

CLOSE THE GAP

ACTIVITY

REPORT

2016



**CLOSE
THE
GAP**

BRIDGING
THE DIGITAL
DIVIDE



WE SUPPORT

2016 CLOSE THE GAP ACTIVITY REPORT



	FOREWORD CHAIRMAN OF THE BOARD	3
	MILESTONES	5
chapter 1	WHAT WE DID IN 2016	8
	Facts and figures	9
	Events	10
	Projects	14
	<i>Project adoption</i>	
	<i>Regular projects</i>	
	<i>Projects in Europe</i>	
	<i>Innovation projects</i>	
	E-resource certificates & commitment to sustainability	22
chapter 2	PARTNERSHIPS	24
	Friends Of	26
	Strategic Partners	28
	Supporting Partners	36
	Service Partners	37
	Close the Gap & The United Nations	38
chapter 3	TRANSPARENCY ACCOUNTABILITY AND FINANCIAL REPORT	40
	Auditor's Report	42
	Financial Report	44
chapter 4	THE ROAD AHEAD	46
chapter 5	CONTACT DETAILS	48
	COLOPHON	49

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FOREWORD CHAIRMAN OF THE BOARD

I would like to start this year's Chairman's foreword by presenting Close the Gap's latest approach to the annual reporting to our friends, supporters, partners and stakeholders: the Activity Report. Today, our reality is in constant transformation, and in constant re-evaluation of priorities. Close the Gap recognises the need to adapt to this changing reality. As a result, Close the Gap's classic 'Annual Report' has now evolved into a concise and straightforward 'Activity Report', containing all the updates and activities of 2016.

As part of this adaptation, Close the Gap has developed and strengthened its social media presence, providing regular updates on both our activities and our partners', and where we share forward initiatives with significant potential for collaboration. Our community of like-minded supporters, followers, and page likes continues to grow, showing that hundreds of organisations and individuals do have a strong interest in Close the Gap activities and ICT4Development.

2016 has been significantly fruitful for Close the Gap and a true success for ICT4Development, as we received 91,488 assets; that's an increase of more than 26% compared to last year. This is both the most significant increase since 2011 and the most significant yearly asset donation ever. I take this opportunity to thank Close the Gap's donors for their trust in us and in our mission. I would also like to thank the team and the Board of Directors, who work with tireless commitment to magnify the positive results of sustainable ICT4Development.

I would also like to point out that in 2016, we collaborated with three different partners to build three different digitrucks. This mobile IT lab is an innovative solution for communities off the grid that enables them to have access to ICT. Close the Gap has supplied more digitrucks than previous years, thus enabling us to reach a greater amount of people off the grid in need of its services.

I would also like to refer to the Close the Gap Public Benefit Foundation, founded on 16 December 2013, and formally operational since 2014. The Foundation will take an increasingly active role in supporting the strategic direction Close the Gap is engaged into. As mentioned in previous annual reports, the Foundation's main mission is to serve as an innovative tool for better delivering Close the Gap's mission and value proposition. In its first two years as a start-up entity, the Foundation did not have the opportunity to significantly contribute to the strategic direction previously mentioned above. However, 2016 has marked the operational start of an inspiring partnership between the Foundation and the Free University of Brussels (VUB), where the Foundation is now the founding member of the 'Social Entrepreneurship Chair'. Close the Gap vzw was the main contributor in assessing how impact-driven technology innovation can contribute to poverty alleviation in the 'base of the pyramid', and more specifically its population in sub-Saharan Africa.

The Close the Gap Foundation has developed a strategy to empower African entrepreneurial organisations with technology driven solutions, in which the technology aspect is an instrument to achieve some of Close the Gap's goals such as better access to education, increased employment opportunities and a more equitable ecosystem for entrepreneurship. The roll-out of this strategy will be assessed in the course of 2017 and will look into the possibility of creating an impact-first investment vehicle to support the growth, replicability and effectiveness of existing mid-scale African tech enterprises. The Foundation will address the constantly changing software and hardware environment, including the mass-use of social media and other technology driven platforms to improve access to education, finance, healthcare, agriculture and entrepreneurship. I invite you to read more about the strategic plans for 2017 on page 46. I also invite you to have a look at the financial report on page 44 where more details are provided on the role of Close the Gap vzw in the Foundations objectives.

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

*Chairman of the Board
Close the Gap*



MILESTONES

2013/1

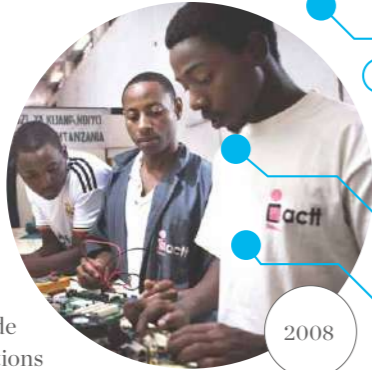
President Obama visits a Close the Gap computer lab at the Desmond Tutu HIV Foundation in South Africa.

2009



2012/2

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



2008

2012/1

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



2007 *

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). Read about it on page 21.

2008

Close the Gap formalises local Service Partner programme to support beneficiary projects with IT installation, maintenance and training. Read about it on page 36.

2007 *

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

2003

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



2003

2012/1



2012/2



2013/1



2013/2

The Close the Gap Foundation is launched to support 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.

2015/1

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



2015/1

2014 **



2015/2

Close the Gap, together with Deloitte University EMEA, Middle East and Africa hold first ever Entrepreneurship Bootcamp in Dar es Salaam, Tanzania.

2015/2

2016

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



2016



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

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

FACTS & FIGURES 2016

01

WHAT WE DID IN 2016

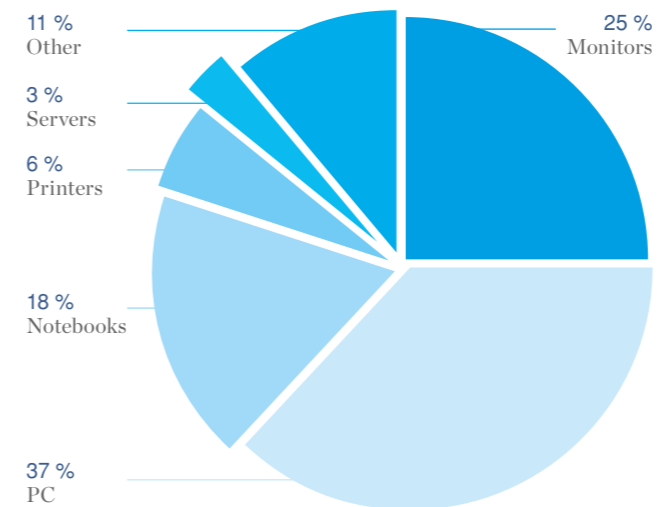


SINCE CLOSE THE GAP STARTED IN 2004

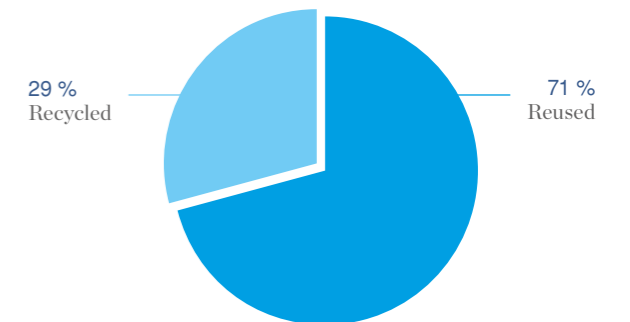
IN 2016

613,508	assets donated	91,488	assets donated
427	companies involved in donations	114	companies involved in donations
4,972	projects supported	613	projects supported
2,370	tonnes of e-waste collected	589	tonnes of e-waste collected
58,419	offsetting certificates purchased	10,208	offsetting certificates purchased

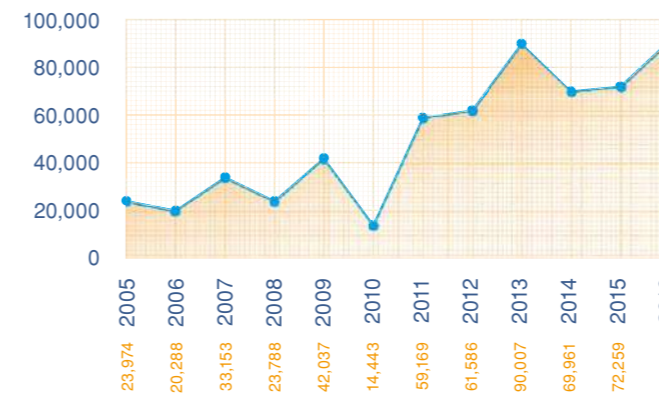
ASSET TYPE ...



AND ASSET REUSABILITY



EVOLUTION # ASSET DONATION



This 2016, Close the Gap received 26% more assets compared to 2015, which is the most significant increase since 2011. 2016 is also the year with the highest number of assets ever donated, reaching more than 90,000 assets.

REMEMBER, CLOSE THE GAP IS ALSO COLLECTING MOBILE DEVICES!

EVENTS IN 2016

30 JANUARY - 4 FEBRUARY

Learning Journey with Teenagers. Cape Town, South Africa

For the third time, Close the Gap had the esteemed privilege of inviting Belgian and Dutch CEOs and their teenage children to take part in a unique "learning journey" to Cape Town, South Africa. 13 CEOs, 13 teenagers ranging in age from 11-21 and two Belgian journalists came on the trip.

Visiting Up for All (now Quirky30) and the Desmond Tutu HIV Foundation was a truly inspiring experience for all the participants. Teenagers and parents also had the chance to have an exciting discussion with Archbishop Desmond Tutu at the inauguration of the Digitruck.



18 FEBRUARY

HM King Philippe of Belgium visits Arrow Value Recovery's Mechelen facility. Mechelen, Belgium

HM King Philippe was invited to witness the refurbishment of the symbolic 500,000th computer after receiving a guided tour to learn about how the donated computers and mobile devices undergo rigorous data erasure and refurbishing measures in preparation for redeployment to local and international beneficiary projects.

HM King Philippe followed the tour together with Close the Gap's stakeholders – partners, beneficiaries and donors, among them representatives from DNS.be, Deloitte Belgium, KBC Bank, Proximus, Recupel and Agoria. The group discussed the role ICT can play in socio-circular economic environments with HM the King, including how ICT can help to create sustainable jobs and reach the most vulnerable communities living without electricity.

30 JUNE

Bike to Close the Gap. Kluisbergen, Belgium

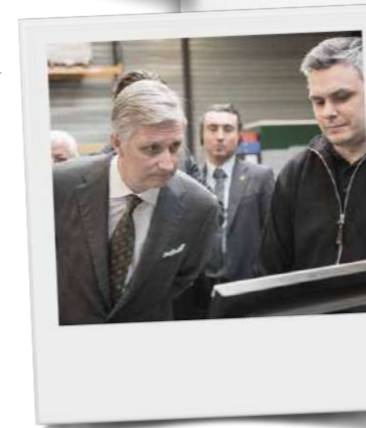
On 30 June, more than 200 cyclists gathered for our good cause at the Paterberg. Bike to Close the Gap is a sporting event, but it certainly isn't a competition. Participants cycled alongside each other for a common goal: to raise funds to provide access to ICT for disadvantaged children and young adults in Europe and in developing countries. This 2016 edition was co-organised and co-sponsored by Close the Gap, Proximus and DNS Belgium, with Mr. Alexander De Croo, Deputy Prime Minister and Minister of Development Cooperation, Digital Agenda, Telecommunications and Postal Services, as our special cycling guest.

	TOTAL CYCLISTS	200
	TOTAL NUMBER OF LAPS	almost 3,000
	MOST LAPS - WOMEN	Els Van Dycke from CENTRIC BELGIUM with 20 laps
	MOST LAPS - MEN	Nick van den Heuvel from SIDN with 30 laps
	TEAM WITH THE MOST CYCLISTS	PROXIMUS with 25 cyclists

2 FEBRUARY

Inauguration of the digitruck, sponsored by Deloitte Belgium. Cape Town, South Africa

In 2015, Close the Gap started collaborating with Quirky30 (formerly Brothers For All), which was the local project partner for managing the first South African digitruck, sponsored by Deloitte Belgium and built by a local supplier in Cape Town. This digitruck has been specially designed for Up for All and will bring coding skills to vulnerable youth in the Langa Township. It was inaugurated at the V&A Waterfront with a very special guest of honour, Archbishop Desmond Tutu.



11-20 JULY

High-level Political Forum on Sustainable Development 2016 – Ensuring that no one is left behind.

New York, United States

Close the Gap's Communications Coordinator, Ms. Isabelle Servant, attended some of the sessions of the High-level Political Forum on Sustainable Development 2016. The SDG Business Forum held on 19 July was particularly interesting. It highlighted that the private sector needs to be included as a full partner in achieving the Sustainable Digital Goals, as there is a need for transformation to create a tipping point to bring innovations to the market. A representative from United Nations Industrial Development Organisation (UNIDO) confirmed the need to include the private sector; UNIDO works with the African Bank and the World Bank through its Programme for Country Partnership (PCP) in Senegal, Ethiopia and now Peru. The private sector is seen as a new actor in development, which wants to create and contribute to a win-win opportunity.



7-9 SEPTEMBER

Close the Gap at Electronic Goes Green Conference, co-presenting with Arrow Electronics.
Berlin, Germany

Close the Gap was among the 400 conference delegates who participated in the event. Our colleague Inge Knapen, Close the Gap's Operations Director, had the chance to co-present a session with our long-time partner Arrow Electronics. During the session dedicated to social responsibility, Scott Venhaus presented "Arrow Value Recovery and Close the Gap partner to close the loop for Electronics".



18 OCTOBER

Close the Gap signs the Belgian SDG Charter.
Brussels, Belgium

On 18 October Close the Gap, together with over 80 Belgian companies, partners from civil society and the public sector, signed the Belgian SDG Charter, which was praised by Ban Ki-moon, UN Secretary-General and Jim Yong Kim, the World Bank President, in a video message at this event.

The Belgian SDG Charter for International Development outlines the commitment to the SDGs from the private sector, civil society and the public sector in Belgium. Concrete initiatives based on the charter will be set up in the months and years ahead, arranged between the authorities, the private sector and civil society organisations. The focus will be on health, renewable energy, digitisation, agriculture & food, and sustainable entrepreneurship.

30 NOVEMBER

Digital 4 Development Prize.
Brussels, Belgium

Close the Gap was honoured to participate in the 2016 edition of the Innovation Fair and the Digital for Development (D4D) awards, which took place at the African Museum in Tervuren, Belgium.

Robert Mafie, Director of Affordable Computers and Technology for Tanzania (ACTT), the Tanzania-based organisation aimed at providing access to ICT to schools, travelled to Brussels for this event. Our colleague Inge Knapen, Close the Gap's Operations Director, had the honour of giving a keynote speech on Sustainable ICT4 Development at the beginning of the Innovation Fair, and sharing Close the Gap's mission to bridge the digital divide.

In the afternoon, the awards ceremony took place in the presence of the Minister of Development Cooperation and Digital Agenda, Mr. Alexander De Croo. The D4D Prize rewards outstanding initiatives that use digitisation and new technologies as a lever for steering development towards achieving the SDGs.

There were three categories for nominations – iStartUP (innovative ideas), iStandOut (success story) and iChoose (the public award). The Digitruck was nominated in the iStandOut category for the innovative way it provides people in remote locations off-grid with access to ICT.

18 SEPTEMBER

Corporate Philanthropy in Europe.
Brussels, Belgium

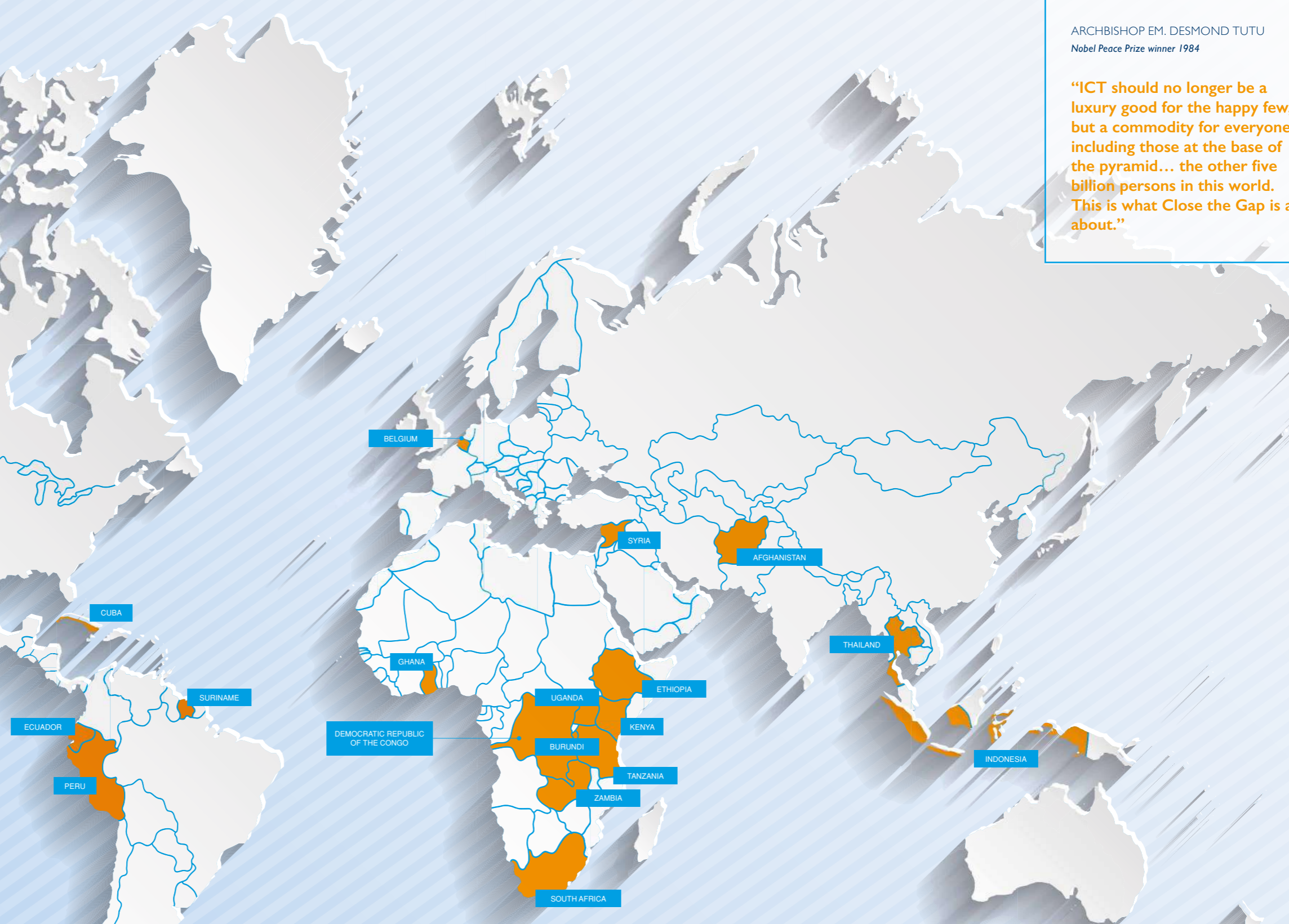
KBFUS organised a 4 day-workshop in Brussels with the aim of changing the role of philanthropy in Europe. Corporate grant makers met several times with the European Commission, Corporate Social Responsibility (CSR) Europe, the European Foundation Centre (EFC), the European Venture Philanthropy Association and the European Policy Centre (EPC) to discuss the main objectives of how philanthropy could be efficiently integrated into European realities to the maximum extent. Inge Knapen, Close the Gap's Operational Director, participated in the lunch discussion with Arrow's CSR Global Director Joe Verrengia. The lively conversation touched on community involvement in Europe and how the US-based financial contributions could encourage the development of innovative projects, creating more opportunities for employees and fostering other collaborative activities.

PROJECTS

ARCHBISHOP EM. DESMOND TUTU
Nobel Peace Prize winner 1984

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

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



- Close the Gap and its donors support projects in two different ways:**
- **PROJECT ADOPTION**
 The donor supports the entire stream, from export and installation, all the way through to sustainable end-of-life recycling.
 - **REGULAR PROJECTS**
 Supply of refurbished ICT assets to projects that do not receive external funding from Close the Gap's network of partners.

PROJECT ADOPTION

Belgium

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
IDROPS	10	Innovation	Telenet Foundation
MAKS VZW	40	Education	DNS Belgium
SOS CHILDREN'S VILLAGES	31	Education	DNS Belgium
PC SOLIDARITY	2,022	Employability	DNS Belgium
COMPUTERS FOR ORGANISATIONS SELECTED BY BNP PARIBAS FORTIS FOUNDATION	240	Social	BNP Paribas Fortis Foundation
GOODPLANET PROJECT	390	Education	Proximus
ZEEPVENTORIUM VZW	30	Education	Telenet
RODE KRUIS VLAANDEREN	25	Social	Telenet

Burundi

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
GLICE BURUNDI	595	Education	DNS Belgium

Cuba

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
UNIVERSIDAD CENTRAL "MARTA ABREU" DE LAS VILLAS	627	Education	VLIR-UOS
UNIVERSIDAD DE ORIENTE	413	Education	VLIR-UOS

Democratic Republic of the Congo

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
MAISON DE SAVOIRS	21	Education	Brussels Government

Ecuador

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
UNIVERSIDAD DE CUENCA	614	Education	VLIR-UOS

Ethiopia

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
MEKELLE UNIVERSITY	453	Education	DNS Belgium

Kenya

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
COMPUTERS FOR SCHOOLS KENYA	2,520	Education	Rabobank, DNS Belgium
BRCK KIO KIT	200	Education	Deloitte
MOI UNIVERSITY	610	Education	VLIR-UOS

Peru

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
UNIVERSIDAD NACIONAL AGRARIALA MOLINA	269	Education	VLIR-UOS

South Africa

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
OVERSTRAND TRAINING INSTITUTE	20	Education	Dumoulin

Suriname

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
ANTON DE KOM UNIVERSITEIT	308	Education	VLIR-UOS

Tanzania

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
AFFORDABLE COMPUTERS AND TECHNOLOGY FOR TANZANIA	2,539	Education	Rabobank, DNS Belgium
MZUMBE UNIVERSITY	409	Education	VLIR-UOS

Uganda

PROJECT NAME	NO. ASSETS	SECTOR	ADOPTER
COMPUTERS FOR SCHOOLS UGANDA	1,260	Education	DNS Belgium

MEKELLE UNIVERSITY - ETHIOPIA

Mekelle University is located in the town of Mekelle in the Tigray region of northern Ethiopia, some 783 km from the Ethiopian capital Addis Ababa.

The mission of the university is pursuing academic excellence, research and community service and contributing to help advance knowledge, economic growth and social welfare among the national and international community. It does this by empowering local communities, excelling in innovation and entrepreneurship, and partnering with national and international institutions. Mekelle University aspires to be one of the top 25 universities in Africa by 2025.

In 2016, Mekelle University received 453 IT assets, thanks to Close the Gap's partnership with the Flemish Interuniversity Council for University Development Cooperation (VLIR-UOS). The primary goal of this collaborative project is to enable students and teachers attending the university to unlock the full potential of their IT skills.

AFFORDABLE COMPUTERS AND TECHNOLOGY FOR TANZANIA (ACTT)

Affordable Computers & Technology for Tanzania (ACTT) is dedicated to building an effective and sustainable business that benefits Tanzanian society by supporting ICT in schools and by offering ICT training to marginalised youth. Its ultimate goal is to build an empowered, ICT knowledgeable community that effectively utilises ICT resources and tools to play a key role in national development.

In 2016, ACTT received more than 2,500 IT assets thanks to Close the Gap's partnership with Rabobank and DNS Belgium. This unique collaboration facilitates the mission of ACTT to run a successful social enterprise that supports schools by supplying them with IT assets and ICT training courses to empower vulnerable youth.

KRISTIEN VERBRUGGHEN
Director, VLIR-UOS



"Close the Gap and VLIR-UOS's collaboration contributes to creating opportunities for innovative responses to global and local challenges. For every four computers shipped to a university, at least one is sent to an outreach project in the community around the university. Mekelle University is one of the successful examples of this win-win partnership."

ROBERT MAFIE
Director, ACTT



"With support of Rabobank and DNS Belgium, through Close the Gap, we continue to enlighten schools in Tanzania with technologies and support that make a difference, ICT is now becoming an enabler of good and quality learning, and our children now have brighter futures with quality education. With over 150 schools reached with computers and over 30,000 with basic ICT skills, these companies have become pioneers of role model organization that go beyond CSR aspect but partners in shaping a better tomorrow. Thanks to Rabobank and DNS Belgium for continued support and Close the Gap for as always making the right connection."

REGULAR PROJECTS

Afghanistan

PROJECT NAME	NO. ASSETS	SECTOR
WOMANITY FOUNDATION	126	Education

Democratic Republic of the Congo

PROJECT NAME	NO. ASSETS	SECTOR
PRISON MAKALA	20	Social
FESTIVAL AMANI	45	Social
KAMITUGA	22	Education
ARTSEN ZONDER VAKANTIE	24	Health
EDUCANS	218	Education

Indonesia

PROJECT NAME	NO. ASSETS	SECTOR
SUMBA HOSPITALITY FOUNDATION	28	Education

South Africa

PROJECT NAME	NO. ASSETS	SECTOR
BELGIUM CAMPUS	30	Education

Tanzania

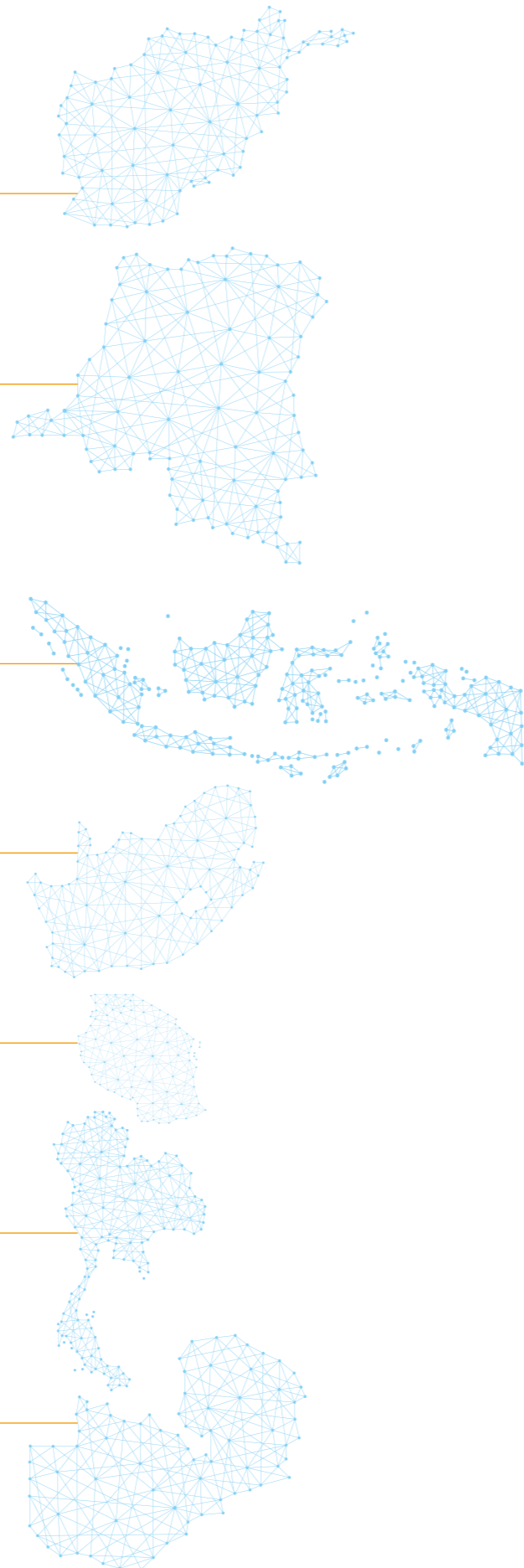
PROJECT NAME	NO. ASSETS	SECTOR
LONGIDO SCHOOL FOR THE BLIND	40	Education

Thailand

PROJECT NAME	NO. ASSETS	SECTOR
FUND ISAAN	183	Education

Zambia

PROJECT NAME	NO. ASSETS	SECTOR
ABANTU ZAMBIA	21	Education



The following projects were also supported in 2016, receiving less than 20 assets

Ghana

JAPALLEH FOUNDATION, SUPPORT GHANA

Kenya

TIMELESS WOMEN OF WONDER FOUNDATION

South Africa

CASA MARIS, PEACE JAM

Syria

OK FOUNDATION

Tanzania

MWERENI SCHOOL FOR THE BLIND

FUND ISAAN

Fund Isaan is a non-profit organisation that supports the education of children in the Isaan region of Thailand. Managed by the King Baudouin Foundation, the fund focuses on improving education and the support of microeconomic initiatives. To this end, the fund puts volunteers at the disposal of local schools. Fund Isaan believes IT has become the single most important source of knowledge and the transfer of knowledge, which is the main driver of economic and social progress. In 2016, Close the Gap delivered 183 IT assets to the fund, to be installed in schools to prevent regions from being left behind. As a condition for receiving these IT assets, schools have to organise adult education for the villagers of the surrounding communities and to open its doors to other schools in the area.

RONY WUYTJENS
 Founder, Fund Isaan Foundation

“Since our establishment we have worked together with Close the Gap to install computer classes in rural schools. Close The Gap has proven to be much more than a supplier, it is a partner supporting our project with hardware, software and know-how. Without Close the Gap it would be extremely difficult, if not impossible, to continue this part of our activities.”

PROJECTS IN EUROPE

INNOVATION PROJECTS

Close the Gap is not only active in developing and emerging countries, but also in Europe. European countries also need support with ICT education to provide the most vulnerable communities with better opportunities in the job market, through access to ICT.

ICT innovation is key to facing societal challenges, common to all emerging and developing countries. In 2014, Close the Gap launched its first digitruck, a solar-powered, mobile multi-purpose IT unit that brings IT education to rural and vulnerable communities which do not have a power supply. The following year, Close the Gap, in collaboration with Arrow Electronics, built a digitruck, which is currently at the Neema Orphanage in the Kilimanjaro region, Tanzania. In 2016, Close the Gap proudly joined forces with three different organisations to build three different digitrucks.

PC Solidarity

No. assets received 2,022
Sector Employability
Adopter DNS Belgium



Today, around 45% of Europeans have only basic digital skills*, and Europe also lacks digitally skilled people to fill job vacancies despite high unemployment rates. The European Commission estimates that there may be a shortage of up to 500,000 ICT professionals by the year 2020.

PC Solidarity organises calls for proposals from non-profit organisations that can help disadvantaged people to improve their ICT skills in order to enhance their chances on the job market. These calls are organised by the King Baudouin Foundation. PC Solidarity offers hardware to strengthen the ICT capacities of the organisations, both on an infrastructural and a pedagogical level.

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

In 2016, PC solidarity launched a call for proposals. A total of 94 Belgian non-profit organisations were selected and 2,022 assets were distributed.

PHILIP DU BOIS
 General Manager, DNS Belgium



“DNS Belgium’s mission is to register .be domain names, make the Internet more accessible and encourage its use. This also means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy. DNS Belgium has been collaborating with Close the Gap since 2008. Since then and through PC Solidarity, DNS has funded 899 projects in Belgium, with a total of 7,722 assets. Also, 10,095 assets were sent to 628 projects in different African countries. We are proud of the results of this unique collaboration.”

GoodPlanet Project

No. assets received 390
Sector Education
Adopter Proximus

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

MAXIME DEVERS
 GoodPlanet

“Since the start of the project in 2013, 930 schools have participated, through which we reached 239,000 children. As a result of the mobile phones collected, Close the Gap provided 2,030 refurbished IT assets (notebooks, tablets, computers). In 2016, 130 schools participated, and we reached 46,000 students. These new devices are warmly welcomed by the teachers and students. We notice a still ongoing interest from the schools to participate in the project. Therefore we are happy to continue this partnership with Proximus and Close the Gap in the future and hope to reach out to even more schools.”

Deloitte Belgium / Cape Town, South Africa

Close the Gap collaborated very closely with Deloitte Belgium to build a 12-metre Digitruck, bringing computers and connectivity to students in the Western Cape region. Deloitte encouraged its employees to count their steps in a good cause. All steps were counted with sports watches and converted into credits representing Deloitte’s contribution. The objective of stepping 500,000 km was reached 3 weeks before the initiative deadline. This Digitruck has been operating since 2016 as the computer lab of Quirky30 (Formerly Brothers For All), a non-profit organisation based in the township of Langa, Cape Town, South Africa. The main focus of the organisation is empowering offenders, ex-offenders, inmates and vulnerable youth by giving them technology skills, specifically in coding. This is a disruptive solution for pathways out of poverty and crime, which continue to ravage the townships in South Africa.

Brussels-Capital Region / Kinshasa, DRC

Bianca Debaets, the Brussels-Capital Region’s Secretary of State and responsible for Development and Cooperation, sponsored the construction of a Digitruck that was delivered to the non-profit organisation ‘La maison des Savoirs’ in Kinshasa. The city of Kinshasa wanted to offer digital educational services and facilitated the creation of this organisation, which offers IT classes and activities to those who have difficulties with access to IT.

Dumoulin / Cape Town, South Africa

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



E-RESOURCE CERTIFICATES & COMMITMENT TO SUSTAINABILITY



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

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

IN 2016, THE FOLLOWING COMPANIES BOUGHT E-RESOURCE CERTIFICATES



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

02

PARTNERSHIPS

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.

ANDRÉ VAN DER LINDEN
Executive Vice-President, Rabobank

“Rabobank was founded in the 19th century as a cooperative with the mission to provide access to financial resources for its members. Close the Gap enables access to IT and the Internet, which allows access to information and financial resources in a modernised way. This parallel is the reason why for many years now, Rabobank has been collaborating with Close the Gap by offering its used computers. We feel privileged and happy to do so and aim to continue this in the future. Rabobank believes that providing access to IT and the Internet is a necessity for children to be able to develop. Every child counts and deserves to be given this opportunity. Close the Gap makes this happen and is an inspiring initiative for us all.”



FRIENDS OF

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

Donors in 2016

Acerta	De Nederlandsche Bank	Gemeente Merelbeke	Liberty Global	Realdolmen	Toyota
AkzoNobel	Delhaize	GSK Vaccines	MUCO	Recticel International	Triodos Bank
AMIVAL	Deloitte	HIVA - Hoger Instituut voor Arbeid	Nationale Nederlanden	RHEA Group	T-Systems Belgium
Ardo	Digital Media Centre		Nedtrain	Ricoh Europe (Netherlands) B.V.	TUI Group
ASML Foundation	DSM	Hogeschool Gent	Nestlé	Robert Half International	Umicore
Barco	ebay	Hogeschool PXL	Noordwest Ziekenhuisgroep	Rode Kruis Vlaanderen	UNIZO
BNP Paribas Fortis	EBRC	HP	NS	Samsonite Europe NV	UPC-Cablecom
Brabantia	Engie	IMEC	NS International	SD Worx	UZ Antwerpen
Caritas International	Essent N.V.	Infrabel	NV Vaco B.V.	Service Public Régional de Bruxelles - Gewestelijke Overheidsdienst Brussel	VDAB
Cegeka	European Investment Bank	ING	Océ Technologies B.V.	Siemens BE	Vergaderen in het Gooi
Centrum voor Informatica voor het Brusselse Gewest	European Schoolnet	Intertrust The Netherlands	ONVA-RJV	Solidariteit voor het Gezin - Gent	VITO
Ceran Lingua International	EVS Broadcast Equipment	Karel de Grote Hogeschool	Orange	Stork Technical Services Belgium N.V.	Vivaqua
Coca-Cola Company	Exact	KBC	Politie Leuven	Stork Technical Services NL	Vlaams Overheid Agentschap Facilitair Bedrijf
Coca-Cola Enterprises	Familiehulp vzw	KLM	Politiezone Mira	Syntra Vlaanderen	Vlaamse Gemeenschaps-commissie
Coca-Cola Services	Farys	KLM Health Services	Port of Antwerp	Telenet	VOKA
Conseil de l'Union Européenne	FIS GLOBAL	Kluwer	Post NL	Terumo	WAVIN
CycloMedia Technology B.V.	Flemish Parliament	KPMG	ProRail	Teva Pharmaceuticals	Wit-Gele Kruis
CZ	FSMA	Lampiris	Proximus	Teva UK	Ziggo
DAF Trucks	Gemeente Heerlen	Leyland Trucks	Psychiatrisch Centrum Gent-Sleidinge	Timeos	



Close the Gap and ING

The international bank ING has been collaborating with Close the Gap since 2011. Every year since then, ING has donated thousands of used IT assets, to be refurbished and sent to educational projects in a developing country. To be more precise, from its first donation in 2011 to the last one in 2016, ING has donated more than 22,500 IT assets.

CAROLINE DE MOOR
Sustainability Expert, ING Belgium

“Sustainability is integrated directly into the core of our business strategy. Our aim is to empower people to stay a step ahead in life and in business – and this is what sustainability is – not only now, but the future. It is about sharing and doing business in an honest way with current and future generations. We know that to be a good corporate citizen we need to help people stay a step ahead. ING is donating its used equipment to Close the Gap since many years now. This way, we contribute to help people staying one step ahead, by helping bridge the digital.”



Close the Gap and AkzoNobel

AkzoNobel supplies innovative and sustainable paints, coatings and speciality chemicals to customers around the world. With more than 80 offices and 46,000 employees worldwide, AkzoNobel reaches every single part of the world. Close the Gap and AkzoNobel started collaborating in 2015. In just two years, AkzoNobel has donated almost 9,000 used IT assets.

ALOYS KREGTING
CIO, AkzoNobel

“Sustainability is at the heart of everything we do at AkzoNobel. It’s vital for the future success of our company, our society and our planet. The collaboration with Close the Gap contributes to this mission and to our commitment to doing more with less and creating more value from fewer resources.”

STRATEGIC PARTNERS

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

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

ACERTA



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

AIR FRANCE AND KLM



The **Executives' Circle** was founded with the purpose of gathering the foremost business leaders and intellectual elite within an exclusive forum that addresses today's key management, leadership and societal challenges. Close the Gap engages with the Executives' Circle network to drive shared-value initiatives.

THE EXECUTIVES' CIRCLE



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

ARROW ELECTRONICS



Arrow Value Recovery, part of Arrow Electronics, is a worldwide provider of IT asset disposition (ITAD) solutions designed to deliver data security, efficiency and value. With specialised expertise in the reuse of IT equipment, Arrow enables organisations to uncover hidden value and increase sustainability at the end of their IT product life cycle. Arrow has worked to refurbish more than 600,000 computer devices donated to Close the Gap, giving the equipment a second life in support of essential programmes facilitated by Close the Gap.

ARROW VALUE RECOVERY



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

BNP PARIBAS FORTIS FOUNDATION



CharITy, founded by ICT Media, aims to involve the Dutch IT community in CSR projects. Using the intrinsic value of networks, ideas, knowledge, expertise and partnerships, the foundation strives to contribute more than just what is offered by their own corporate (marketing communication) funds within existing CSR initiatives or projects.

CHARITY



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

CSR EUROPE



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

COMPUTER TASK GROUP



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

DELL



* See page 22.

The auditing and consulting firm **Deloitte** is an important and long-time loyal supporter of Close the Gap, helping to guarantee the transparent and professional use of funds raised through sponsors and donors. **Deloitte Belgium** assists Close the Gap with external audits, tax advice, accountancy, legal services as well as business development. In 2016, Deloitte Belgium sponsored a Digitruck*.

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

DELOITTE



Deloitte University Europe formalised a partnership with Close the Gap in 2014 to bring entrepreneurial training to Close the Gap's service partners in Africa.

DELOITTE UNIVERSITY EUROPE



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

DESIGN IS DEAD



DHL commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. DHL accepts its corporate social responsibility by supporting climate protection, disaster management and education. DHL puts its knowledge at Close the Gap's disposal by offering training on customs formalities and by advising Close the Gap's partners abroad about the import process.

DHL



DNS Belgium is a non-profit organisation founded by Agoria, BELTUG and ISPA, and its mission is to register .be domain names, make the Internet more accessible and encourage its use. This also means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy. DNS Belgium is involved in voluntary work for projects in Belgium and was an early adopter of Close the Gap's e-waste offsetting programme now operated by WorldLoop.

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

DNS BELGIUM



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

EFQM



Emakina is a full-service digital native agency. Every day new digital tools are opening up new ways of expression for brands. Native to this world of complexity, Emakina fuses imagination and innovation and orchestrates relevant points of convergence to build brand experiences that engage consumers. Emakina designed Close the Gap's website.

EMAKINA



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

ESSENT/RWE



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

THE GILLÈS FOUNDATION

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

GRANT THORNTON



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

IMS



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

KBC BANK & INSURANCE



* For more information on the digitruck, go to page 21.

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

LIBERTY FOUNDATION



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

MEDIATAAL



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

MICROSOFT



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

MVO NEDERLAND



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

NILEDUTCH



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

OUT OF OFFICE



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

PROXIMUS



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

THE RABOBANK GROUP



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

REALDOLMEN



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

REYNAERS ALUMINIUM



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

RICOH



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

THE SAS INSTITUTE



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

SIDIUS



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

THE TELENET FOUNDATION



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

THE SHIFT



Umicore is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference. Umicore provides recycling and disposal services to Close the Gap's sister organisation WorldLoop, facilitating environmentally sound and closed-loop recycling in WorldLoop's operations. Since 2013, Umicore has been donating computers from its organisations worldwide to Close the Gap and offsetting its donation.

UMICORE



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

VLIR-UOS



Vintage Productions is a pan-European communication agency. "One should not only focus on the differences between people but look for commonality and similarity." This quote, from Theodore Levitt, serves as the guiding principle of what Vintage stands for as a communication agency.

VINTAGE PRODUCTIONS



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

VRIJE UNIVERSITEIT BRUSSEL



1% Club is an organisation that builds do-good crowdfunding platforms to kick-start interesting and impactful initiatives. 1% Club and Close the Gap started collaborating in 2016. Together, we boost innovative digital solutions to create an impact LEAP for societal challenges.

1% CLUB



NEW!

COMPANY	ASSET DONATION	ADOPT	FINANCIAL	NETWORK ACCESS	IN-KIND	E-WASTE OFFSETTING
ACERTA	•				•	
AIR FRANCE-KLM	•			•	•	•
THE EXECUTIVES' CIRCLE				•		
ARROW ELECTRONICS	•	•				
ARROW VALUE RECOVERY			•		•	
BNP PARIBAS FORTIS FOUNDATION	•	•				
CharTly				•	•	
CHG MERIDIAN					•	
CSR EUROPE				•		
CTG					•	
DELOITTE	•	•			•	•
DELOITTE UNIVERSITY					•	
DELL						•
DESIGN IS DEAD					•	
DHL	•				•	
DNS.BE	•	•			•	•
EFQM				•	•	
EMAKINA					•	
ESSENT/RWE	•	•				•
GILLES FOUNDATION		•				•
GRANT THORNTON					•	
IMS				•		
KBC	•	•			•	
LIBERTY FOUNDATION			•			
MEDIAAAL					•	
MICROSOFT					•	
MVO Nederland				•		
NILEDUTCH					•	
OUT OF OFFICE					•	
PROXIMUS		•				
RABOBANK	•	•				•
REALDOLMEN	•		•		•	•
REYNAERS	•	•				•
RICOH	•	•	•		•	
SAS INSTITUTE	•		•		•	
SIDUS					•	
TELENET FOUNDATION	•	•				
THE SHIFT				•		
UMICORE	•					•
VLIR-UOS	•	•				•
VINTAGE					•	
VUB					•	
1% CLUB				•		

Close the Gap also engages with the following organisations

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

SUPPORTING PARTNERS



SERVICE PARTNERS

Close the Gap tries to work through businesses as much as possible. These organisations become Close the Gap’s local service partners who work as intermediaries between Close the Gap and beneficiary organisations. They know and understand the local problems and challenges and have local project management expertise.

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

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

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

DR. TOM MUSILI
 Founder Director, CFSK

“The partnership between Computers for Schools Kenya and Close the Gap goes back to the year 2005. To date, CFSK has deployed over 80.000 computers through the support of Close the Gap. It is such an honour to share the passion to supply IT equipment to Kenyan learning institutions for a better future.”



CLOSE THE GAP & THE UNITED NATIONS



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

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

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



The United Nations Global Alliance for ICT and Development (UN GAID) was launched in 2006 by Kofi Annan to facilitate and promote integration through a platform for an open, inclusive, multi-stakeholder, cross-sectoral policy dialogue on the role of information and communication technology in development.

UN GLOBAL COMPACT



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

UNDPI & FORDHAM UNIVERSITY

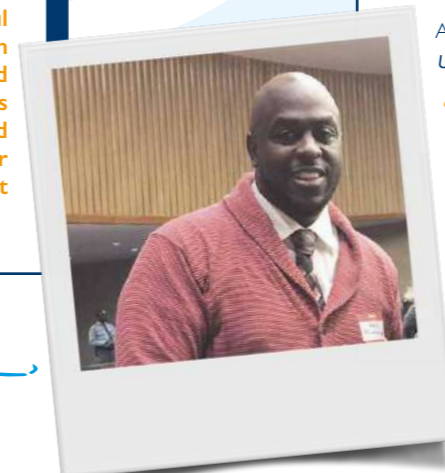
Close the Gap is a member of the United Nations Department of Public Information, which help non-governmental organisations to disseminate information to the public about the United Nations. Close the Gap has a unique partnership with Fordham University, New York, in which the university selects a master's student to be the Youth Representative for Close the Gap at the United Nations in New York. For the 2016 academic year (September to June), Arin Cui and Kacy Harris represented Close the Gap.

BAN KI-MOON
Former Secretary-General, United Nations

"Be a global citizen. Act with passion and compassion. Help us make this world safer and more sustainable today and for the generations that will follow us. That is our moral responsibility."

KACY HARRIS
UN Youth Representative

"My experience at Close the Gap as a Youth Representative was amazing. I was able to access different committees that spoke about their dedication to human rights, as well as human services, by providing information, technology and education to underdeveloped and developing countries, which aligns perfectly with the purpose of Close the Gap. I learned that many countries are not privileged with the opportunities we have here in the United States. I was grateful for this opportunity to learn about other countries, and would like to thank Dean Congress from Fordham University and Isabelle from Close the Gap for this experience, one of the best experiences I have ever had!"



THE SHIFT

For many years, Close the Gap was 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.

ARIN YAN CUI
UN Youth Representative

"My experience as Youth Representative for Close the Gap made me learned that digital divide is essential to achieve SDGs, especially for SDG4 "Ensure inclusive and quality education for all and promote lifelong learning". Children in the low-income area can be educated through ICT equipment. Representing Close the Gap is a great opportunity for my personal and academic development."



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.

03

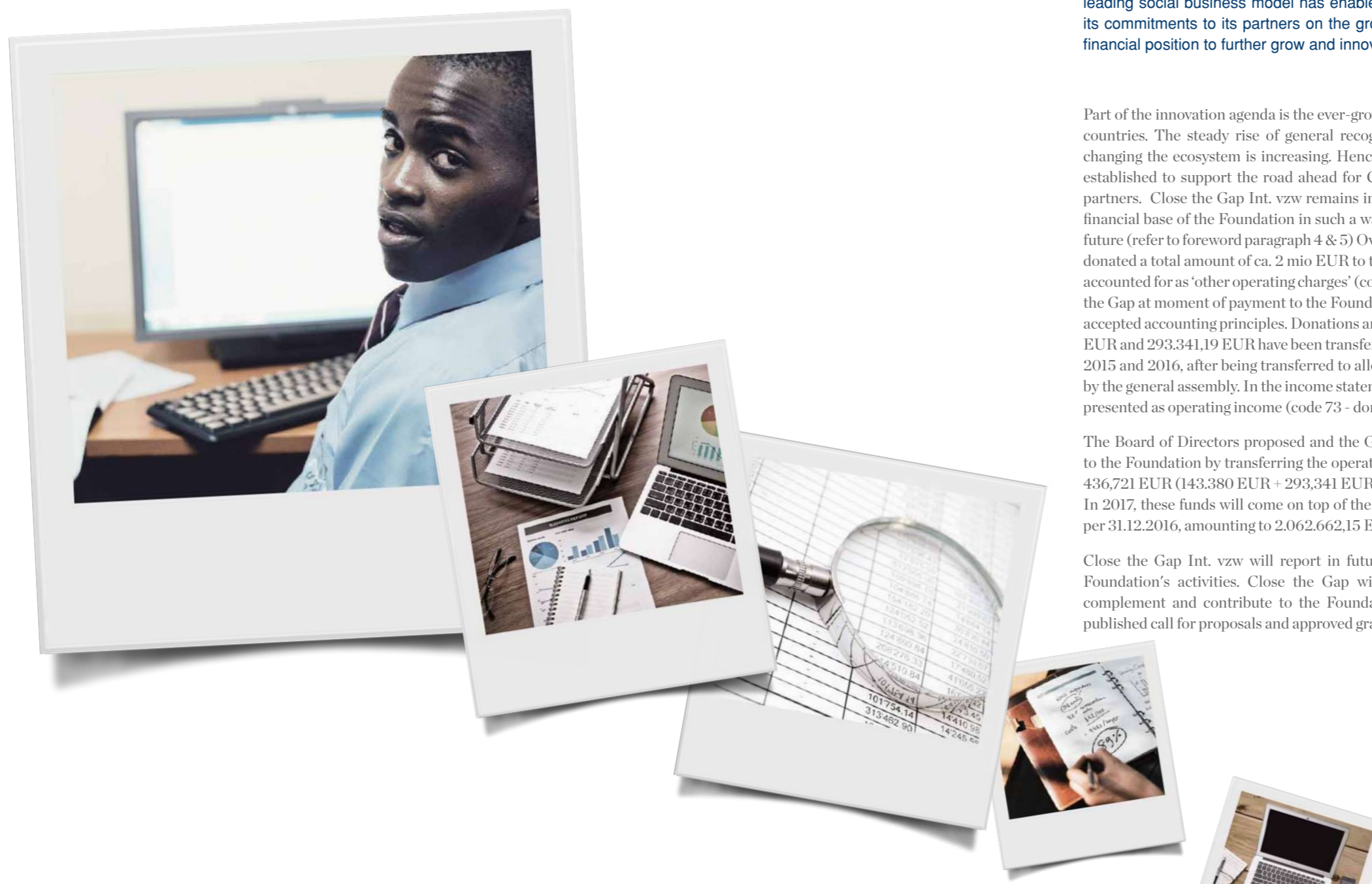
TRANSPARENCY ACCOUNTABILITY AND FINANCIAL REPORT

Close the Gap has demonstrated over the last decade its ability to fulfil its mission with 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.

Part of the innovation agenda is the ever-growing entrepreneurial context in developing countries. The steady rise of general recognition for social entrepreneurs positively changing the ecosystem is increasing. Hence, the Close the Gap Foundation has been established to support the road ahead for Close the Gap Int. vzw, its mission and its partners. Close the Gap Int. vzw remains instrumental in supporting the fundamental financial base of the Foundation in such a way that it can take on the challenges for the future (refer to foreword paragraph 4 & 5) Over the period 2014-2016, Close the Gap has donated a total amount of ca. 2 mio EUR to the Foundation. Those donations have been accounted for as 'other operating charges' (code 640/8) in the income statement of Close the Gap at moment of payment to the Foundation, in accordance with Belgian generally accepted accounting principles. Donations amounting to 1,037.257,77 EUR, 750.000,00 EUR and 293.341,19 EUR have been transferred to the Foundation respectively in 2014, 2015 and 2016, after being transferred to allocated funds in the year before as approved by the general assembly. In the income statement of the Foundation, these donations are presented as operating income (code 73 - donations).

The Board of Directors proposed and the General Assembly approved a 4th donation to the Foundation by transferring the operating result of fiscal year 2016, amounting to 436,721 EUR (143.380 EUR + 293,341 EUR), to the allocated funds for the Foundation. In 2017, these funds will come on top of the "result carried forward" of the Foundation per 31.12.2016, amounting to 2.062.662,15 EUR.

Close the Gap Int. vzw will report in future activity reports on the progress of the Foundation's activities. Close the Gap will also report to other funders that will complement and contribute to the Foundation's funds and mission, as well on the published call for proposals and approved grants or investments.



AUDITOR'S REPORT



AUDITOR'S REPORT TO THE GENERAL MEETING OF THE ASSOCIATION CLOSE THE GAP INTERNATIONAL VZW FOR THE YEAR ENDED DECEMBER 31, 2016

As required by law and the association's by-laws, we report to you on the performance of the audit assignment, which has been entrusted to us. This report includes our opinion on the annual accounts, as well as the required additional statements. The annual accounts include the balance sheet as at December 31, 2016, the income statement for the year then ended, and the disclosures.

Report on the annual accounts - Unqualified opinion

We have audited the annual accounts of the association Close The Gap International vzw for the year ended December 31, 2016, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 4.473.972,35 and a positive result for the year of EUR 143.379,86.

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

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

Responsibility of the auditor

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

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

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



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

Unqualified opinion

In our opinion, the annual accounts of the association Close The Gap International vzw give a true and fair view of the association's equity and financial position as at December 31, 2016, and of its results of its operations for the year then ended, in accordance with the financial reporting framework applicable in Belgium.

Report on other legal and regulatory requirements

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

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

- Taking into account that the audit of the report of the board of Directors is not part of our legal mission, we do not give an opinion upon its contents.
- Without prejudice to formal aspects of minor importance, the accounting records were maintained in accordance with the legal and regulatory requirements applicable in Belgium.
- There are no transactions undertaken or decisions taken in breach of the by-laws or of the Law of 27 June 1921 on non-profit organisations, international non-profit organisations and foundations that we have to report to you.

Brussels, June 19, 2017

Grant Thornton Bedrijfsrevisoren CVBA
Represented by

Gunther Loits
Registered auditor

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Member firm of Grant Thornton International Ltd (GTIL)

FINANCIAL REPORT

BALANCE SHEET	Codes	31.12.2016	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12..2010
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ASSETS

FIXED ASSETS	20/28	45.251,99	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62	12.239,74
Intangible assets		12.000,00	0,00	0,00	0,00	0,00	0,00	1.666,66
Tangible assets	22/27	33.251,99	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62	10.573,08
Plant, machinery and equipment			0,00	90,00	246,11	402,22	900,32	989,83
Furniture and vehicles	24	17.650,40	19.190,60	27.018,80	36.044,28	13.125,96	12.759,30	7.099,25
Other tangible fixed assets		15.601,59	18.160,53	20.719,47	22.454,81	1.932,00	2.208,00	2.484,00
CURRENT ASSETS	29/58	4.428.720,36	4.292.091,72	5.124.722,57	6.209.113,42	5.517.578,36	5.559.033,89	4.864.011,48
Stocks and contracts in progress	3	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Stocks	30/36	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Goods purchased for resale	34	1,00	1,00	1,00	1,00	1,00	1,00	1,00
Amounts receivable within one year	40/41	1.095.214,29	675.869,15	703.497,87	1.122.889,51	960.809,51	778.536,89	356.668,57
Trade Debtors	40	1.040.117,76	650.066,72	636.008,02	944.740,13	788.671,20	741.099,04	291.731,11
Other amounts receivable	41	55.096,53	25.802,43	67.489,85	178.149,38	172.138,31	37.437,85	64.937,46
Cash at bank and in hand	54/58	3.248.270,71	3.492.977,84	4.326.962,33	4.893.573,54	4.478.351,07	4.692.292,10	4.466.734,24
Short term investments		302.902,84	302.519,52	301.519,59	1.303.288,45	1.871.671,67	2.346.735,72	3.060.765,79
Cash assets		2.945.367,87	3.190.458,32	4.025.442,74	3.590.285,09	2.606.679,40	2.345.556,38	1.405.968,45
Deferred charges and accrued income	490/1	85.234,36	123.243,73	94.261,37	192.649,37	78.416,78	88.203,90	40.607,67
TOTAL ASSETS	20/58	4.473.972,35	4.329.442,85	5.172.550,84	6.267.858,62	5.533.038,54	5.574.901,51	4.876.251,22

LIABILITIES

CAPITAL AND RESERVES	10/15	1.723.633,55	1.580.253,69	2.036.912,50	2.920.272,37	2.658.014,60	2.423.925,57	1.851.128,12
Association's funds	10	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62
Starting Capital	100	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62	9.461,62
Allocated Funds	13	1.011.721,05	868.341,19	1.325.000,00	1.596.761,25	584.503,48	589.719,25	498.126,24
Result carried forward	140	702.450,88	702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26
PROVISIONS		52.284,13	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42	67.887,10
Provisions for liabilities and charges		52.284,13	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42	67.887,10
CREDITORS	17/49	2.698.054,67	2.711.369,38	3.097.818,56	3.312.166,97	2.839.959,31	3.053.778,52	2.957.236,00
Amounts payable within one year	42/48	2.577.399,69	2.444.277,76	2.767.748,05	2.862.541,55	2.443.325,12	2.595.068,04	2.323.452,09
Financial Debts								
Trade debts	44	763.582,08	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15	288.932,96
Suppliers	440/4	763.582,08	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15	288.932,96
Advances received on contracts in progress	46	1.707.236,28	2.048.962,78	2.232.157,26	2.260.096,21	2.090.927,88	2.033.899,71	1.999.412,06
Taxes, remuneration, and social security taxes	45	106.581,33	105.664,54	59.026,88	45.983,90	38.517,17	19.935,18	35.107,07
Taxes		11.653,51	9.973,19	8.683,15	9.705,83	0,00	0,05	3.651,60
Remuneration and social security	454/9	94.927,82	95.691,35	50.343,73	36.278,07	38.517,17	19.935,13	31.455,47
Other amounts payable	47/48			0,00	0,00	6.600,00		
Accrued charges and deferred income	492/3	120.654,98	267.091,62	330.070,51	449.625,42	396.634,19	458.710,48	633.783,91
TOTAL LIABILITIES	10/49	4.473.972,35	4.329.442,85	5.172.550,84	6.267.858,62	5.533.038,54	5.574.901,51	4.876.251,22

	Codes	31.12.2016	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12..2010
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INCOME STATEMENTS

Operating income	70/74	2.072.919,08	1.837.712,18	1.668.482,67	1.603.473,74	1.752.669,28	1.851.958,90	1.979.014,44
Turnover	70	1.728.848,47	1.403.105,68	1.284.668,86	1.353.285,36	1.516.977,10	1.457.542,55	1.512.524,03
Contributions, donations, grants, etc	72	320.970,19	398.286,96	341.277,01	220.594,32	206.918,15	384.954,64	406.743,55
Other operating income	74	23.100,42	36.319,54	42.536,80	29.594,06	28.774,03	9.461,71	59.746,86
Operating charges	60/64	1.933.092,65	2.319.955,76	2.582.055,69	1.364.088,48	1.621.425,13	1.305.011,34	1.778.996,59
Intermediate consumption	60/61	1.188.141,81	1.111.426,66	1.086.475,15	962.703,90	1.241.186,57	973.842,05	1.231.256,80
Raw materials, consumables and goods for resale	60	705.100,43	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35	923.309,95
Purchases	600/8	705.100,43	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35	923.309,95
Increase (-); decrease(+) in stocks	609							
Services and other goods	61	483.041,38	415.930,30	410.392,73	424.473,41	401.144,19	306.362,70	307.946,85
Gross Margin	70/61	884.777,27	726.285,52	582.007,52	640.769,84	511.482,71	878.116,85	747.757,64
Remunerations, social security costs and pensions	62	398.447,11	422.095,91	375.737,50	337.536,00	336.953,38	214.442,51	211.688,33
Depreciation of fixed assets	630	9.688,38	10.899,34	12.883,46	13.747,54	5.918,16	5.896,21	6.856,52
Provisions for Liabilities and charges: Appropriations (+/-)		16.317,75	0,00	2.400,50	354,65	-62.132,79	29.310,32	13.827,85
Other operating charges	640/8	320.497,60	775.533,85	1.106.959,58	50.101,04	37.367,02	110.830,57	329.194,94
Operating result	70/64	139.826,43	-482.243,58	-915.973,52	239.030,61	193.376,94	517.637,24	186.190,00
Financial income	75	7.996,73	28.443,51	35.190,86	26.472,55	42.507,78	56.677,25	39.253,90
Income from current assets	751	6.019,67	25.634,23	34.185,49	25.330,23	42.012,78	55.996,83	39.078,32
Other financial income	752/9	1.977,06	2.809,28	1.005,37	1.142,32	495,00	680,42	175,58
Financial charges	65	-4.443,30	-2.858,74	-1.197,21	-1.441,04	-1.795,69	-1.517,04	-3.224,68
Interest nad other debt charge					43,65	0,00	0,00	1.924,72
Other financial charges	652/0	4.443,30	2.858,74	1.197,21	1.441,04	1.752,04	1.517,04	1.299,96
Result on ordinary activities	70/65	143.379,86	-456.658,81	-881.979,87	264.062,12	234.089,03	572.797,45	222.219,22
Extraordinary income (+)/ cost (-)		0,00	0,00	-1380,00	-1.804,35	0,00	0,00	0,00
Write-back of depreciations		0,00	0,00	-1380,00	-1.804,35	0,00	0,00	0,00
Result for the year	70/67	143.379,86	-456.658,81	-883.359,87	262.257,77	234.089,03	572.797,45	222.219,22
Result carried forward		702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26	964.376,81
Withdrawals from allocated funds		293.341,19	750.000,00	1.196.761,25	0,00	5.215,77	0,00	156.944,23
Addition to allocated funds	70/68	-436.721,05	-293.341,19	-925.000,00	-1.012.257,77	0,00	-91.593,01	0,00

Result to be carried forward	70/68	702.450,88	702.450,88	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26
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04

THE ROAD AHEAD



Entrepreneurs of the
LEAP² Innovation Challenge Kenya 2017

Close the Gap Chairman has described how exciting the year 2016 has been for Close the Gap. 2017 will be even more thrilling!

Close the Gap has always been convinced access to digital solutions is a key enabler to empower people; to improve their lives and realise their full potential. Close the Gap is reinventing itself and co-creating a dynamic ecosystem in ICT4Development, with a focus on innovation.

"Nowadays, innovation is key to the success of any organisation. Conventional wisdom needs to be pushed in order to think outside of the box. This is exactly what Close the Gap will be doing starting in early 2017; innovation will be even more at the centre of the organisation's strategy and in its day-to-day business operations. As mentioned in the foreword by Close the Gap's Chairman, Prof. Blonk, Close the Gap recognises the need to adapt to the current changing reality and therefore is moving forward in its search for innovative solutions and approaches to ICT4Development.

As part of this innovative breakthrough, Close the Gap will launch in early 2017 The LEAP² initiative to, not only bridging the digital divide, but to be part of and actively support the digital revolution. The LEAP² initiative consists of organising a series of innovation challenges on a yearly basis throughout Africa. LEAP² is aiming to support local entrepreneurs to develop digital products and services with an outcome to solve a societal or environmental issue in an African country. It is supported by an online platform enabling the selected initiatives to crowdfund and crowdsource for coaches and experts to help them progress to the next level.

As mentioned by our Chairman in the foreword, Close the Gap is ready to invest in in-country initiatives in order to scale-up local digital products and services for a larger demographic group. Close the Gap will investigate the best way to facilitate this objective, by setting up an impact-first investment vehicle. It will be a unique investment tool dedicated to create shared value by supporting entrepreneurs scale up digital solutions making a true impact on socio-economic development of a country. The Close the Gap Fund will be the investment arm of the unique global value proposition of Close the Gap and its ecosystem to help boost promising digital solutions through sustainable entrepreneurship across their various stages of development.

In 2017, Close the Gap will also launch the Digital for Development (D4D) Platform as part of the digital for development strategy from the Belgian Development Cooperation. Working in partnership with Agoria, Close the Gap initial goal is first and foremost sharing knowledge in an inclusive and interactive way with all stakeholders in the field; next to showcasing successful and failing D4D projects including lessons learnt. The ultimate goal is pro-actively stimulate co-creation and facilitate public - private partnerships plus act as a broker of needs linking these to suitable solutions.

For Close the Gap, co-creation is not a marketing buzzword, it is a powerful tool to work on innovative solutions and provide increasing access to ICT, empowering local population and potential entrepreneurs. Why do we think co-creation is the best approach? Collaborating with other parties can only be beneficial and produce invaluable and positive results. Close the Gap is motivated and committed to continue making an impact in the digitalization of the world, triggered by inspiring collaborations and partnerships."



Olivier Vanden Eynde
Founder & Managing Director
Close the Gap

"Don't hesitate to reach out to me and share your ideas, comments and suggestions! All your thoughts are welcome!"

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