060,00	4.550,00		0,00
<b>CREDITORS</b>	17/49	<b>78.694,47</b>	114.410,27	195.332,68	452.631,96	494.688,43	404.509,78
<b>Amounts payable within one year</b>	42/48	<b>68.015,64</b>	<b>108.993,84</b>	<b>188.011,59</b>	<b>399.683,20</b>	<b>444.096,31</b>	<b>343.554,13</b>
<b>Financial debts</b>							
<b>Trade debts</b>							
Suppliers	44	68.015,64	53.829,57	27.847,32	187.080,93	115.542,53	107.617,97
Advances received on contracts in progress	46	0,00	55.164,27	160.164,27	212.602,27	263.479,09	219.146,68
Taxes, remuneration, and social security taxes	45	0,00	0,00	0,00	0,00	65.074,69	16.789,48
Taxes		0,00	0,00	0,00	0,00	4.821,52	2.543,86
Remuneration and social security	454/9	0,00	0,00	0,00	0,00	60.253,17	14.245,62
Other amounts payable	47/48	0,00	0,00	0,00	0,00	0,00	0,00
<b>Accrued charges and deferred income</b>	492/3	<b>10.678,83</b>	5.416,43	7.321,09	52.948,76	50.592,12	60.955,65
<b>TOTAL LIABILITIES</b>	<b>10/49</b>	<b>377.599,71</b>	<b>490.447,31</b>	<b>605.427,97</b>	<b>880.740,09</b>	<b>901.378,87</b>	<b>774.481,23</b>

	Codes	31.12.2020	31.12.2019	31.12.2018	31.12.2017	31.12.2016	31.12.2015
<b>INCOME STATEMENTS</b>							
Operating income	70/74	<b>65.684,27</b>	<b>154.997,12</b>	<b>159.759,81</b>	<b>355.788,88</b>	<b>476.759,95</b>	<b>784.237,18</b>
Turnover	70	23.869,57	95.703,46	94.698,00	177.761,90	161.241,33	436.421,00
Contributions, donations, grants, etc		41.814,7	9.000,00	65.061,81	176.337,95	311.856,83	318.215,22
Other operating income		0,00	50.293,66	0,00	1.689,03	3.661,79	29.600,96
<b>Operating charges</b>	<b>60/64</b>	<b>140.871,05</b>	<b>184.097,63</b>	<b>176.852,64</b>	<b>338.307,35</b>	<b>438.038,35</b>	<b>678.914,55</b>
Intermediate consumption	60/61	137.547,47	164.275,85	170.926,33	261.120,89	254.413,35	531.146,44
Raw materials, consumables and goods for resale	60	17.537,54	523,14	11.146,00	106.791,12	115.345,38	398.567,60
Purchases		17.537,54	523,14	11.146,00	106.791,12	115.345,38	398.567,60
Increase (-);decrease(+) in stocks	609						
Services and other goods	61	120.009,93	163.752,71	159.780,33	154.329,77	139.067,97	132.578,84
<b>Gross margin</b>	<b>70/61</b>	<b>-71.863,20</b>	<b>-9.278,73</b>	<b>-11.166,52</b>	<b>94.667,99</b>	<b>222.346,60</b>	<b>253.090,74</b>
Remunerations, social security costs and pensions	62	149,44	1.971,20	1.541,26	70.714,33	163.844,24	147.266,29
Depreciation of fixed assets	630	4.571,91	5.393,35	2.816,97	1.672,39	440,42	
Provisions for liabilities and charges		-1515,00	-4.545,00	1.510,00	4.550,00		0,00
Other operating charges	640/8	117,23	17.002,23	58,08	249,74	19.340,34	501,82
<b>Operating result (+)/(-)</b>	<b>70/64</b>	<b>-75.186,78</b>	<b>-29.100,51</b>	<b>-17.092,83</b>	<b>17.481,53</b>	<b>38.721,60</b>	<b>105.322,63</b>
<b>Financial income</b>	<b>75</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>131,60</b>	<b>918,49</b>	<b>858,57</b>
Income from current assets	751	0,00	0,00	0,00	0,00	391,91	858,18
Other financial income	752/9	0,00	0,00	0,00	131,60	526,58	0,39
<b>Financial charges</b>	<b>65</b>	<b>430,02</b>	<b>412,74</b>	<b>786,69</b>	<b>745,44</b>	<b>2.921,10</b>	<b>2.101,13</b>
Interest nad other debt charge							
Other financial charges	652/0	430,02	412,74	786,69	745,44	2.921,10	2.101,13
<b>Result on ordinary activities</b>	<b>70/65</b>	<b>-75.616,80</b>	<b>-29.513,25</b>	<b>-17.879,52</b>	<b>16.867,69</b>	<b>36.718,99</b>	<b>104.080,07</b>
<b>Extraordinary income</b>							
Extraordinary charges				1.643,32			
<b>Result for the year</b>	<b>70/67</b>	<b>-75.616,80</b>	<b>-29.513,25</b>	<b>-19.522,84</b>	<b>16.867,69</b>	<b>36.718,99</b>	<b>104.080,07</b>
<b>Result for the period to be carried forward</b>	<b>70/68</b>	<b>-75.616,80</b>	<b>-29.513,25</b>	<b>-19.522,84</b>	<b>16.867,69</b>	<b>36.718,99</b>	<b>104.080,07</b>

# THE TEAM

## CTG vzw

**Mr. Olivier Vanden Eynde**  
Founder and Managing Director  
(until 31/12/2020)

**Mr. Peter Manderick**  
General Manager (as from 1/1/2021)

**Ms. Marie Verbreyt**  
Office Manager and Personal Assistant to  
Olivier vanden Eynde

**Mr. Marnick Vanlee**  
Impact Projects Manager

**Mr. Didier Appels**  
Impact & Strategic Partnerships Director

**Mr. Jon Lambrecht**  
Impact Project Coordinator (joined the D4Y  
-team in the course of 2020, co-founded  
with CTG and DNS Belgium)

Our interns in 2020:  
Maxime Evens, Nils Möller,  
Santiago Andres Duque Zulaga, Laurens  
Van Vaerenbergh,  
Moses Mwangi Gitonga,  
Lara Sarcinella, Saran de Sutter,  
Tessel Van Willigen

## CTG Kenya

**Mr. Olivier Vanden Eynde**  
Founder and Managing Director

**Ms. Debbie Thys**  
Head of Partnerships and Business  
Development

**Mr. Ludwig Vanden Eynde**  
Deputy Director

**Ms. Sietske De Graaf**  
Community Manager

**Mr. Ngosa Mupela**  
Business and Investment Manager

**Mr. Timothy Wachira**  
Operations Manager

**Mr. Norman Muisyo**  
Operations Associate

**Mr. Peter Ndungu**  
Operations Associate

**Mr. Alex Ogutu**  
Operations Assistant

**Mr. Philip Kairu**  
Sales support

**Mr. Wilson Asweto**  
Sales support

**Ms. Jaccinta Nduta**  
Hub receptionist

**Ms. Rodah Atieno Ouma**  
Office Maintenance

**Ms. Gladys Mwaviswa**  
Office Maintenance

**Ms. Margaret Mbugua**  
Accountant

**Mr. Zachariah Njoroge**  
Accounts assistance

**Ms. Lydia Osimba Otoy**  
Kitchen Chef

**Ms. Vallary Eshionzo Dllimu**  
Maintenance

**Ms. Francisca Muema**  
Digitruck Project Manager

**Mr. Laurent Kuligha Ambrose**  
Associate Business and Investment  
Manager

**Ms. Sharon Odera**  
Manager Close the Gap Café

**Ms. Zuhura Mbarak**  
Chef Close the Gap Café

**Mr. Faridi Abubakar**  
Barista Close the Gap Café

**Ms. Winnie Jepkemoi**  
Waitress Close the Gap Café

**Mr. Elias  
Mwawingwa Mwamengi**  
Hub Transportation Manager

Interns of Close the Gap Kenya  
in 2020:  
Norman Musiyo, Peter Ndugu,  
Laura Lesley Achieng, Alex Onyango Agut  
and Esther Ocholla.

## BOOST

### BOOST your Business

**Ms. Diwy Tommasen**  
Pillar Lead

**Ms. Lilian Wambua**  
Project Management

**Ms. Daylene Nyamboke**  
Training Coordinator

**Ms. Elizabeth Odima**  
Lead Trainer

### BOOST your Learning

**Ms. Jacinta Kariuki**  
Pillar Lead

**Ms. Eva Kimani**  
Project Management

**Ms. Roselyne Warau Mwangi**  
Training Coordinator

**Mr. Martin Nyantino**  
Training Coordinator

### BOOST your Tech

**Ms. Debbie Thys**  
Pillar Lead

**Ms. Sidra Pasta**  
Project Coordinator

**BOOST Interns:**  
Khadija Salad, Laura Lesley Achieng,  
Titus Nyandoro

## CTG Circular

**Mr. Koen Janssens**  
Co-Director

**Mr. Alain Braeckmans**  
Co-Director

**Ms. Jolien De Haes**  
Back-office administration

**Ms. An Maurus**  
Back-office administration

**Mr. Carl Galle**  
Operational Manager

**Mr. Wilton Scheerder**  
Business Development Manager

**Mr. Bram Over**  
Project Manager

**Ms. Liselotte Thijs**  
Communications Coordinator

**Ms. Anne Seliaerts**  
Communications Coordinator

**Mr. Zakaria Tizza**  
Sales Officer

An honourable mention to our 26  
employees at the production plant





# CONTACT DETAILS (ALL ENTITIES)

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Visitor address Close the Gap Hub  
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Mombasa, Kenya

## **CTG Circular**

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## **Worldloop vzw**

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Tel: +32 (0)2 614 81 58

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[www.closethegap.co.ke](http://www.closethegap.co.ke)  
[www.worldloop.org](http://www.worldloop.org)  
[www.ctgcircular.com](http://www.ctgcircular.com)

## **E-MAIL**

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## **CLOSE THE GAP INTERNATIONAL VZW, ADMINISTRATIVE OFFICE IN BELGIUM**

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# COLOPHON

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## **COMPOSITION & OVERALL COORDINATION**

Ms. Liselotte Thijs, Communications Coordinator

Ms. Anne Seliaerts, Communications Coordinator

## **FINANCIAL INFORMATION**

Grant Thornton (External Auditor)

Deloitte (Accountant)

## **EDITOR**

Close the Gap International vzw/asbl

## **EDITOR IN CHIEF**

Olivier Vanden Eynde, Pleinlaan 2, 1050 Elsene, Belgium

## **PICTURES**

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## **CREATION AND LAYOUT**

Sietske de Graaf

Emakina Belgium

## **ARTWORK & PHOTOENGRAVING**

Ricoh Belgium

## **PRINTING**

Ricoh Belgium

• Ricoh Belgium for offering to print the activity report.



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THE  
GAP** BRIDGING  
THE DIGITAL  
DIVIDE

[www.close-the-gap.org](http://www.close-the-gap.org)

