



CLOSE THE GAP ANNUAL REPORT 2013

CLOSE
THE
GAP
BRIDGING
THE DIGITAL
DIVIDE
10 YEARS



CHAIRMAN'S FOREWORD

The year 2013 was an important year for Close the Gap. In that year the 10th anniversary of this organisation was reached. Indeed, the official deed dates from 4 September 2003. In the first 10 years Close the Gap grew from a "one-man show" with Olivier Vanden Eynde as founder in charge of all activities to a modern well-managed organisation with a staff of six highly committed and active persons, not taking into account the numerous volunteers, counsellors and professional external service providers, such as our accountants and auditors.

In the period 2003-2013 Close the Gap received 380,000 computer assets donated by no less than 326 European companies. In that same period more than 100,000 computers were implemented to almost 3,000 projects in 54 developing countries. Close the Gap is active in three continents, with a clear emphasis on Africa and more specifically Eastern Africa. It is estimated that some 1.5 million unique users have access to useful information via our computers on a weekly basis. These figures indicate that Close the Gap has grown from a small player in 2003 to one of the world's most important leading NGOs in the field of giving underprivileged people access to ICT.

Notwithstanding the unfortunately still ongoing difficult economic situation in Western Europe, in 2013 Close the Gap received 90,000 computer assets from almost 120 donating companies. This made it possible to deliver 15,500 computers to 419 projects in 20 countries.

At the end of 2013 total assets respective liabilities reached €6.3 million, which is more than €0.7 million more than in the previous year. At the end of the fiscal year we noted a positive result of €262,258 which is slightly more than in 2012.

It may seem a coincidence, but just after Close the Gap was recognised as an American tax-exempt non-profit organisation President Barack Obama visited the Desmond Tutu HIV Foundation Youth Centre in Masiphumelele, a township in the south of Cape Town. Close the Gap has supported this centre, created and supported by Archbishop Desmond Tutu, for several years and implemented a full multimedia computer lab to assist the organisation in expanding its educational HIV prevention projects.

A well-known principle in economic science states that business as usual leads in almost all cases to a decline in activities and even threatens the long-term existence of a company or organisation. Close the Gap is no exception to this rule. For this reason,

in April 2013 the Board of Directors organised a strategic retreat during which a long-term strategy for Close the Gap for the next ten years was discussed.

The market for refurbished computers will change in the coming years. On the one hand, the costs for refurbishment will increase but on the other the prices for new computers will decrease. In fact, prices have been falling significantly for some years now. This implies that the market for refurbished computers is coming under an increasing pressure. Due to the climate of change there is a need to identify new opportunities in this changing environment and to adapt the present operational model to future developments. The emphasis has to be put on securing funding, the development of new innovative products and services as well as a more direct delivery and deployment which means more involvement of local service partners in Africa so that the supply chain management can be further improved. Furthermore the Board is of the opinion that Close the Gap eventually could be transformed into a worldwide umbrella organisation for ICT4Development. As far as securing funding is concerned, more specifically the Board of Directors decided to create the Close the Gap Foundation.

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

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



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10 YEARS CLOSE THE GAP

Close the Gap started 10 years ago as a student "mini-enterprise" at the Solvay Business School of the Vrije Universiteit Brussel. In 10 years, Close the Gap grew into a successful, self-supporting non-profit social enterprise, sending computers all around the planet in a sustainable way.



326

EUROPEAN COMPANIES
DONATED 379,800 COMPUTER
ASSETS

2904

PROJECTS IN 54
COUNTRIES REACHED
1,500,000 PERSONS,
DELIVERING 103,546
COMPUTER ASSETS



10 YEARS SUSTAINABLE ICT4DEVELOPMENT



PROJECTS SUPPORTED



WORLDLOOP RECYCLING CENTRES



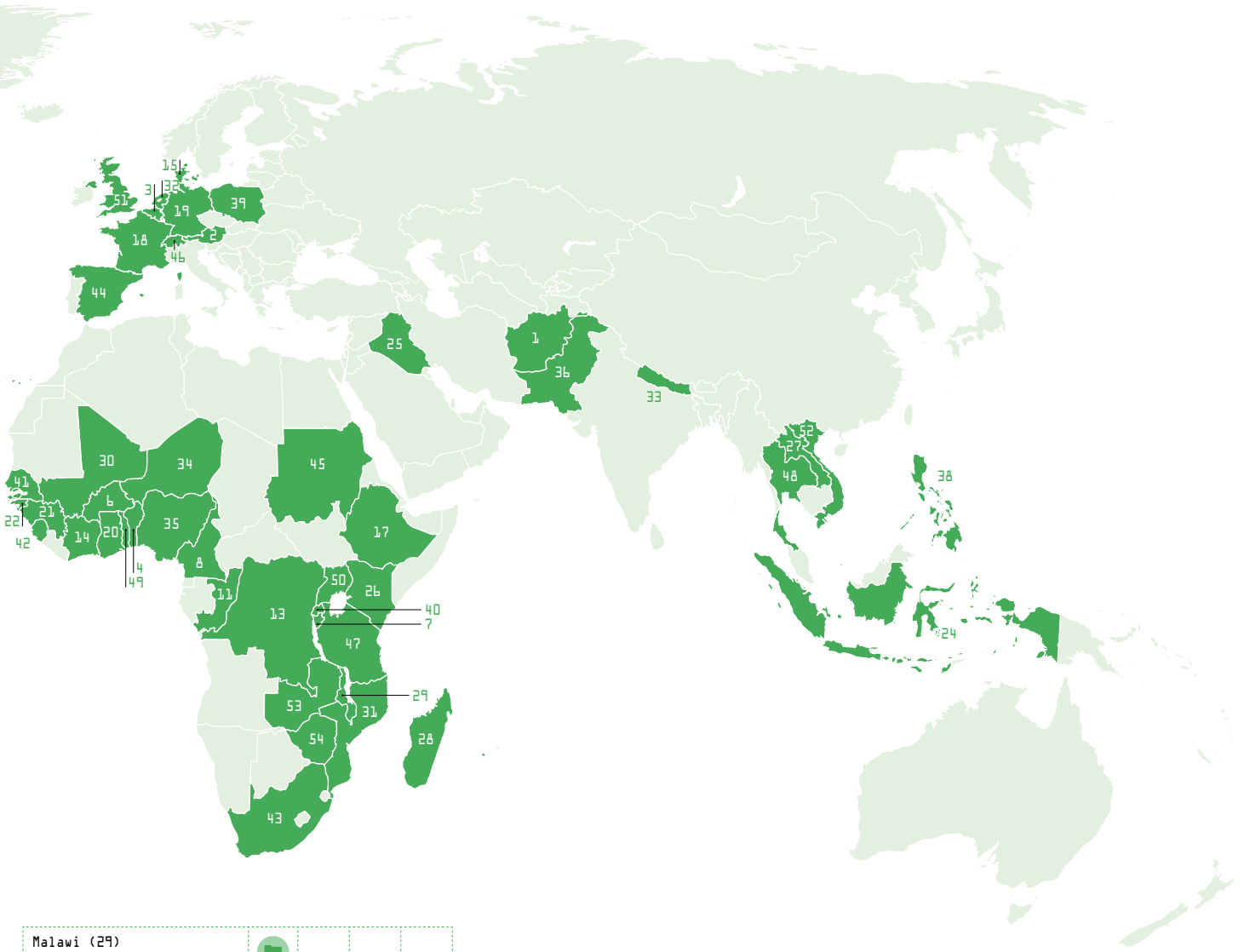
SERVICE PARTNERS



COMPUTER DONATIONS FROM COMPANIES

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

Denmark (15)				
Ecuador (16)				
Ethiopia (17)				
France (18)				
Germany (19)				
Ghana (20)				
Guinea (21)				
Guinée-Conakry (22)				
Haiti (23)				
Indonesia (24)				
Iraq (25)				
Kenya (26)				
Laos (27)				
Madagascar (28)				



Malawi (29)				
Mali (30)				
Mozambique (31)				
Nederland (32)				
Nepal (33)				
Niger (34)				
Nigeria (35)				
Pakistan (36)				
Peru (37)				
Philippines (38)				
Poland (39)				
Rwanda (40)				
Senegal (41)				
Sierra Leone (42)				

South Africa (43)				
Spain (44)				
Sudan (45)				
Swiss (46)				
Tanzania (47)				
Thailand (48)				
Togo (49)				
Uganda (50)				
UK (51)				
Vietnam (52)				
Zambia (53)				
Zimbabwe (54)				



MILESTONES 2003-2013

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



2003

Ms. Neelie Kroes inaugurates a mobile computer class in a bus for the Nelson Mandela Children's Fund in South-Africa to celebrate Close the Gap's start up in the Netherlands.

2004

"We truly believe that knowledge is the key to progress, change in the world and to improving the human condition. No knowledge society without education and no education in the 21st century without computers, without ICT."

Prof. Paul De Knop
Rector Vrije Universiteit Brussel



Prof. Paul De Knop, Rector VUB



The mobile computer centre

European Vice-President and Commissioner for the Digital Agenda Ms. Neelie Kroes celebrates the operational start of Close the Gap's spin-off WorldPC by inaugurating Close the Gap's first e-waste recycling centre in Nairobi.



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

2009

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



King Philippe inaugurates the PC Solidarity project

The pilot project WorldPC, founded by Close the Gap in 2009, becomes WorldLoop. WorldLoop is in charge of the proper and sustainable recycling of hazardous e-waste in developing countries.



2012

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



Archbishop em. Desmond Tutu in Culemborg, the Netherlands



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

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

2006

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



Royal mission to South Africa

New operational model for Close the Gap with local service partners. The first service partners were Computers for Schools Kenya and Computers for Schools Uganda.



Computers for schools Uganda

2007

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



Archbishop em. Desmond Tutu and Willem Lageweg (CEO MVO Nederland)

2008



President Obama in the Close the Gap computer class

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

CLOSE THE GAP BRIDGING THE DIGITAL DIVIDE 10 YEARS

To better fulfil its mission to bridge the digital divide, Close the Gap Int. v.z.w. established the Close the Gap Foundation, an international charitable foundation registered in Belgium.

2013



Princess Astrid visits Belgium Campus

Belgian economic mission to South Africa with HRH Princess Astrid of Belgium. The princess visits the computer lab of Belgium Campus, a project supported by Close the Gap.

LOOKING BACK ON THE FIRST PROJECT SUPPORTED

Close the Gap supported its first project in 2003 at the Université Libre de Luozi in the Democratic Republic of the Congo. The university did not have computers and therefore Close the Gap sent 17 computers and a printer in 2003 and another 22 computers some years later. Besides operating as a training centre, the computer lab also serves as a cyberspace for the local population, who sometimes travel 120 km to get access to the high-speed Internet. Meanwhile, more than 600 students and more than 700 external users have been trained in computer skills. Many of them now work in jobs for which a certificate in ICT literacy is compulsory, such as jobs in NGOs, hospitals and medical centres.



Université de Luozi: On the right the computers installed in 2003.

“KLM started defining its CSR objectives years ago and works hard every year to achieve them. The contributions we make in pursuit of these objectives has impact across different terrains. Of course we work on projects that ensure a lower environmental impact, such as CO2, but also have projects that focus on making a positive impact on society. As a result, AirFrance-KLM has consecutively held the number 1 position on the Dow Jones Sustainability Index for many years. The partnership with Close the Gap is very important to KLM in realising its CSR objectives in the years to come. KLM donates its used IT material and takes care of the transportation to countries and projects selected by Close the Gap. In our experience Close the Gap ensures a good selection of projects and provides high quality support to those projects well. Partnering with Close the Gap enables KLM to make a positive social and environmental impact.”



Jappe Blaauw

Mr. Jappe Blaauw

CIO & EVP IS at Air France/KLM



Close the Gap team together with Jaap Houtman and Prof. Kimpianga Mahariah in 2007

“The first time I heard from Close the Gap it was still a student organisation. The students, supported by Professor Wim Blonk, had received their first 20 computers to donate to a project in the South. As I had good contacts in the Democratic Republic of the Congo, I proposed sending the computers to the Free University of Luozi. A set of 20 computers would be more than welcome to open the digital era to the university and the surrounding region of Luozi. The project was very successful, not only within the university, but also outside, since evening training courses for non-students were also organised. Even today the institute provides the only access to ICT in the region.”

—
Mr. Jaap Houtman
Honorary Director General European Commission

Studieopdracht wordt professioneel ontwikkelingsproject

Studenten recycleren computers voor Congo

De kleine universiteit van Luozi, aan de Congo-stroom, is sinds enkele weken een computerklas rijk dankzij enkele studenten en een professor van de Vrije Universiteit Brussel (VUB). Ze brachten er 17 gerecycleerde pc's naartoe en lieten de Congolezen kennismaken met de computerwereld. Het is voor de gemotiveerde studenten de start van een eigen, feitelijke onderneming.

daar Peter RASKING

Olivier Verdien Eynde van Tim Vares, taakopdrachtgever van de VUB, moet de volgende maanden hard werken om zijn eindwerk op tijd af te krijgen. Waar hij wil in het gebied naar Luanda. In het Matalala-gebied van de provincie Kinshasa, aan de oever van de Kongo-rivier, wil hij een digitale computer klas bouwen. Het is voor de gemotiveerde studenten de start van een eigen, feitelijke onderneming.

Het klas kreeg de naam 'de digitale klas'. De digitale klas rust op een computerlab. Het is voor de gemotiveerde studenten de start van een eigen, feitelijke onderneming.

Het project van Olivier en zijn vrienden kreeg de steun van professor Wim Blonk, die haast al een sponsorstichting heeft opgericht.

Bedrijven vernieuwen computerpark

Het project van Olivier en zijn vrienden kreeg de steun van professor Wim Blonk, die haast al een sponsorstichting heeft opgericht.

Hij wil garanderen dat de informatie op de harde schijf veilig wordt bewaard. Het is voor de gemotiveerde studenten de start van een eigen, feitelijke onderneming.

De computer voor Luozi werd overgebracht in het vliegtuig van minister Louis Michel toen die in januari Congo bezocht. Olivier verzorgde de installatie van de apparatuur en de jongeren studeerden er voor hun eerste examen.

Info: www.close.thegap.be

Students recycle computers for Congo, Het Nieuwsblad, 3 April 2003



THE ROAD AHEAD

“It is an honour for me on our 10th birthday to share some insights into the future. 2014 is a milestone year for Close the Gap, with new initiatives including the concrete set-up of innovative and green ICT pilot projects that will reinforce Close the Gap’s mission of reaching the most vulnerable around the world. In 2014 and beyond, different key moments and events will be organised to provide our partners and broader stakeholders with the opportunity to get involved in strategic decisions made on the road to 2020. Let’s work together in the coming years to jointly walk this path!

Close the Gap increasingly realises that if it truly wants to accomplish its mission and bridge the digital divide for the billions of people at the bottom of the socio-economic pyramid and help end-users in remote areas, then it can no longer focus solely on providing ICT hardware. Therefore, since many years, Close the Gap has identified the need for a “total package” of products and services needed in order for its target audience in developing countries to gain sustainable and impactful access to ICT. The components of this package can be offered either by Close the Gap itself or through strategic partnerships and alliances with other organisations or companies. The aim is to empower a growing number of local organisations within the project countries to create sustainable and green jobs.

Some of these products and services have already been part of customised offerings to project beneficiaries. However, Close the Gap wants to extend this service in a consistent way in its focus countries. Through various concrete pilot projects Close the Gap is evaluating the impact and efficiency of the following products and services:



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

- **Power** - Any ICT device needs power. In many developing countries, only a small part of Close the Gap's targeted end-users are connected to the electricity grid. In rural areas especially, grid connectivity is a real challenge. The powering of ICT equipment should always be considered as part of the end-user's total power needs (ICT, lighting, etc.) and be adapted to local conditions (grid access, wind conditions, amount of sun, etc.). In 2014 Close the Gap is setting up two mobile computer labs powered by solar energy. After evaluation of these two pilot projects, Close the Gap aims to provide this service on a larger scale.
- **Internet connectivity** - Today, access to ICT without Internet connectivity would be unimaginable to us, so why should this be any different for projects in developing countries? Access to the Internet is a vital component of effectively bridging the digital divide. Therefore this connection should be part of the standard package of products and services. Possible options are cable, DSL, satellite and 3G and 4G.
- **ICT hardware** - As a major player operating in the rapidly evolving ICT sector with the ambitious goal of closing the digital divide, it is key for Close the Gap to closely follow all trends and changes in this market, respond to these accordingly and adapt its not-for-profit business model to safeguard its mission. Close the Gap initially started by providing personal computers for projects, but due to rapid changes in the ICT sector the scope of the equipment offered has already widened and will be further evaluated. Possible options include personal computers (desktops/laptops), servers, thin clients, notebooks, notepads, tablets, smartphones, network hubs, modems, printers, scanners, MFPs, etc.
- **Local e-waste collection and recycling** - To secure the environmental sustainability of its projects while at the same time providing significant environmental benefits, Close the Gap created WorldLoop in 2009. WorldLoop organises environmentally sound take-back and recycling services for e-waste in developing countries. In the coming years, WorldLoop is broadening the number of partners it is working with, in an increasing number of countries.

Over the past ten years, Close the Gap has become a key actor in terms of computer refurbishment, sustainability of ICT projects and e-waste management. So it has gained expertise that makes it ideal for playing an increasing role as a knowledge centre for ICT4Development. The idea is gaining ground that Close the Gap should be an umbrella organisation or a network-weaving organisation, encompassing the different practical and theoretical fields of ICT4Development to play a leading role in meeting environmental and social challenges with all the latest technological tools at its disposal. Close the Gap would then provide a scientifically based all-round solution for ICT4Development issues. Together with our Board of Directors, no effort will be spared to remain true to our mission of being the initiator of ethically and sustainably acceptable ICT projects for development, thereby creating a worldwide federation based on Close the Gap's values, experience and strengths.

Our mission is to help shape the ICT projects we encourage, enabling a growing positive impact on the end-users and ensuring access to new technologies in a safe and trusted environment. At Close the Gap, we strongly believe that solutions to improve living standards are at hand, fuelled by scientific research and ICT. We are optimistic, but we still retain a sense of reality.

In 2014 and beyond, Close the Gap will actively create or co-create initiatives by making funds available for useful and necessary project developments that serve our vision and mission and lead to social return on investment. A first step in this direction was the creation of the Close the Gap Foundation¹. Innovation that serves as a "tool and instrument" for Close the Gap's mission will become a strong pillar of our value proposition. In 2014-2015, the Foundation will launch its first call for projects. I trust that a constructive dialogue with our stakeholders can transform this futuristic vision into concrete reality."

Olivier Vanden Eynde

Founder and Managing Director Close the Gap

WHO WE ARE

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

BRIDGING THE DIGITAL DIVIDE

Access to ICT is a key driver for the development of any society in today's world. Improving access to information contributes to the elimination of poverty and disease, leads to better education and more gender equality. However, the cost of new equipment, limited infrastructure and the lack of IT knowledge and proficiency mean that many people still have no access to IT. Close the Gap bridges the digital divide by giving donated high-quality ICT equipment a second life in schools, universities, medical centres, microfinance institutes and other social projects in developing and emerging countries with the support of local service partners. An equal partnership with all stakeholders is a key value of Close the Gap.

Unfortunately, whether new or reconditioned, when ICT equipment reaches its end-of-life and becomes e-waste, it can pose a serious environmental threat. While much of the Western world has the necessary infrastructure and regulatory support to oversee proper disposal, the developing world often lacks the expertise and infrastructure needed. WorldLoop changes the traditional environmentally unfriendly e-waste cycle by working with local communities to set up environmentally friendly recycling solutions. WorldLoop provides seed funding, expertise and training, and uses the best internationally available technologies for the proper disposal of hazardous fractions.





Ms. Sandy Lepage; Mr. Thomas Poelmans – WorldLoop; Mr. Yannis Derbali; Ms. Spela Zalokar – intern;
Ms. Barbara Toorens – WorldLoop; Ms. Inge Gondwe; Mr. Olivier Vanden Eynde; Mr. Peter Manderick; Ms. Joëlle Verriest

CLOSE THE GAP TEAM

Mr. Olivier Vanden Eynde²

Founder and Managing Director

“It’s an inspiring environment to work in a social entrepreneurial context, where societal, human and environmental challenges and targets are united to form a sustainable non-profit business model. Within the spirit of our vision we make sure we strive to realise progress at the level of our local partners, making them more successful and sustainable entrepreneurs.”

Ms. Inge Knapen-Gondwe

Deputy General Manager & Operations Director

“Working for Close the Gap means being part of the circular economy. Together with WorldLoop we find local solutions for reusing, recycling and reducing the environmental impact. We can all be part of the solution.”

Mr. Peter Manderick

Head of Projects

“I’m convinced that access to ICT is a key driver in fostering the empowerment of African communities. Supporting the dispersal of ICT capacities in these communities through my work at Close the Gap continues to inspire me.”

Mr. Yannis Derbali

Project Manager

“Working for Close the Gap enables me to be part of the shift towards a more circular economy. A circular economy that is bringing back a sense of hope for the future.”

Ms. Joëlle Verriest

PR and Communication Manager

“In my personal life, I try to keep my ecological footprint as low as possible by taking into consideration the environmental and human consequences of my decisions. In this way, promoting reuse and recycling is completely in line with my beliefs.”

Ms. Sandy Lepage

Management Assistant

“It is great to work for a good cause, to know that every day you are helping vulnerable youngsters all over the world.”

Ms. Spela Zalokar

Intern

² Via a management contract, representing OKMGM bvba.

BOARD OF DIRECTORS

Close the Gap is governed by an independent Board of Directors and its primary function is to give advice and make recommendations to the Managing Director.

Mrs. Alessandra Azcarraga Sepul

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

Prof. Em. Dr. Wim A. G. Blonk

President

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

Mr. André Bontems

Television Systems Engineer Mr. Bontems helps develop new technologies that consume less energy and are an alternative

source of power within ICT4Development. He is also a founder of Avalon Studios and Avalon Network. Mr. Bontems is a member of Close the Gap's Remuneration and Technical Committees.

Mr. Michel De Brauer

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

Mr. Olivier Vanden Eynde³

Mr. Vanden Eynde is the Managing Director of Close the Gap. He founded Close the Gap in September 2003 at the Solvay Business School as a mini-enterprise and spin-off of the Vrije Universiteit Brussel. Mr. Vanden Eynde is also the founder and Managing Director of WorldLoop, the sister organisation that focuses on

sound e-waste solutions in developing countries. In December 2013, he was mandated by the Board of Directors to found the charitable "Close the Gap Foundation"⁴. Since 2006, Mr. Vanden Eynde has combined his job with a part-time position as a director at Deloitte Belgium. Mr. Vanden Eynde is a member of the Remuneration, Technical, Audit and Budget Committees of Close the Gap.

Mr. Guido Vandervorst

Managing partner of the Enterprise Risk Services division and Innovation within Deloitte Belgium, Mr. Vandervorst focuses on internal audit and control services, CFO services, forensic services and ICT. Mr. Vandervorst is a member of the Audit and Budget Committees of Close the Gap.

“How can you express it better than Derek Bok,



American educator and lawyer: 'If you think education is expensive, try ignorance.'”

—
Mr. André Bontems

³ Via a management contract, representing OKMGM bvba.

⁴ Stichting van Openbaar Nut (SON)- Fondation d'Utilité Publique (FUP)

BOARD OF RECOMMENDATION

Close the Gap's Board of Recommendation consists of eminent people willing to vouch for and recommend Close the Gap within their networks.

Archbishop em. Desmond Tutu

Nobel Peace Prize winner 1984

Count Jacques Rogge

Honorary President International Olympic Committee

Prof. Dr. Marleen Temmerman

Gynaecologist

Author and international women's rights advocate

Head of the Department of Reproductive Health and Research at the World Health Organization

Viscount Etienne Davignon

Former Vice-President of the EU Commission

President CSR Europe

Chairman of the Board of Directors of Brussels Airlines

Mr. François-Xavier de Donnea

Member of the Belgian Chamber of

"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."

Archbishop em. Desmond Tutu

People's Representatives

Minister of State, Belgium

Professor Emeritus of the University of Louvain-la-Neuve, Belgium

Prof. Dr. Marc Despontin

Professor at the Vrije Universiteit Brussel

Mr. Dieter Frisch

Former Director General for Development at the EU Commission

Senior Advisor European Affairs and Member of the Advisory Board of Transparency International

Mrs. M. F. Heijn Everwijn Lange

Ambassador De Grote Onderneming
Ambassador STOP AIDS NOW!

Mrs. Corinne Lepage

Member of European Parliament

Former Minister of Environment, France
Partner at law firm Cabinet Huglo Lepage Associés Conseil



Archbishop em. Desmond Tutu

Prof. em. Dr. Silvain Loccufier

Honorary Rector of Vrije Universiteit Brussel

Baron Dr. Peter Piot

Former Under-Secretary-General of the United Nations

Former Executive Director UNAIDS
Director of the London School of Hygiene and Tropical Medicine

Prof. Dr. Jan Pronk

Former Minister for Development Cooperation and Environment, the Netherlands

Former UN Special Representative for Sudan

Mrs. Sylviane Toporkoff

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

Baron Prof. Dr. Benjamin Van Camp

Chairman UZ Brussel

ProRector Vrije Universiteit Brussel

Prof. Dr. Frank Vandenbroucke

Former Flemish Minister of Education, Belgium

Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen and Universiteit van Amsterdam

Mr. Tony Vandeputte

Honorary Delegate Administrator at the Federation of Belgian Companies

Former Secretary General at the International Chamber of Commerce of Belgium

"Despite staggering advances in health sciences and technology over the years, women around the world continue to suffer gravely as a result of inadequate access to basic reproductive health services. If we want the next generations of women to be healthy and empowered, we need to give them access to facilities and programmes during pregnancy and childbirth and meet their demand for modern contraceptives. ICT and mobile health technology are important tools for empowering health professionals as well as patients."

Prof. Dr. Marleen Temmerman



Prof. Dr. Marleen Temmerman

COUNSELLORS

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

Ms. Anne Clarke

Counsellor for Tanzania and Ethiopia

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

Mr. Remko Dalkmann

Counsellor for Andes Region Latin America

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

Mrs. Aurélie Dupont

Counsellor for Asia

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



"In our connected 21st century world, computers open the door to a rich world of knowledge and ideas, the opportunity to see the world from multiple perspectives and to be part of a global community of learners. At no other time in human history has such an opportunity existed.

I feel privileged to be a small part of Close the Gap's vision to bridge the digital divide.

I particularly appreciate the responsibility Close the Gap takes for ensuring its computers are refurbished to the highest standards, regularly monitored and maintained and, at the end of their lives, carefully recycled.

If this pioneering and exemplary approach can be matched by a similar vision to improve education quality and standards it will have truly made a lasting contribution."

Ms. Anne Clarke

Mrs. Dupont mainly worked in the advertising and communication sector.

Mrs. Anne Herman

Counsellor for Africa

Mrs. Herman has a background in institutional and public policy development and has worked as a parliamentary advisor in Belgium for 20 years, specialising in international issues. As an international expert in development, she has conducted numerous monitoring and evaluation missions for a large variety of projects, funded by international donors. Mrs. Herman contributes with her extensive knowledge of development problems and policies in the field, especially in Africa.

Mr. Jean-François Soupizet

Principal Counsellor

Mr. Soupizet is a doctor of economics at the Université Libre de Bruxelles and a member of the French think tank Futuribles International. He has mainly devoted his career to ICT in the field of develop-

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

Mr. Rafael Torres

Counsellor for Central America

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

Mrs. Nel Wagner

Counsellor for Africa

Mrs. Wagner was involved in the founding of the "1 million PCs for Africa Campaign" for SchoolNet Africa. She has shown a very strong commitment to connecting Close the Gap with different partners in Zimbabwe and Uganda.

ICT4DEVELOPMENT

UNDPI: BEYOND THE MILLENNIUM DEVELOPMENT GOALS

Information and Communication Technology (ICT) is seen as an enabler for economic and social change in less developed countries and is even believed to be a catalyst that could help countries to leapfrog the industrial revolution phase of development, giving less developed countries the opportunity to catch up quickly with the Western world. Information and Communication Technology for Development (ICT4Development) is about overcoming this digital divide and creating

new opportunities and possibilities for people living in less developed countries.

The eight Millennium Development Goals (MDGs) – which range from halving extreme poverty to halting the spread of HIV/AIDS and providing universal primary education – have been a milestone in global and national development efforts. Close the Gap offers tools that are helping the world to get closer to achieving the eight MDGs. By delivering ICT to

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

Close the Gap's United Nations Youth Representatives are involved in the approach for the post-2015 Development Agenda. In 2013 and 2014, Close the Gap's representatives at the United Nations in New York were Anjanae Wilson and Kristen Cordero respectively.

“My name is Kristen Cordero and I am a Master of Social Work candidate at Fordham University and currently serving as Close the Gap’s United Nations Youth Representative. In this position I am honoured with the opportunity to spread awareness of Close the Gap’s important mission, as well as establish positive synergies among other entities looking to better our world. Furthermore, I am provided with the platform to serve as an active agent in the ICT4Development movement, which is a relevant and vital issue that is less about ‘computers’ and more about giving people the tools to reach their full potential.”

— Ms. Kristen Cordero

Close the Gap United Nations Youth Representative



Kristen Cordero, UN youth representative

UNGC AND UN GAID



UNITED NATIONS GLOBAL COMPACT (UNGC)

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

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

For Close the Gap, participation in the UNGC is a great opportunity to share knowledge about sustainable development and another step in the process of emphasising the importance of high standards in its worldwide activities.



UNITED NATIONS GLOBAL ALLIANCE FOR ICT AND DEVELOPMENT (UN GAID)

The UN GAID is a global forum that comprehensively addresses cross-cutting issues related to ICT and development. UN GAID wants to create an open and inclusive platform that could broaden the dialogue on innovative ways of harnessing ICT for advancing development. To accomplish this, UN GAID mainstreams the global ICT agenda into the broader United Nations agenda.

“We are a rainbow nation and we really ought to carry on the legacy he [Nelson Mandela] has left us of being an embodiment of reconciliation and forgiveness. No one must be left behind. We needn’t be the wealthiest country, but we can be a country where everyone matters.”

— Archbishop em. Desmond Tutu



2013 AT A GLANCE

FACTS AND FIGURES 2013

90,007

COMPUTER ASSETS DONATED

119

COMPANIES INVOLVED IN
DONATIONS IN 2013

15,523

COMPUTER ASSETS
WERE DELIVERED

419

PROJECTS SUPPORTED
IN 20 COUNTRIES

EVENTS IN 2013

16 MAY AND 12 JUNE

Close the Gap behind the scenes in the Netherlands and in Belgium

Close the Gap invited all its donors to its refurbishment centre run by Arrow Value Recovery to have a look behind the scenes of the refurbishment process of computers. The partners received an overview of the different processes the computers go through before being sent to projects in developing and emerging countries.



Friends Of Day in The Netherlands

30 MAY

PC Solidarity information session



In 2014 Close the Gap launched two calls for proposals for Belgian organisations that are helping to close the digital divide by offering IT training to society's most vulnerable people in order to enhance their job opportunities. This year, 669 computers were distributed to 80 Belgian organisations.



20 JUNE

Bike to Close the Gap

On 20 June, 276 cyclists from the Belgian IT world and Close the Gap's partner organisations participated in the third edition of Bike to Close the Gap, organised by DNS Belgium. Thanks to the proceeds, over 700 high-quality refurbished computers were distributed to 50 Belgian non-profit organisations that help unemployed people to enhance their IT skills.



Bike to Close the Gap

30 JUNE

President Obama visits a Close the Gap computer lab at the Desmond Tutu HIV Foundation, Cape Town

On 30 June, President Obama visited the outstanding work of the Desmond Tutu HIV Foundation Youth Centre in Masi-phumelele, a township in the south of Cape Town. Close the Gap has supported the youth centre for several years and implemented a full multimedia computer lab in order to help the organisation expand its educational HIV prevention projects. The US president also spoke to some young people who organise an after-school programme. He discussed the fight against HIV and tuberculosis with Archbishop Tutu.



30 JUNE - 5 JULY

Stakeholders visit WorldLoop project in Nairobi, Kenya

WorldLoop invited key European stakeholders to Nairobi to witness first-hand how ICT projects for social and economic inclusion could be implemented in a sustainable and e-waste neutral way. Entrepreneurs, e-waste and development experts and business leaders met with key local stakeholders, including beneficiaries of ICT4Development projects, UNEP officials, recyclers who engage in the informal recycling industry and staff of the WEEE Centre, WorldLoop’s project in Kenya. Representatives from Close the Gap’s strategic partners, such as Rabobank, Essent and DNS Belgium, were also among those who took part in this visit.



WEEE Center, Nairobi, Kenya © Griet Hendrickx



Archbishop em. Desmond Tutu and Ms. Christina von Wackerbarth

18 TO 24 AUGUST

Inspiring journey with Close the Gap partners in Pretoria, Johannesburg and the Western Cape Province

Close the Gap invited its stakeholders to discover different projects in South Africa, such as the Desmond Tutu HIV Foundation, the Amy Biehl Foundation, the Tygerberg Children Hospital and the Overstrand Training Institute that offer leadership and skills training facilities. The cherry on top was an inspiring meeting between the delegation and Archbishop em. Desmond Tutu, a member of Close the Gap’s Board of Recommendation. The delegation also joined a meeting with South African stakeholders in the field of sustainability at the Dutch Embassy in Pretoria. Among those participating in this meeting were Willem Lageweg, Director MVO Netherlands, Dominiek Dumoulin, entrepreneur active in pet food and Christina von Wackerbarth, associate of the INSEAD Business School and a Board Member at Barco.

1 SEPTEMBER

The Solution Revolution: a book about innovative answers to social challenges

Paul Macmillan and Bill Eggers launched “The solution Revolution”, a book on collaborative problem-solving that explores how social entrepreneurs and innovators within companies, governments and global institutions are working together to achieve significant social impact and tackle society’s toughest challenges. Olivier Vanden Eynde, Founder and Managing Director of Close the Gap was named as a change-maker.



17 SEPTEMBER

Strategic Partner Day

Close the Gap welcomed 50 CxOs and Sustainability/Corporate Responsibility leaders from over 25 different companies to its annual Strategic Partner Day. The meeting took place in the offices of Ahlers in Antwerp and Executive Chairman Mr. Christian Leysen introduced the event. The special guest was Mr. Robert Mafie, Director of ACTT, Close the Gap's service partner in Tanzania. Mr. Mafie explained his achievements in terms of ICT literacy in Tanzania and the challenges he faces in his daily work. Close the Gap's strategic partners Deloitte, Essent, KBC and KLM presented their views on CSR. And last but not least, Close the Gap's communication agency Design is Dead introduced its new communication strategy and tools to inaugurate Close the Gap's 10th anniversary.



Mr. Christian Leysen, CEO Ahlers



Philips Global I's Day

27 SEPTEMBER

Close the Gap keynote at Philips Global I's Day

Global I's stands for Global Interactives and is a young professionals network that provides opportunities for members to learn about the Philips community – and its businesses and values – to exchange ideas, or just to become part of an enjoyable social environment. The Global I's Day brings together visionaries that offer inspirational solutions to societal challenges. “You make the difference” was the motto of this special day for Philips employees in the Netherlands. Mr. Olivier Vanden Eynde gave a stirring speech on how he started his social enterprise ten years ago and how it grew into a sustainable and professional non-profit organisation.

OCTOBER 2013

Close the Gap becomes an American tax-exempt non-profit organisation

Thanks to the support of the King Baudouin Foundation United States, Close the Gap is now an American tax-exempt non-profit organisation (501c3). Through this status, Close the Gap intends to attract foundations to sponsor specific innovative projects.

11-21 OCTOBER

**European Deloitte volunteers
build dreams in Tanzania**

A group of Deloitte volunteers from four countries travelled to Tanzania to volunteer in a corporate social responsibility project called Building Dreams. Together with local university students and the ICT4Development for Tanzania Foundation, the team created a business game to promote entrepreneurship and to stimulate the students to start their own businesses. The second week was devoted to developing working relations with two local recycling companies, OK Plast and Chilambo, potential World-Loop partners.

“By organising a business game, we helped a group of enthusiastic students to further develop their entrepreneurial skills. We are confident that some of the students will effectively become entrepreneurs and will contribute further to the development of their community and country. We also collaborated with a local Tanzanian company OK Plast and their other local partner to contribute to the realisation of their e-waste recycling project in Tanzania.”

—
Ms. Sophie De Meyer

Senior Marketing Communication Officer, Deloitte



15 OCTOBER

Leaders for one day

Junior Achievement Young Enterprise Europe organised an event where 30 students from 22 European countries had the opportunity to shadow 30 outstanding leaders from 28 different organisations. Getting insiders' views on the world of work and being exposed to those engaged in some of the debate taking place at the highest levels in Europe will leave a lasting impression on these young people and the choices they make down the road. Olivier Vanden Eynde, Founder and Managing Director of Close the Gap, presented Close the Gap during the warm-up session. After the sessions, Ms. Neelie Kroes, Vice-President of the European Commission, made an inspiring closing speech.

Close the Gap welcomed Ms. Desislava Yancheva from Bulgaria who, at just 18, set up a student company in her country to create playful e-learning content for Bulgarian youngsters. Her company won the "company of the year" award for student companies in Bulgaria.



Ms. Neelie Kroes

“I am pleased that Close the Gap is developing new mobile IT projects powered by solar energy that will be implemented in the near future. Close the Gap’s innovative approach to focus on low-energy-consuming solutions for off-grid areas in developing countries is very smart. Providing access to ICT to the most remote areas outside the electricity grid is both sustainable and critical for helping to improve people’s lives across the world.”

— Ms. Neelie Kroes

Vice-President of the European Commission

23 OCTOBER

Her Royal Highness Princess Astrid of Belgium visits a long-standing partner in South Africa, the Belgium Campus

In the context of the Belgian Economic Mission to Angola and South Africa, HRH Princess Astrid of Belgium and several Belgian Ministers visited Belgium Campus, a university supported by Close the Gap since 2005. Established in 1999, the Belgium Campus is a private Belgian-operated non-profit higher education institution with an international orientation. Olivier Vanden Eynde, Managing Director of Close the Gap, joined this mission. HRH Princess Astrid also met Ms. Lavinia Browne, former assistant of Desmond Tutu and today PR Director at the Desmond Tutu HIV Foundation. During the trip to Angola, Close the Gap met with possible service partners.



HRH Princess Astrid of Belgium visits Belgium Campus



Belgian Television VRT visits the Amy Biehl Foundation

24 OCTOBER

Flemish television visits the Amy Biehl Foundation in South Africa

The Flemish Public Broadcasting Network VRT visited the Amy Biehl Foundation, a South African non-profit organisation that works with 13 schools and runs five after-school programmes to reach over 1,800 learners daily. It focuses its efforts on disadvantaged youth who have to overcome a number of barriers to learning in order to make a positive contribution to the South African economy. These barriers include: inadequate recreational facilities, broken families, hunger, crime, violence, drug and sexual abuse, adolescent pregnancies and pandemic diseases such as HIV/AIDS and tuberculosis. Close the Gap has been supporting the foundation since 2009.

25 NOVEMBER

Participation in the high-level conference: A Joint European and African Research & Innovation Agenda on Waste Management – Economic Opportunities on Turning Waste into a Resource

The conference stimulated networking, sharing of knowledge and best-practice experiences to successfully address the common intercontinental challenges of waste management and recovery of raw materials and define a joint agenda. Close the Gap and WorldLoop participated in this inspiring debate.

“This exposure to computers specifically helps in enhancing the numeracy and literacy skills of the children, who over the years have become a growing concern in South Africa.”

—
Mr. Kevin Chaplin
Managing Director of the Amy Biehl Foundation

1 DECEMBER

Close the Gap sets up the Close the Gap Foundation

To better fulfil its mission to bridge the digital divide, Close the Gap Int. v.z.w. established in 2013 the Close the Gap Foundation, an international charitable foundation registered in Belgium. At different times of the year, the Close the Gap Foundation will publish a call for projects. Together with additional external funding sources identified to complement the total funding request of a project, the Close the Gap Foundation will approve project grants. More information on the first call for projects will be made available in 2014.

5 DECEMBER

DNS Belgium volunteers at Maks vzw

DNS Belgium is the main sponsor of PC Solidarity, Close the Gap's call for proposals for Belgian non-profit organisations. In November DNS Belgium organised a "volunteering day" at Maks vzw, one of the organisations supported by PC Solidarity. The volunteers organised two workshops on Internet safety and maintenance of computers for trainers of Maks vzw.

10 DECEMBER

100,000 computers from the Dutch CIO community for Close the Gap projects

At the Outsource Magazine dinner show, an exclusive event for leaders of the ICT/procurement sector, Olivier Vanden Eynde reactivated the commitment of the Dutch CIO community to donate 100,000 computers to Close the Gap. A month earlier, Close the Gap showcased its projects at the CharITy booth as a special guest during the two-day CIO Netherlands congress.

12 DECEMBER

A new look for Close the Gap's offices

At the end of the year, the amazing architects from Out of Office remodelled Close the Gap's offices in the Karel Van Miert Building at the Vrije Universiteit Brussels, based on the cradle-to-cradle vision. Close the Gap has now entered into the "new way of working" by creating an open-plan working environment that encourages collaboration, creativity and innovation – a real source of inspiration!



Inauguration Close the Gap office

PROJECTS SUPPORTED IN 2013

Regular projects

COUNTRY	PROJECT NAME	ASSETS	SECTOR
Belgium (3)	Computers for non-profits selected by BNP Paribas Foundation	506	Social
	YouthStart	50	Education
	Bednet	100	Education
	Different projects in Belgium	220	Social
D.R.C. (13)	PC Solidarity call	906	Employment
	School in Mambasa	33	Education
	Matumaini Katanga vzw	31	Education
	Lyceum Kamangala	42	Education
	Abdijschool	690	Education
Mali (30)	Université de Kinshasa	52	Education
	AISSO school	46	Education
Rwanda (40)	Protestant Institute of Arts and Social Sciences	68	Education
South Africa (43)	Amy Biehl Foundation	120	Education
	Projects in South Africa	278	Social
	Belgium Campus	414	Education
Sudan (45)	Ahfad university for Women	600	Education
Tanzania (47)	St-Joseph Vocational Training Centre	33	Education
	Building dreams	49	Employment
	Mzumbe University	289	Education
Thailand (48)	Fund Isaan	201	Education
Burkina Faso (6)	Zod Neere	68	Education
Uganda (50)	Mountains of the Moon University	67	Education



Amy Biehl Foundation, South Africa

Project adoptions

COUNTRY	NAME	ASSETS	SECTOR	ADOPTER
Belgium (3)	Projects in Belgium	162	Social	Belgacon Foundation
Burundi (7)	Great Lakes Initiatives for Community Empowerment	391	Education	Rabobank
Cuba (12)	Universidad Central de Las Villas	528	Education	VLIR-UOS
D.R.C. (13)	Université Catholique de Bukavu	582	Education	VLIR-UOS
Kenya (26)	Computers For Schools Kenya	4465	Education	DNS Belgium, Rabobank
Rwanda (40)	United Wisdom of Africa Foundation	102	Education	Rabobank
	ICT4A11	314	Education	Rabobank
Sierra Leone (42)	Give Sierra Leone	300	Education	DNS Belgium
Tanzania (47)	ICT4D Tanzania Foundation	220	Education	Stichting Gillès, Rabobank
	Stella Maris Mtwara University College	210	Education	Rabobank
	Affordable Computer & Technology for Tanzania	1567	Education	Rabobank, Essent, DNS Belgium
	Nelson Mandela African Institute of Science Technology	156	Education	VLIR-UOS
Uganda (50)	Mountains of the Moon University	327	Education	Deloitte SE
	Computers For Schools Uganda	944	Education	Rabobank, Essent, Deloitte Fair Chance
Zambia (53)	Crescent Future Kids	220	Education	DNS Belgium

Only those projects where more than 30 computer assets were delivered have been listed. Please note that the following projects have been supported as well:

- **Democratic Republic of the Congo:** Energy Assistance, Zoological Society of Milwaukee County, Missiehuis van Scheut, Université de Kinshasa, Orde van Sint-Jan
- **Ghana:** Education for all
- **Haiti:** Energy Assistance
- **Kenya:** Kitale AIDS Programme, Triple-O Kenya
- **Malawi:** Blantyre School
- **Rwanda:** Institut d'Enseignement Supérieur de Ruhengeri, Hôpital de Kabgayi, Zusters Bernardinnen
- **South Africa:** Mamelodi YMCA, Tygerberg Children Hospital, Nylstroom, Abraham Kriel Kinderhuis, Born In Africa, Ivory Park (Ricoh)
- **Zambia:** Abantu Zambia

PROJECT EXAMPLES

CONNECTING SCHOOLS IN SIERRA LEONE

300 computers assets

Partners: World Affinity Telecom and DNS Belgium

After a devastating civil war at the end of the 20th century, Sierra Leone has overcome its internal struggles and is now developing rapidly. A new partnership between World Affinity Telecom and Close the Gap aims to provide schools in Sierra Leone with computers, Internet connectivity and access to the educational portal GiVE Education. World Affinity Telecom is a socially aware organisation that works with the government to identify their needs to ensure prosperity of the country. Through the Wi-Fi Enabled Education Portal of World Affinity Telecom, the schools have access to educational programmes that will empower the youth of Sierra Leone. Close the Gap has provided computers to connect a first selection of schools in the pilot phase of this programme and is currently looking to expand it.

SUPPORTING THE AMY BIEHL FOUNDATION, SOUTH AFRICA

120 computer assets

The Amy Biehl Foundation is a non-profit organisation that offers programmes to develop and empower children and youth from 5 to 18 years who live in challenged and vulnerable communities within the Western Cape. The programme places a focus on creativity and fills the gaps created by the shortcomings of the educational system in the townships of South Africa. The foundation has a network of five after-school centres that provide a “safe space” for the youth when the schools themselves are closed. computers supplied by Close the Gap have allowed the foundation to set up a computer literacy programme where each group of learners has two weeks of full-time classes to familiarise themselves with basic computer skills and Microsoft Word.



Inauguration with Mr. Jean Lamy, Former Ambassador of France in Burundi



Mr. Malcolm Kling (Funds Procurement Manager Tygerberg Children's Hospital Trust), Ms. Susan Potgieter (Principal Tygerberg Hospital School), Mr. Olivier Vanden Eynde (Close the Gap) and Ms. Sharon Mias (IT teacher)

COMPUTERS TO IMPROVE EDUCATION OF ILL CHILDREN, SOUTH AFRICA

60 computer assets

Partners: Family Bulens from Belgium

Tygerberg Hospital is located in Parow, Cape Town, and hosts a hospital school for sick pupils aged from 14 to 18. The pupils are long-term patients or those who are missing a lot of school through illness. Close the Gap has been supporting the hospital for more than eight years and has just delivered new computers and laptops to continue to facilitate the access to information for teachers and pupils. This contribution was made possible by the generosity of the Bulens family from Belgium, on the occasion of the birth of their third child.

“The computers are an enormous help as the teachers can give lessons at different levels at the same time to ensure that pupils keep up with the curriculum. Before, teachers often brought their own computers to the hospital.”

—
Mr. S. E. Potgieter, Principal of the Tygerberg Hospital

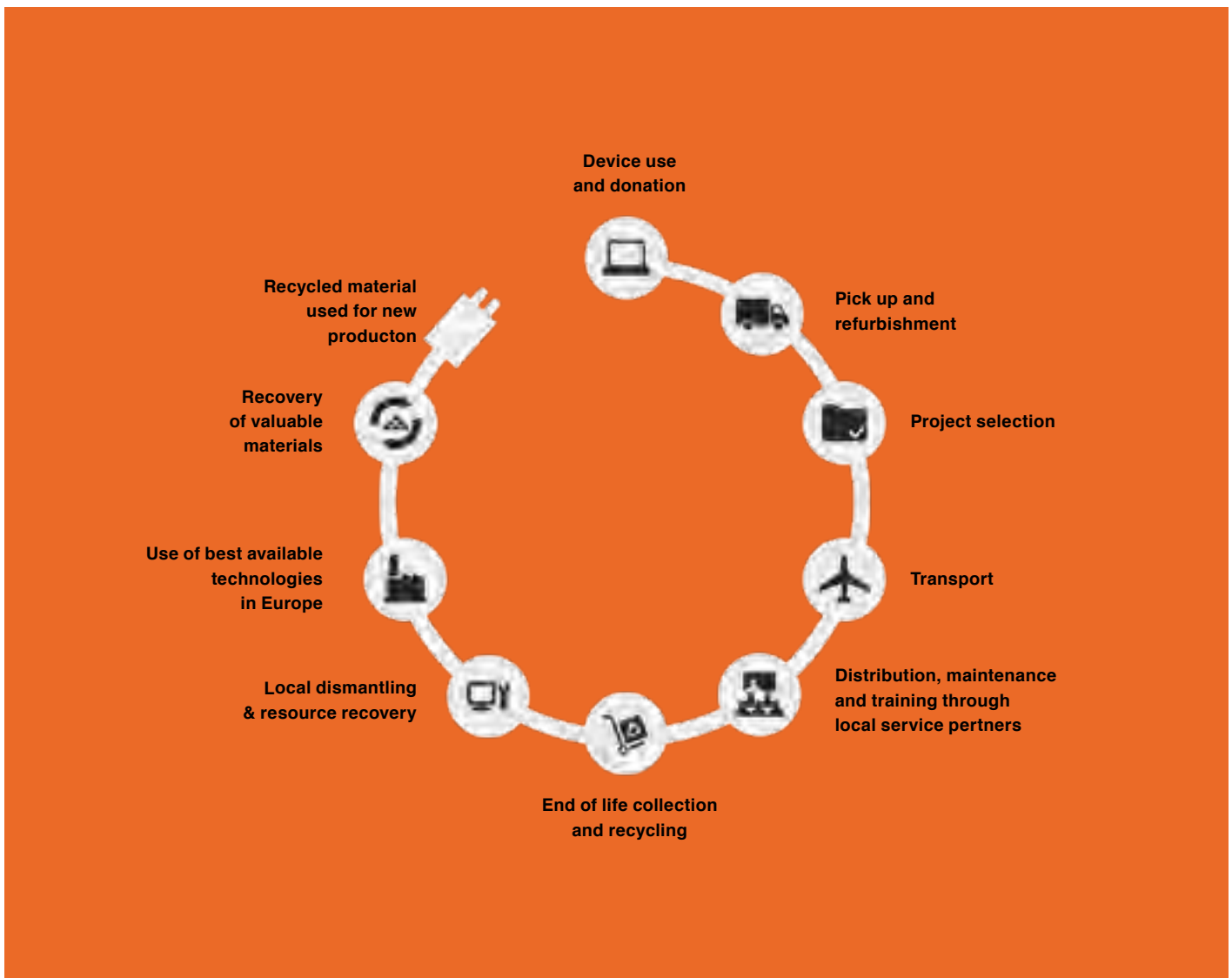
ACCESS TO INFORMATION FOR STUDENTS IN BURUNDI

432 computer assets

Partners: The French Cooperation Agency

The French Cooperation Agency financed the computers for the University of Burundi. The computers will be used in 13 faculties of the university and although many more computers are needed, they are already contributing to the new philosophy of the university, in which the student stands at the centre of their curriculum.

04





COLLECTION



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

Gap organises the collection of used ICT hardware equipment and focuses on A-brand high-quality equipment from a cosmetic as well as technical point of view. In the spirit of partnership and long-term collaboration, Close the Gap aims to be a “one-stop shop” for the donating companies.

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

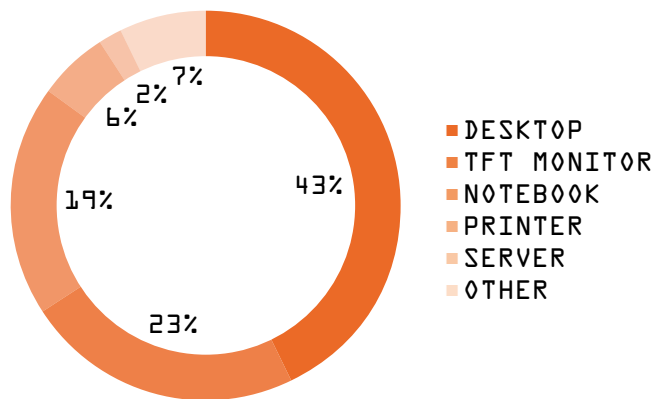
Close the Gap works on the basis of evolving **minimum specification requirements**, which are currently⁵:

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

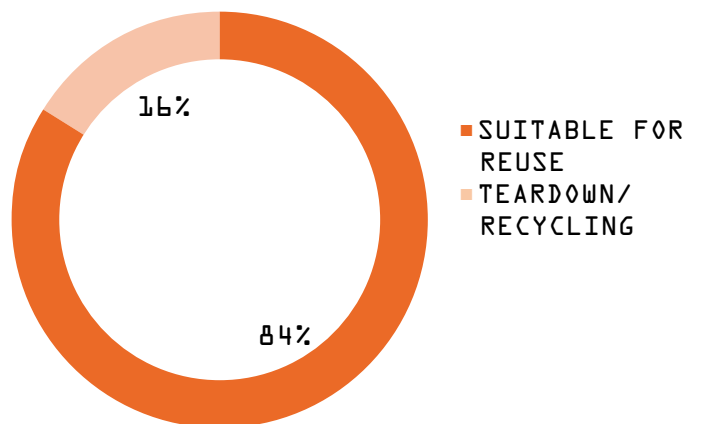
“At UCB we value operating in a caring and socially responsible manner - that is why we are proud to partner with Close the Gap. Proud that our partnership contributes to transforming the lives of people through ICT.”

—
Mr. Marc Senterre
VP Digital and Analytics UCB

TYPE OF ASSET



ASSET REUSABILITY



⁵ These specifications may evolve during the year.

REFURBISHMENT



Once the equipment has been collected and shipped to the various refurbishment plants in Europe, Close the Gap’s logistics partner Arrow Value Recovery (formerly known as Flection)

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

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

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

About six weeks after the collection, each donor receives a **full status report** indicating the quality of each donated asset. Furthermore, a data wipe certificate that guarantees all files have been erased is sent to the donors. Obsolete equipment that cannot be reused in projects or sold to third parties is destroyed and recycled. In this case, a certificate of destruction is provided to the donor.

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



Close the Gap refurbishment process

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

“At Arrow we believe that just because a technology device is obsolete, it’s not



the end of a technology product’s life – it’s the beginning of a different one. We are extremely proud and thankful to support and assist Close the Gap in their mission and are committed to do so in the future.

—
Mr. Joep van Loon
Director Arrow Value Recovery EMEA

PROJECT SELECTION



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

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



Harusha Hady School; Tanzania

TRANSPORT



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



Computer transport thanks to KLM Cargo

INSTALLATION, MAINTENANCE AND TRAINING



Projects supported by Close the Gap do not always have the local expertise to train end users or maintain devices, so a network of service partners was created. These partners are social entrepreneurs, mainly for-profit local entities located in 13 African countries, namely Burundi, Ghana, Kenya, Democratic Republic of the Congo, Mali, Rwanda, Sierra Leone, South Africa, Tanzania, Togo, Uganda, Zambia and Zimbabwe. The service partners are small businesses that will keep in mind their social objective: to train vulnerable youngsters in ICT skills.

Service partners guarantee quality by preparing a project's local infrastructure. Service partners are responsible for the distribution, installation and maintenance of ICT equipment, training project managers/teachers/users and the take-back of equipment when it reaches end-of-life. Service partners have project management expertise, enabling them to make critical assessments of the quality of projects and provide input and tools needed to improve Close the Gap's service delivery. Service partners can also offer internships and job opportunities. Thabia Michael, a young Tanzanian woman from a poor family, received training in ICT and pedagogical skills for a year from Close the Gap's partner Affordable Computers and Technologies for Tanzania (ACTT). She is now a trainer at ACTT.

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

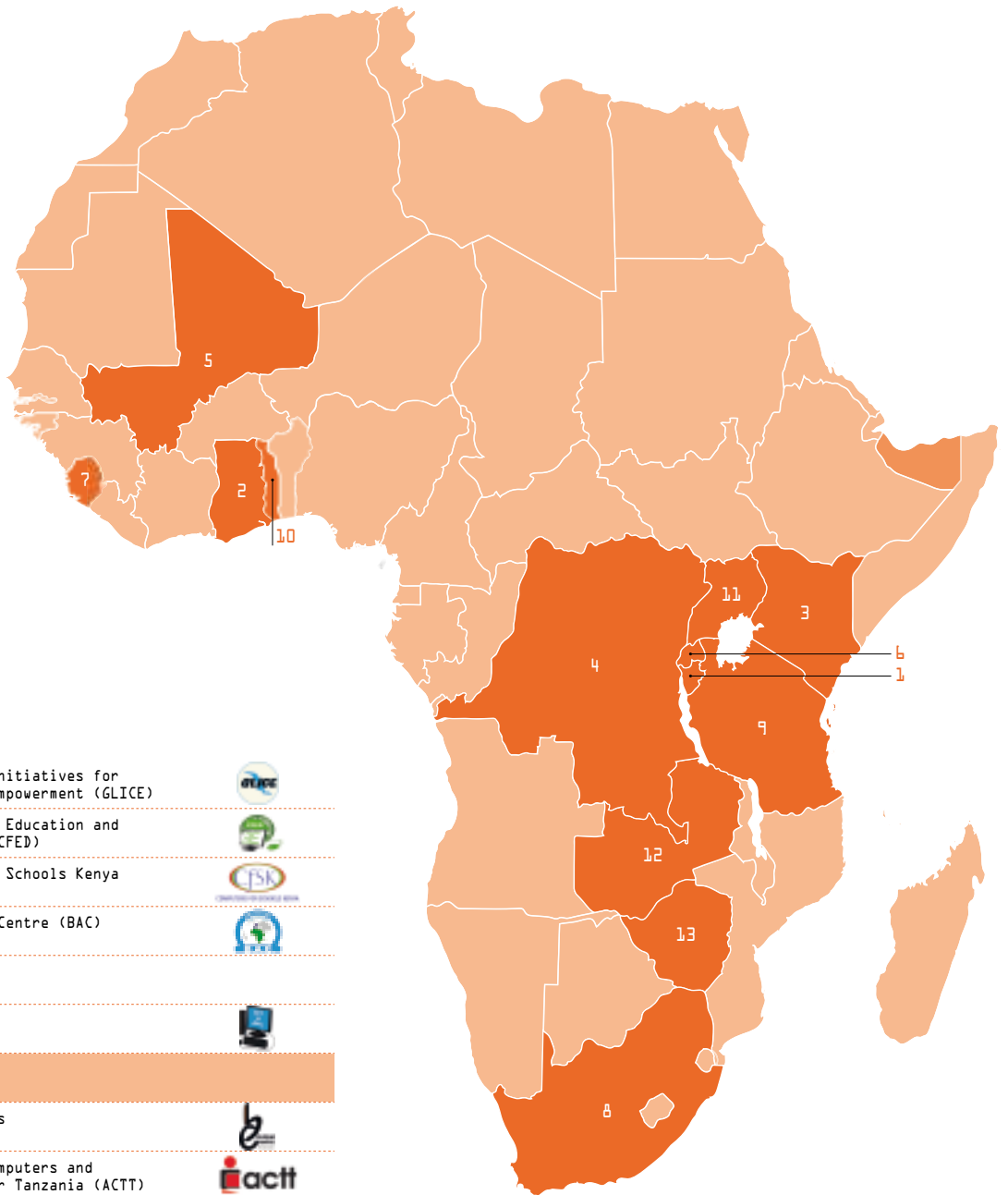













Muganzi Daniel, Technician at Computers for Schools Uganda

Maintenance of the computers at ACTT, Tanzania © Griet Hendrickx



OUR SERVICE PARTNERS IN 2013



Burundi (1)	Great Lakes Initiatives for Communities Empowerment (GLICE)	
Ghana (2)	Computers For Education and Development (CFED)	
Kenya (3)	Computers For Schools Kenya (CFSK)	
D.R.C. (4)	Benelux Afro Centre (BAC)	
Mali (5)	Upsilon	
Rwanda (6)	ICT4All	
Sierra Leone (7)	Sierra Wifi*	
South Africa (8)	Belgian Campus	
Tanzania (9)	Affordable Computers and Technology for Tanzania (ACTT)	
	Viafrica	
	ICT4D Tanzania Foundation*	
Togo (10)	Exponential Technology*	
	Education Science Experience (ESE)	
Uganda (11)	Computers For Schools Uganda (CFSU)	
	UConnect	
Zambia (12)	Crescent Future Kids*	
Zimbabwe (13)	World Links Zimbabwe	

* Starting collaboration

PROJECT EXAMPLE

Computers for Schools Kenya

Digital Pipelines (Nairobi, Kenya) includes two organisations. Computers for Schools Kenya (CFSK) brings computers to schools and provides additional IT services. Since 2008, CFSK has delivered 44,730 PCs and as such provided access to information to 9 million pupils in 2,845 primary and secondary schools around Kenya. Today, the organisation employs 21 staff members to deliver the computers, teach and provide mainte-

nance. The second organisation is the WEEE centre that takes back, dismantles and recycles e-waste from all over Kenya. Five permanent employees and three to ten temporary workers work in this centre, which was built in 2011. Since 2011, some 274 tons of e-waste have been dismantled and 31 tons of hazardous and complex fractions have been sent back to be recycled by Umicore & Coolrec (Europe).





SOFTWARE AND EXPERTISE

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

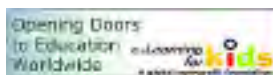


Aflatoun: New service partner in 2013

In August 2013, Aflatoun and Close the Gap, both supported by KLM Royal Dutch Airlines, entered into a new partnership. Active in more than 100 countries, Aflatoun believes that when children are self-confident, socially responsible and financially competent, they have the power to improve their own lives and the communities they live in. Aflatoun is bringing social and financial education to children and youth through a network of dedicated partner organisations. Aflatoun and Close the Gap are now working together in Kenya to provide local educational projects with computer equipment and technical support.

The objective of the new cooperative platform is to provide young people in developing countries with hardware – computers from Close the Gap – that comes with e-learning materials and trainers from Aflatoun. It also gives students the chance to learn valuable e-skills that will help them succeed in an increasingly IT-driven world.

SUPPORTING PARTNERS



END OF LIFE COLLECTION AND RECYCLING



Whether reconditioned or not, ICT equipment can pose a serious environmental threat when it reaches its end-of-life. That’s why Close the Gap, through its daughter organisation WorldLoop,

makes sure that the computers are disposed of in an environmentally responsible way when they are no longer useful. Please find more information about WorldLoop in chapter 5.



YouBridge

YouBridge is a Belgian not-for-profit organisation that is creating a community of “change-makers” by providing a blog where young people worldwide can exchange information and ideas on topics such as social entrepreneurship, education and peace. Close the Gap supports the organisation with hardware.



Start collaboration with Aflatoun © Griet Hendrickx



WORLDLOOP



WORLDLOOP OFFSET YOUR E-WASTE FOOTPRINT

Once equipment in developing countries reaches the end of its productive life, it is important to organise recycling and safe disposal of the equipment. That's why in 2009 Close the Gap created WorldLoop (previously WorldPC), its mission being to eliminate the negative impact of e-waste by helping to create accessible, environmentally sound, socially responsible and sustainable recycling in developing countries that turns e-waste into human and economic resources.



ABOUT E-WASTE

Any product or by-product that requires voltage to operate and has reached the end of its productive life can be considered e-waste. Products include personal goods like computers, mobile phones, hairdryers, radios and kettles, as well as larger white goods like refrigerators and washing machines. By-products include peripherals such as batteries, cables and SIM cards.

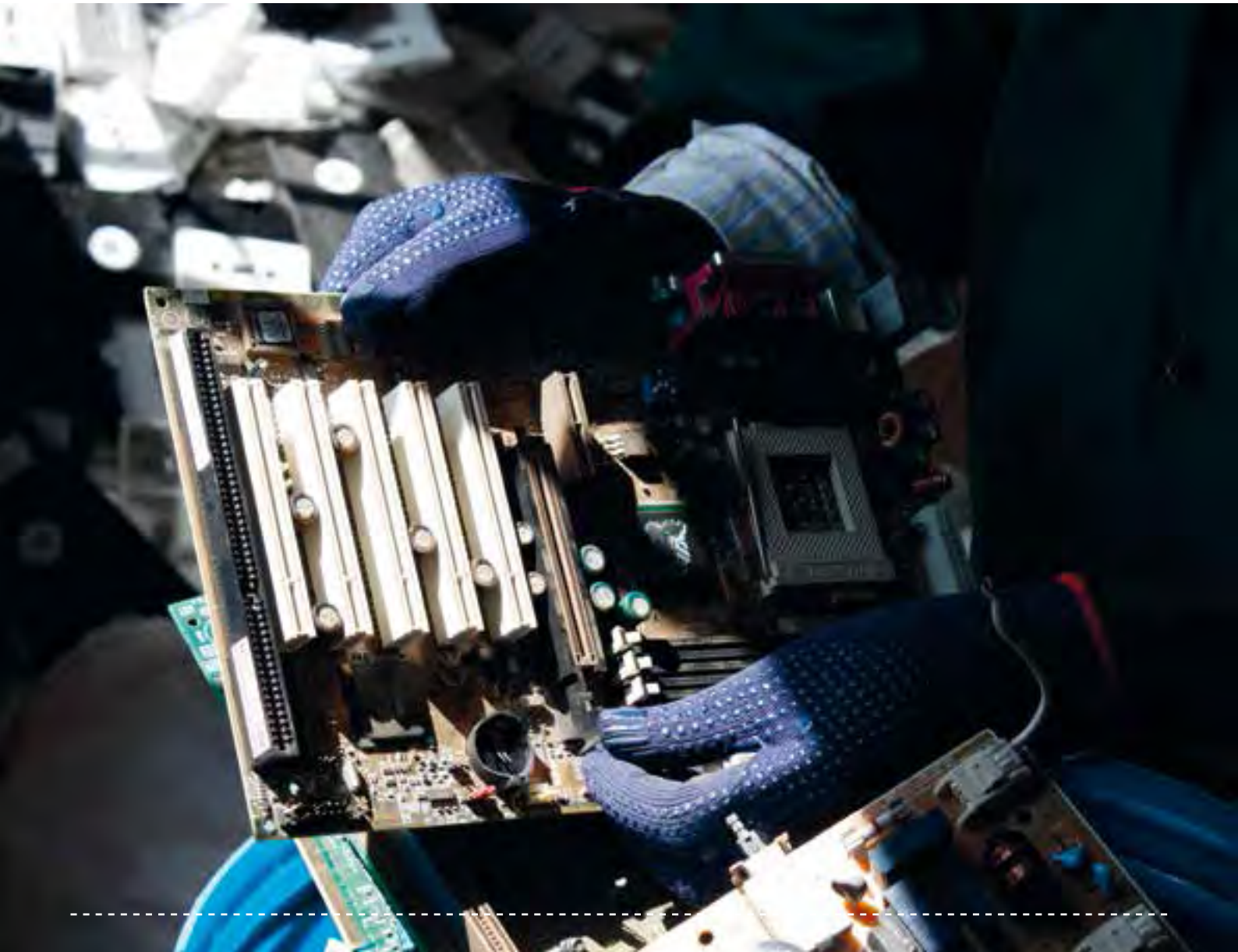
Even when these devices stop functioning, they can still add value. Each device contains precious materials, such as plastics, gold, copper and silver, which can be used in new products.

The downside is that most of these devices also contain hazardous chemicals and metals (including lead, mercury and cadmium) which can pose a threat to human health and the environment. If these substances are spread through air or water pollution, they can seriously harm entire communities, causing poisoning, miscarriage, intellectual disability and even death.

Primitive recycling processes such as open-air burning and acid leaching are often used in developing countries to cherry-pick the valuable materials, which release toxins into the environment.

What's more, anything without value, such as the leaded glass of CRT monitors, is left behind. The base of the pyramid is disproportionately impacted by these practices due to prolonged exposure to the toxins that pollute the ground, air and water because they often live and/or work in these areas.

Dismantling of e-waste at GLEM © Lode van Pee



At the Ngara Market in Nairobi, Kenya, a man uses a large rock to break open CRT monitors along the Nairobi River. The leaded glass cuts his hands, toxic phosphorus powder mixed with sweat covers his face. He does not have a mask or even a handkerchief to protect himself from breathing in the toxins.

This is a regular day in the informal sector. Extracting the metal frame from CRT monitors, which earns the man 5 Kenyan shillings or €0.05, is his biggest priority. This will buy a small meal at the cantina down the road. The glass and plastics, of no value to him, will be nonchalantly brushed off his “workbench” into the river so that he can move onto the next monitor.



Informal sector, Nairobi, Kenya © Griet Hendrickx



Mr. Jan Vlak, Director Wecycle © Griet Hendrickx

“As we know, reuse of well performing appliances is a better option than recycling. However, we have to prevent export for reuse as a cover for illegal export of e-waste. Therefore, it is very important to collaborate with well-organised and responsible organisations such as Close the Gap.”

—
Mr. Jan Vlak
Managing Director Wecycle



TURNING E-WASTE INTO SUSTAINABLE RESOURCES

WorldLoop is an international non-profit organisation committed to extending the positive impact of ICT projects in developing countries by offsetting the negative environmental impact of its hardware.

WorldLoop's mantra "changing the e-waste cycle", expresses how the traditional linear flow from product to landfill has been transformed to embrace a circular economy.

A literal change in the e-waste cycle is evident from the shipments of hazardous, toxic and non-valuable e-waste from developing to developed countries for environmentally friendly treatment.

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



Recycling of e-waste in de WEEE Centre, Nairobi, Kenya © Griet Hendrickx

Creating shared value with win-win solutions

It has long been understood that reuse is more sustainable than immediate recycling but sound recycling is a crucial factor of the sustainability equation.

However, developing countries often lack the expertise, infrastructure and regulations needed to manage e-waste properly. Polluting primitive recycling processes are often used to extract valuable materials, while the toxic and non-valuable materials are left behind, negatively impacting the surrounding communities.

Through its network of partners, WorldLoop is enabling these communities to set up their own e-waste collection and recycling centres, which in turn contributes to the environmentally sound and sustainable use of ICT in developing countries.

“As one of the pioneers of WEEE take-back in Europe, Recupel has always had a tradition of knowledge sharing and exchanging best practices. Making a difference, not only in Belgium but also abroad, is the biggest motivating driver for continuous improvement.”



Mr. Peter Sabbe
Director Recupel

OBJECTIVES OF WORLDLOOP

1 Raising awareness

WorldLoop works to raise awareness, drive action and engage in knowledge sharing with regard to e-waste in developing countries.



2 Setting up facilities

WorldLoop wishes to facilitate an operational and economically viable network of collection points, dismantling and recycling centres in developing countries to process e-waste in an environmentally sound way.



3 Quality assurance

WorldLoop wants to be a quality label for actors involved in e-waste management in developing countries, guaranteeing 100% sustainable end-of-life treatment for e-waste.



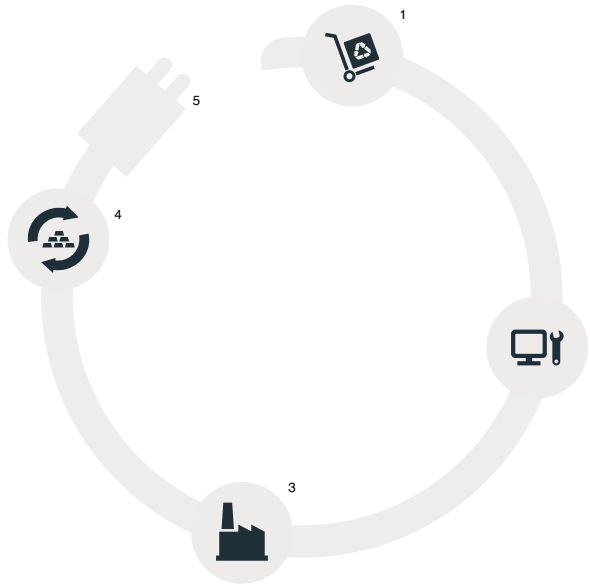
4 Engaging collaboration

WorldLoop acts as a fundraiser, bridge and incubator between international industry experts and e-waste management initiatives in developing countries so that they can become self-sustaining.



Recycling of e-waste in de WEEE Centre, Nairobi, Kenya © Griet Hendrickx

WORLDLOOP'S APPROACH TO E-WASTE MANAGEMENT



- ¹ End of life collection and recycling
² Local dismantling & resource recovery
³ Use of best available technologies in Europe
⁴ Recovery of valuable materials
⁵ Recycled material used for new production

The WorldLoop operational model combines local collection and dismantling efforts in developing countries with best-in-class, technologically advanced recycling solutions available in OECD countries. By providing an alternative to primitive recycling practices and a solution for the non-valuable toxic material, WorldLoop creates a win-win-win for the economy, environment and society. Concretely, e-waste that cannot be recycled locally is shipped back to Europe to be recycled at Umicore and Coolrec.

Studies have shown the benefits of this “Best of 2 Worlds” (Bo2W) approach in helping developing countries to address their e-waste problems and elevate recycling from primitive practices to a formal solution.

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

WORLDLOOP'S PROJECTS

WorldLoop does not own or operate the projects it engages in. Instead, WorldLoop acts as an incubator and a facilitator, linking together the various actors involved in e-waste management. Entrepreneurs can participate in one or all aspects of WorldLoop’s support activities, depending on the need – financial, technical and operational support.

FINANCIAL SUPPORT	TECHNICAL ASSISTANCE	Bo2W OPERATIONAL SUPPORT
A co-funding opportunity to help start up e-waste activities. Financial support is reduced as projects move towards self-sustainability and the revenues from recycling activities increase.	Supporting entrepreneurs by sharing knowledge and expertise, including business plan support and training in collection strategies, process & plant organisation and the implementation of health, safety and environmental standards.	An environmentally friendly recycling solution for the complex and hazardous fractions that cannot be processed locally. This includes facilitating the export/import process and follow-up on reporting and invoicing.

WorldLoop works with NGOs and private companies who are passionate about social entrepreneurship and interested in becoming e-waste enterprises. Often, these individuals have existing ties to the ICT and/or recycling industries.

- The WEEE Centre (Waste Electrical and Electronic Equipment Centre), Kenya
- Viafrica, Tanzania
- GLEM (Great Lakes Electronics Management), Rwanda
- Chilenter, Chile
- EACR (East African Compliant Recycling), Kenya
- Crescent Future Kids, Zambia
- ADIE (Agency for the State Information Technology), Senegal
- BAC (Benelux Afro Centre), Democratic Republic of the Congo

“I have visited a number of ‘Jua Kali’ workshops in Nairobi, informal workshops where Kenyans hammer and cut recycled materials, creating utensils and tools for the local market. ‘Jua Kali’ is Swahili for ‘hot sun’ and suggests the hardship of working in an unhealthy and dangerous environment, causing ill health for workers and polluting the environment. WorldLoop created a modern workshop where workers recycle waste without endangering their health or polluting the environment. As this can soon be a sustainable, commercial activity, WorldLoop will leave an important heritage for the people and environment of Kenya – many are grateful!”

—
Mr. Bart Ouvry

Belgian Ambassador in Kenya

RAISING E-WASTE AWARENESS IN NAIROBI SLUMS

WorldLoop had the opportunity to join the WEEE Centre in an effective community awareness raising and e-waste collection campaign in 2013.

The “Go Green” entourage slowly made its way through the streets of Nairobi en route to one of the local slums, playing music while the MC yelled out stats on e-waste and responsible consumerism all in Swahili. Once in the slum, a mobile collection point was set up and local residents were encouraged to drop their old broken electronic goods in one of the WEEE Centre’s collection boxes for a chance to spin the prize wheel.

The WEEE Centre ran this campaign for five weeks. The turnout was high, as was the number of assets collected. Furthermore, awareness was raised of the dangers of e-waste to the communities most impacted by the hazards.



Community awareness raising and e-waste collection, Nairobi, Kenya © Griet Hendrickx

OFFSET YOUR IT AND SUPPORT WORLDLOOP



Whether your company has donated computers to Close the Gap or not, you can offset your company's e-waste footprint and support local job creation while protecting the environment in developing countries by supporting WorldLoop's programme.

By collaborating with WorldLoop, you play a direct and pivotal role in changing the e-waste cycle and the lives of social entrepreneurs, with a ripple effect on the local and global community as a whole. Your support helps create new jobs, providing employment for young people and giving them valuable life skills, avoids CO2 emissions and actively engages the Cradle-to-Cradle concept for IT devices.

Here's how you can help: offset your ICT footprint

Offset your company's IT footprint and support local job creation while protecting the environment through the e-Resource Certificate Programme and support the environmentally friendly recycling of electronic waste in developing countries.

Some communities, especially in the developing world, are just not equipped to meet the growing demand for ICT recycling when assets are no longer functioning and reuse is not a viable option. However, participating in WorldLoop's e-Resource Certificate Programme by offsetting your company's IT footprint or IT donation allows you to help these communities meet this challenge head on while also supporting local job creation and protecting the environment.



Recycling of e-waste in the WEEE Centre, Nairobi, Kenya © Griet Hendrickx

How are the funds used?

WorldLoop provides holistic support to entrepreneurs, enabling them to end e-waste cherry-picking in developing countries, while ensuring that all e-waste fractions, both valuable and hazardous, end up in proper treatment streams. The e-Resource Certificate funds go towards:

- Seed capital to local entrepreneurs in developing countries to start up e-waste collection and dismantling activities.
- Incremental contributions to the operational costs of projects from start-up to financial self-sufficiency.
- Driving local e-waste awareness raising and collection campaigns.
- Ensuring the highest standards are met for training, environmental compliance and business management.
- Ensuring 100% environmentally sound treatment of all e-waste fractions.

By supporting e-waste entrepreneurs with the upfront costs to start operations, the e-Resource Certificate Programme enables ICT for development projects to fulfil a "zero-waste-to-landfill" policy, pollution reduction and resource conservation

What you get by participating in the e-Resource Certificate Programme

All participants in the e-Resource Certificate Programme receive a WorldLoop guarantee that environmentally friendly e-waste solutions are being created in developing countries.

- Overview of the environmental impact made and the methods that were used in collection and recycling.
- Use of the "e-waste offsetting" logo
- Mention on WorldLoop's website and its newsletter

PROJECTS IN EUROPE

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

PC SOLIDARITY



Launched in 2009 with the support of DNS Belgium, PC

Solidarity is Close the Gap's project for countering the digital divide in Belgium.

Two out of ten Belgian households do not have Internet access at home. These households are mainly isolated adults or households without children. They find that having the Internet at home is not useful (43%), the tools are too expensive (29%) or that they do not have sufficient skills (28%).⁶

PC Solidarity organises calls for proposals for non-profit organisations that can help such disadvantaged people to improve their skills in order to enhance their chances on the labour market. The 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 pedagogic 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 **TechnofuturTIC** and occasionally a financial contribution for ICT-related services and equipment.

In 2013 PC Solidarity launched two calls for proposals. A total of 80 Belgian non-profit organisations were selected and 669 computers were distributed.

"The collaboration between Close the Gap and Ricoh started during the launch of this NGO in 2004.

Information logistics is also our core business and even our physical products are latterly connected.

The click was immediately there between hardware, between providing information and between people.

Ricoh and Close the Gap are therefore definitely a good match!"

Mr. Eric Gryson
CEO Ricoh Belgium

PROJECT EXAMPLES

Access to information for post-treatment patients

Equipment: 16 computer assets

The non-profit organisation Ellipse is a centre where people with drug and alcohol addictions are treated and their relatives supported. Thanks to the eight computers, the centre can give access to ICT to the residents in post-treatment in order to help them search for jobs and find the information needed to be autonomous again.



Reintegration after treatment at Ellipse asbl

Technical education for unemployed in Antwerp

Equipment: 26 computer assets

"Leerwerkplaats Garage" is an educational project where 80 unemployed adults are trained to prepare for a job as a technician in a garage. On top of the technical education, social and language problems are bridged by the means of strong and individual guidance. The participants follow language lessons, receive individual social guidance and take part in an internship.



Leerwerkplaats Garage

PC SOLIDARITY PARTNERS



⁶ Source: Federal Public Service Economy, SMEs, Self-employed and Energy.

OTHER EUROPEAN PROJECTS



Be.Face is a non-profit organisation that brings together companies and their communities to foster equal opportunities, diversity and social inclusion of vulnerable groups. Be.Face is primarily based on the involvement of member companies and partnerships with economic and institutional partners. In 2013 Close the Gap delivered computers to the projects supported.



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



YouthStart organises project calls for part-time educational centres and organises e-learning courses for young people. Close the Gap delivered computers to these centres.



In 2013 Close the Gap delivered computers to schools and non-profit organisations selected by the Telenet Foundation.



Thanks to the ICT donation of BNP Paribas Fortis, Close the Gap will deliver 400 computers annually to Belgian non-profit organisations that support the social integration of vulnerable children.





GET INVOLVED

Close the Gap's success depends largely on the generosity of its computer donors and strategic partners. Close the Gap offers two types of partnerships. As soon as one donates ICT equipment to Close the Gap, one becomes a Friend Of. If this same company or organisation wants to support Close the Gap financially, adopt a specific project, make an in-kind contribution or buy e-Resource Certificates from WorldLoop, this company or organisation becomes a strategic partner.

THANK YOU TO OUR 'FRIENDS OF'

- 1&D • Acerta
- Adecco • Aegon • Ahold
- Amnesty International • Axa
- Bank Degroof • Beci • Belden
- BeTV • BioMérieux • BNP Paribas Fortis
- Cargill • Cegeka • Centraal Orgaan Opvang
- Asielzoekers • Ceran • Clear2Pay • Coca-Cola
- Company • Coca-Cola Enterprise • Cofely GDF Suez
- Conseil de l'Union Européenne • DAF • Daimler
- De Brug • De Lage Landen • De Nederlandse Bank • De
- Watergroep • Deloitte Belgium • DHL • Ebay • Edelman
- Emakina • Enxsis • Erasmus Hogeschool Brussel • Ernst &
- Young • Essent • Exact • Fokker Services • Gate Gourmet
- Belgium • Gemeente Heerlen • GSK Biologicals • Heineken
- France • Hilversum • Hirschman Automotion and Control
- Iddink • ING • Ingeus • International School of Brussels
- ISZF • Kamodata • Karel de Grote Hogeschool • KBC • KLM
- Le 10 Sport France • LGI • Mobistar • Nationale Bank van
- Belgie • Nederlandse Spoorwegen • Nedtrain • NS Highspeed
- NXP Semiconductors • OCE • ONAFTS RKW • ONVZ • Perry &
- Knorr • Picanol • Pietercil • Politie Leuven • POSTNL
- Prorail • Provincie Drenthe • Provincie West-Vlaanderen
- ONVA • Robert Half International • Rode Kruis • RJV-
- Institute • Scottish Government • Rode Kruis • SAS
- Worx • Shanks • Stefanini • Stork • Telenet
- Terumo • Toyota • Transvorm • Triodos • UCB
- Pharma • Umicore • Universiteit Gent
- UPC • UZ Antwerpen • Vlaamse
- Gemeenschapscommissie • VTECH
- WABCO • Water-Link

“Within our own value chain we don’t consider used packaging as waste, but rather as a valuable resource for reuse. Besides, we want to make a positive difference in all the communities we operate in.



This is why working with Close the Gap by donating our used computers marries perfectly our sustainable packaging vision with our community strategy.”

Ms. Sabine Everaet
CIO Europe Group, The Coca-Cola Company

COMMITMENT TO SUSTAINABILITY

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

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

In contrast to many home appliances, the life cycle energy use of a computer is dominated by production (81%) as opposed to operation (19%).⁷

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

“Close the gap and Worldloop are great examples of real business ventures, which really impact our more than needed evolution to a circular economy. Close the Gap's core “credo” is sustainability in the e-world of today. This non-profit organisation impresses by their professionalism in execution: service orientation, business process focus, outsourcing, communications, community building, partnerships, etc. They have a remarkable track record and great potential.”

—
Mr. Wilfried Grommen
CTO HP EMEA

YOUR COMPANY CAN SUPPORT CLOSE THE GAP IN DIFFERENT WAYS



Donate computers

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



Adopt a project

Does your company have some connection with a specific emerging or developing country? Would it like to support a project in a specific field? Close the Gap gives companies and foundations the opportunity to adopt a project. This way, companies help a project to cover the costs related to the refurbishment and transportation of computers.



Help financially

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



Contribute in-kind

Your company wants to help Close the Gap but you don't know how? A lot of companies help by offering us their core business. Close the Gap is always looking for new partners that can assist the organisation in its daily work in terms of project and office management.



Help prevent e-waste in landfills in developing countries

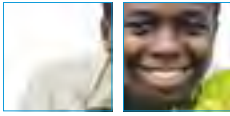
Close the Gap created WorldLoop in order to set up an environmentally sound e-waste management system in developing countries. Local recycling facilities are financed through a mechanism of e-Resource Certificates that are voluntarily purchased by sponsors in Europe. For each certificate bought by a European partner, one asset is collected and recycled in a developing country.

THANK YOU TO OUR STRATEGIC PARTNERS

CORPORATE PARTNERS



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



Destination Society



Air France is the French flag carrier and one of the world's largest airlines. It serves 35 destinations in France and operates scheduled passenger and cargo services worldwide to 191 destinations. Air France supports Close the Gap through preferential prices for the transport of computers to their destination. The Air France Foundation supports computer donations for educational projects in the Democratic Republic of the Congo.

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM operates scheduled passenger and cargo services worldwide to more than 90 destinations. KLM supports Close the Gap by providing free cargo transport for donated computers to KLM destinations. In 2013 KLM executed 17 shipments for Close the Gap to destinations across the globe. The KLM AirCares programme supports Close the Gap by generating publicity for the projects supported using in-flight promotional films, articles in KLM's magazines, by providing information on their corporate website and through social media. KLM also initiates special campaigns, takes part in fund-raising activities and offers logistical support.

Close the Gap has been selected as one of the preferred partners of Air France/KLM Belux. This allows Close the Gap to receive visibility in Air France/KLM Belux communication programmes, including the Flying Blue Partner programme.

ARROW | Value Recovery



Arrow Value Recovery, formerly known as Flection, is an international company specialised in reuse, data erasure, recycling and disposal of IT equipment. Arrow offers its services to Close the Gap at competitive rates. Thanks to this collaboration, Close the Gap is able to pick up computer assets in almost all industrialised countries with a professional guarantee for the quality of the refurbishment process.



Belgacom is the largest telecommunications company in Belgium. In 2013 Close the Gap delivered ICT to non-profit organisations and schools selected by Belgacom.



Take Off, Belgium

21 computer assets

Project adopter: Belgacom

Take Off is a non-profit organisation for children who suffer from long-term and chronic diseases. Its aim is to create a connection between the children and their own classroom through the Internet. This way, the sick children can follow as many courses as possible during their absence and stay in touch with their teachers and classmates.



BNP Paribas Fortis offers a comprehensive package of financial services for private individuals, the self-employed, professionals, small enterprises and public organisations. In 2013 Close the Gap started a new partnership with the BNP Paribas Fortis Foundation. Thanks to the ICT donation of BNP Paribas Fortis, Close the Gap will deliver 400 computers annually to Belgian non-profit organisations that support the social integration of vulnerable children. Many more computers will also be delivered to projects in developing countries.

“We hope that our partnership with Close the Gap will contribute to inspire many more companies to undertake this kind of initiative to help young people in the world to access information and communication technologies.”

“The redistribution of computer and IT equipment is an integral part of our corporate philanthropy strategy. To bridge the digital divide is also a central element of BNP Paribas Fortis Foundation’s mission to foster education. Our collaboration with Close the Gap enables around 400 computer sets to be distributed every year to Belgian social organisations selected by BNP Paribas Fortis Foundation, in order to support social integration of disadvantaged children and youth. Over the past year organisations such as a school homework support institution, a youth protection and care association, and a home for children with educational-social problems have all enjoyed the use of good quality equipment, delivered to their premises, including a year of computer technical assistance. This high-quality support provides real assistance for these charitable organisations, which is complementary to the direct financial help provided by the foundation to about 150 social projects every year.”



—
Mr. Luc Haegemans

Secretary General, BNP Paribas Fortis and Managing Director, BNP Paribas Fortis Foundation

“BNP Paribas Fortis has set out clear goals for the future, first and foremost our ambition of being a responsible bank that is committed to making a full contribution to the development of the economy and the society in which we live. A company like ours uses a considerable quantity of IT equipment. By redistributing decommissioned computer equipment to more disadvantaged people, we are both helping to bridge the digital divide and ensuring reuse of the equipment, a perfect illustration of our sustainable approach to corporate social responsibility, which we have been pursuing for a number of years. We hope that our partnership with Close the Gap will contribute to inspire many more companies to undertake this kind of initiative to help young people in the world to access information and communication technologies.”



—
Mr. Filip Dierckx

Vice Chairman of the Executive Board, BNP Paribas Fortis and Chairman, BNP Paribas Fortis Foundation



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

"CHG-MERIDIAN Belux is proud about the partnership with Close the Gap and its sister organisation WorldLoop. This partnership enables CHG-MERIDIAN's industrial and public sector customers to participate in one or both programmes by choosing CHG-MERIDIAN's newly established socially and environmental friendly business concepts for IT, industrial and healthcare investments.

A (r)evolution: environmental and social responsibility develops from sporadic to systematic ... and becomes embedded in the standard processes and business models of our customers!"

—
Mr. Stefan Ertel

Executive Vice President Sales Western Europe, CHG-MERIDIAN

Building Dreams

Computers to Universities in Uganda and Tanzania

327 computer assets

Adopter: Deloitte SE

Since 2012 Deloitte SE and Close the Gap have joined forces to stimulate entrepreneurial skills in Uganda and Tanzania. Through this partnership, Close the Gap shipped computers to several universities in these countries to enhance the IT infrastructure of their Business Administration faculties in particular and the university communities in general. The past year Deloitte SE financed computers for Mountains of the Moon University in the Rwenzori region (Uganda) and Stella Maris Mtwara University College (Tanzania). In October 2013 a group of five volunteers from different Deloitte SE member firms in Europe travelled to Tanzania to set up a business game with the ICT4D Tanzania Foundation and Close the Gap.



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

Deloitte.



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

Deloitte Belgium assists Close the Gap with external audits, tax advice, accountancy, legal services as well as business development.

Deloitte Netherlands supports Close the Gap through its Deloitte Fair Chance Foundation.

Deloitte Societas Europaea (SE) is a Deloitte cross-border European entity that enables the Deloitte companies in Belgium, France, the Netherlands, Denmark, Germany, Central Europe and Luxembourg to collaborate on various issues, including corporate social responsibility. In 2013 a team of five Deloitteers travelled to Tanzania to train students in business development.

"We are very proud of our 10-year partnership with Close the Gap. With its focus on education, entrepreneurship and sustainability, this innovative venture upholds values that are at the heart of the Deloitte Foundation. We offer support in the form of both equipment donations and technical expertise – and for Deloitte volunteers who provide on-the-ground assistance at Close the Gap installations, it is always a hugely rewarding (and humbling) experience to see what a positive difference such a venture can make."

—
Mr. Rik Vanpeteghem, Managing Partner

CEO Deloitte Belgium



DESIGN IS DEAD



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



DHL commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. DHL accepts its corporate social responsibility by supporting climate protection, disaster management and education. DHL put 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.



Shares what works.



NEW PARTNER SINCE 2013

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

"The cooperation with Close the Gap makes a lot of sense for us as their mission and values are perfectly aligned with ours. We see this as a great opportunity for the EFQM team to learn and give back to our community."

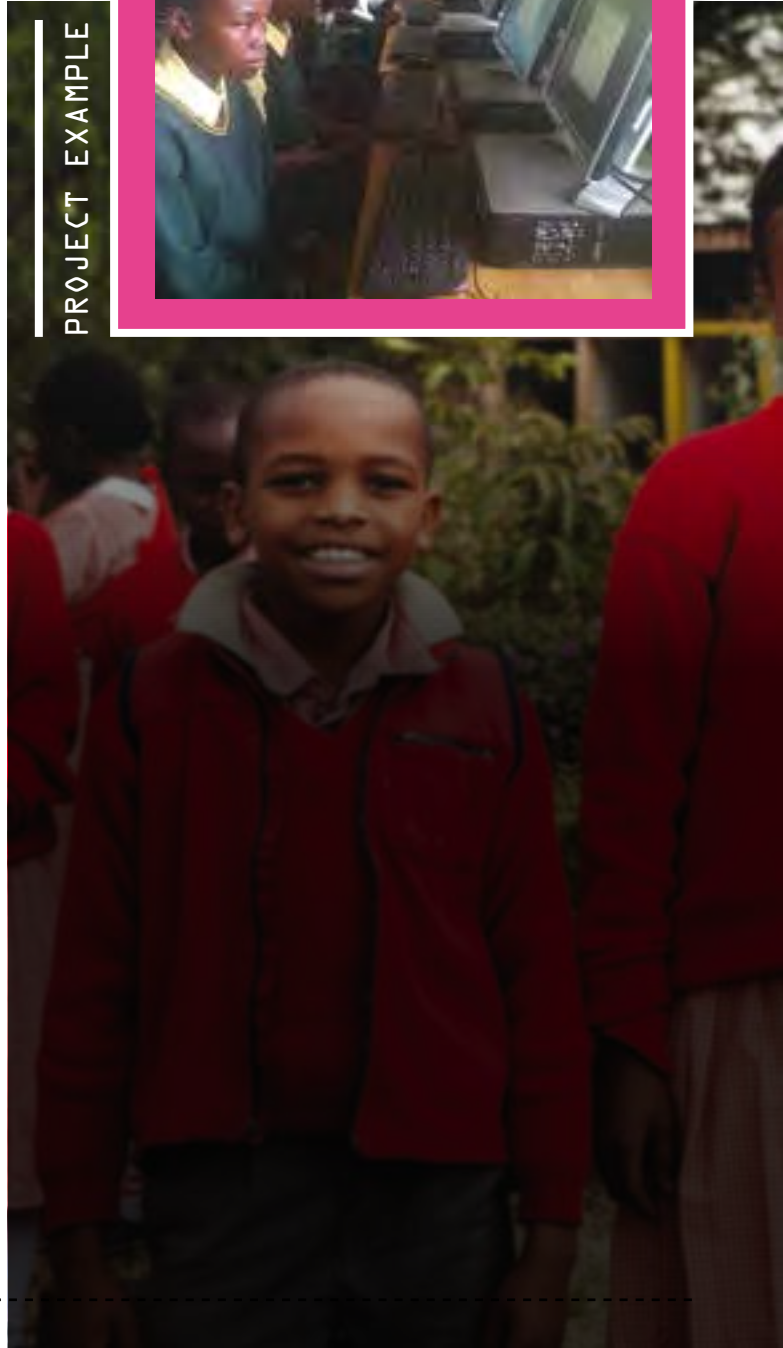
Mr. Marc Amblard
CEO EFQM

PROJECT EXAMPLE

Empowering new service partners
520 computer assets

Project adopter: DNS Belgium

DNS Belgium provides co-funding for two new service partners of Close the Gap, Give Sierra Leone and Zambia Crescent Future Kids, so that these organisations can work out pilot projects to deliver Close the Gap computers to schools.





Testimonial by Mr. Philip Dubois, CEO DNS Belgium on his participation in the stakeholder trip to schools supported by Close the Gap and to the WorldLoop recycling centre in Nairobi, Kenya

“It is heart-warming to see how children living in these circumstances are offered an ambitious goal in life and how thankful they are just being able to work on a – what we consider depreciated – computer.”

—
Mr. Philip Du Bois

General Manager DNS Belgium

dnsbelgium



DNS Belgium is a non-profit organisation founded by Agoria, BELTUG and ISPA, and its mission is to register .be domain names, make the Internet more accessible and encourage its use. This also means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy. DNS Belgium has been supporting Close the Gap financially since 2009. Overall, DNS Belgium has allocated a fund that would provide 20,000 computers over five years for educational projects in the East African Community and in Belgium through the Close the Gap project PC Solidarity. DNS Belgium is also involved in voluntary work in projects in Belgium.

“We started our journey by visiting a school supported by Close the Gap in the centre of a slum on a two-hour drive from Nairobi. Arriving in the centre of the slum, we got a completely different picture from the one of the chaos in Nairobi. A very organised and well maintained school site, with 2,000 disciplined school-children aged between six and 12, all nicely dressed in uniform. This school is an oasis of peace and order in the middle of the chaos, an area where not only poverty can be forgotten for a few hours, but also where dreams are built. Most of the credit goes to the 41 teachers and the 19 supporting staff members of the school. Thanks to the used-PC project of Close the Gap, they are able to create a perspective that offers a bright future! It is heart-warming to see how children living in these circumstances are offered an ambitious goal in life and how thankful they are just being able to work on a – what we consider depreciated – computer.

Another visit that will stay with me forever was to the second-hand market for IT equipment. Here you can find every possible mobile phone charger, remote control of every conceivable televi-

sion set, washing machines, PCs, monitors, etc. We also directly witnessed the destruction of monitors without any protective gear in the river flowing next to the market, setting free all kinds of toxic materials. This makes it very clear why there is a need for a WEEE directive (Waste Electrical and Electronic Equipment), not only in Kenya, but most likely in several African countries.

Our last visit was to the WorldLoop WEEE centre in Nairobi. Although it is still mostly a manual process, they have the necessary tools and procedures to cope with the dismantling of hazardous ICT equipment and to recycle most of the materials. It is obvious to me that private initiatives such as Worldloop will be the driver to a waste-free Africa. The road is now open for WorldLoop to copy this great initiative in other countries and regions of the world.

Close the Gap and Worldloop are truly making this world a better place and DNS Belgium is glad and very proud that we can be a little part of that.”



EMAKINA

building brand experiences



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



Essent is the largest energy company in the Netherlands and also operates in Germany and Belgium. In 2013 Essent supported Close the Gap's service partners Computer for Schools Uganda and Affordable Computers and Technology for Tanzania (ACTT). For the latter, Essent started up the design of a mobile computer lab powered by solar energy which was inaugurated in 2014.

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

Mr. Marco Spoel

Manager Maintenance & Support Essent



Geodis is a global logistics provider. The group's ability to coordinate all or part of the logistics chain enables it to support its customers in their strategic, geographical and technological developments, providing them with solutions tailored to optimise their material and information flows. In addition to financial support, Geodis organises meetings with its customers and suppliers to promote the activities of Close the Gap, helping the organisation to develop its network around the world.



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.



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



Computers for Schools Uganda

944 computer assets

Project adopter: Essent, Rabobank, Fair Chance Foundation (Deloitte Netherlands)

Computers for Schools Uganda (CFSU) has been Close the Gap's service partner for several years. CFSU delivers computers to primary and secondary schools around Kampala and Fort Portal and provides IT training to teachers and students. The three companies have supported CFSU by contributing financially to this project.



KBC Bank & Insurance is a **Belgian universal multi-channel** bank that focuses on private clients and small and medium-sized enterprises. KBC is one of Close the Gap's largest donor organisations.



Microsoft develops, manufactures, licences and supports a wide range of products and services predominantly related to computing through its various product divisions. In 2013 Microsoft supported Close the Gap by providing free licences for Office 365.



Out Of Office has developed and implemented a new way of working for Close the Gap's collaborators that stimulates interaction and collaboration, sharing information and knowledge, creativity and innovation. The new offices were inaugurated in 2013.



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

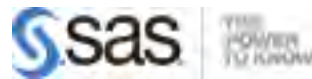
In 2013 **Ricoh Belgium** supplied printers to Belgian non-profit organisations that had received a computer donation through PC Solidarity. The company also supported Close the Gap through financial donations and the donation of a new multi-functional printer.

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

Ricoh France is a strong asset for Close the Gap in its current work to establish relations with French donor companies. Ricoh France also made a financial donation to Close the Gap.

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

—
Mr. Mark Boelhouwer
CEO Ricoh Netherlands



SAS Institute is the leader in 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.



Rabobank



Rabobank Group is an international financial services provider operating on the basis of cooperative principles. It offers retail banking, wholesale banking, asset management, leasing and real estate services. Rabobank wants to help young people in developing countries to obtain access to the digital world and simultaneously contribute to reducing the e-waste problem. The Dutch Rabobank replaces about 15,000 ICT working places each year as a result of Life Cycle Management. Rabobank has started a major three-year partnership with Close the Gap, donating approximately 50,000 computers during this project period. Through a partnership with Dell, Rabobank also purchases one e-Resource Certificate for every computer donated. The strategic cooperation with WorldLoop gives Rabobank the opportunity to combine PC donations with e-waste offsetting.



"Last year our collaboration with Close the Gap gained momentum; many projects were supported with our PC donations. And also the recycling of e-waste became fully operational, so that for each donated PC another obsolete PC was collected and properly recycled in the Nairobi WEEE Centre of WorldLoop. The cooperation with both organisations more than meets our expectations. As we could see during a field trip to Kenya, both the donation and recycling operations are done very professionally, which makes the programme very effective. We look forward to continuing this partnership."

Mr. René Steenvoorden
CIO Rabobank Nederland

PROJECT EXAMPLE



Computers for Schools in Rwanda

314 computer assets

Adopter: Rabobank

Description: ICT4All is a service partner of Close the Gap that works in partnership with learning institutions and other community organisations to increase access to quality affordable Information and Communication Technology equipment and services. Rabobank co-funded the computers delivered to the schools.



Telenet Foundation supports social projects that promote digital inclusion. In 2013 Close the Gap delivered computers to projects which were selected through the foundation. Moreover, Telenet hosts Close the Gap's e-mail.



Vintage is a pan-European communication agency. "One should not only focus on the differences between people but look for commonality and similarity." This quote, from Theodore Levitt, serves as the guiding principle of what Vintage stands for as a communication agency. In 2013 Vintage created a whole new website for PC Solidarity.

PROJECT EXAMPLE

17 computer assets**Adopter: Telenet Foundation**

CoderDojos are free workshops for children aged from 7 to 16 and who are fascinated by ICT. Together with volunteers, the children learn how to make websites and apps and how to develop games.



NEW PARTNER SINCE 2013

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 WorldLoop, allowing environmentally sound and closed loop recycling in WorldLoop's operations. Since 2013 Umicore has been donating computers from its entities worldwide to Close the Gap and purchases e-Resource Certificates to offset its donation.

"The partnership with World-Loop is a perfect fit with our vision on sustainability and contribution to society. World-Loop supports communities in developing countries to establish an efficient and self-funded system for collecting e-waste. Umicore recovers the scarce precious metals from this waste in an environmentally sound way."



—
Mr. Luc Gellens

Senior Vice-President Umicore Precious Metals Refining

"In 2013 Umicore replaced most of its personal computers. I'm very pleased that Umicore was able to put these PCs to good reuse through Close the Gap. I'm proud that both Umicore and KBC are working together with Close the Gap and WorldLoop and that we can have a direct and positive impact on development initiatives in Africa."



—
Mr. Thomas Leysen

Chairman of Umicore and KBC



PROJECT EXAMPLE

Nelson Mandela African Institute of Science and Technology, Tanzania

156 computer assets

Adopter: VLIR-UOS

The Nelson Mandela African Institute of Science and Technology in Arusha is part of a network of Pan-African Institutes of Science and Technology located across the continent. These institutes, which are the proud brainchild of Nelson Mandela, have a vision to train and develop the next generation of African scientists and engineers with a view to impacting profoundly on the continent's development through the application of science, engineering and technology. In collaboration with VLIR-UOS, Close the Gap sent computers to the Institute in Arusha to support teaching and research.

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



VLIR-UOS and Close the Gap jointly trigger universities to design innovative linkages with local communities, as well as with the broader international scientific community.”

—
Ms. Kristien Verbrugghen
Director VLIR-UOS



The Vrije Universiteit Brussel (VUB) is Brussels' Flemish university that welcomes more than 10,000 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.



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. In 2013 Close the Gap supported five selected universities: Mountains of the Moon University in Uganda, Mzumbe University in Tanzania, the Nelson Mandela African Institute of Science and Technology in Tanzania, the Universidad Central de Las Villas in Cuba and the Université Catholique de Bukavu, Burundi.



NETWORKS

Close the Gap participated in various networks in 2013. These networks offer knowledge and create opportunities for Close the Gap to grow in terms of visibility, contacts and computer donations.



CharITy, founded by ICT Media, aims to involve the Dutch IT community in CSR projects. Using the intrinsic value of networks, ideas, knowledge, expertise and partnerships, the foundation strives to contribute more than just what is offered by their own corporate (marketing communication) funds within existing CSR initiatives or projects. Thanks to this collaboration, the CIO community will gather an ambitious 100,000 computer assets by the end of 2015!

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

—
Mr. Rob Beijleveld
Founder CharITy

NON-PROFIT PARTNERS



Stichting Gillès was established in 1991 with private funds from the shareholders of Etap. The purpose of the foundation is to support small-scale economic initiatives that increase the autonomy of the local population. In 2013, thanks to Stichting Gillès, Close the Gap sent 220 computer assets to its service partner ICT4Development for Tanzania Foundation.

CompTIA



CompTIA is a US-based non-profit trade association that advances the global interests of IT professionals and companies throughout the world. CompTIA focuses its programmes on four main areas: education, certification, advocacy and philanthropy. One of its member communities, EU IT Services and Support, supported Close the Gap in 2013 through a financial donation.



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



The Executives’ Circle was founded with the purpose of gathering the foremost business leaders and intellectual elite within an exclusive forum that addresses today’s key management, leadership and societal challenges. In 2013 the IT Executives’ Circle, a think tank comprising Belgium’s leading CIOs and senior IT managers, continued the CIO-PE (CIO for Hope) initiative.

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



Stichting Liberty supports social projects financially. With support of the foundation, Close the Gap was able to set up a revolving fund to pre-finance computer deliveries to Close the Gap’s service partners in the East African Community. In 2013 Close the Gap used this fund to finance shipments to our partners in Kenya, Tanzania and Uganda.

TESTIMONIALS



“Companies are moving towards a truly circular economy, in which principles of second life and recycling are key.

Close the Gaps reaches out to companies by offering services to refurbish old ICT equipment and give it a second life in Belgium and developing countries, while simultaneously ensuring a solid e-waste recycling programme. What started out as a Belgian initiative is gradually conquering Europe, with partners in the Netherlands, Luxembourg and Germany. Business and Society is proud to be a partner of Close the Gap.”

—
Ms. Sabine Denis

Change Executive Officer, Business and Society



“The computers of Close the Gap connect thousands of young people living in poor conditions in Africa

with all the sources of knowledge the world has available for them. In doing so, Close the Gap makes these children a valuable part of the global village we all live in. For me, Close the Gap is one of the most inspiring social enterprises I know.”

—
Mr. Willem Lageweg

Director MVO Netherlands



“Close the Gap gives companies the chance to tackle one of their sustainability issues in a practical way

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

—
Mr. Stefan Crets

Executive Director CSR Europe



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

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

—
Prince Carlos de Bourbon de Parme



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

including 3G is now a reality in most of the country and I have often seen pastoralists tending their cows while consulting their smartphones. Making this into a reality for all is possible but we need to teach all young people here how to use digital technology.

I was so proud when Commissioner Neelie Kroes visited a computer class equipped by Close the Gap in a slum school in one of the most difficult neighbourhoods of Nairobi and congratulated me on having such fine fellow countrymen in Close the Gap doing exactly what their name announces.”

—
Mr. Bart Ouvry

Belgian Ambassador in Kenya, Nairobi



“Rarely seen such an inspiring organisation as Close the Gap. The professional and ethical approach is simply heart-warming.”

—
Mr. Luc Blyaert

Editor in Chief, Data News



“Societal challenges are so big, no individual organisation can tackle them alone. The Close the Gap innovative

network model is a wonderful example that helps solve societal problems through smart collaboration between businesses and non-profit organisations.”

—
Mr. David Leyssen

Network Director Kauri

ACCOUNT- ABILITY

CLOSE THE GAP'S VALUES

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

Comfort when dealing with the donation process in terms of logistics.

Safety when dealing with the data wiping process.

Reliability and transparency thanks to external and internal audits.

Environmentally sound e-waste management.

 ACCOUNTABILITY

Board of Directors

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

Board of Recommendation

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

Managing Director

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

Remuneration Committee

The Remuneration Committee was established to ensure that remuneration arrangements support the strategic aims of the organisation and enable the recruitment, motivation and retention of our staff, while complying with the requirements of regulatory and governance bodies and satisfying the expectations of stakeholders. The members of the Remuneration Committee Prof. em. Dr. Wim A. G. Blonk, Mr. André Bontems and Mr. Olivier Vanden Eynde are appointed by the Board of Directors.

Audit and Budget Committees

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

Technical Committee

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

Counsellors

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

Strategic Partners

Close the Gap could not exist without the regular support of its strategic partner network. The strategic partners support the organisation through philanthropic activities in their specific fields.

External audit

Since transparency is a key component of a healthy organisation, Close the Gap is audited on a yearly basis by Grant Thornton bedrijfsrevisoren - Réviseurs d'entreprises CVBA - SCRL Belgium. The audit is conducted in accordance with legal and statutory requirements and provides assurance that the financial statements are free of material misstatement. The external audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluation of the overall financial statements. This allows the organisation to better inform the public about how resources have been used.

ACCOUNTABILITY

Internal audit

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

Project management

This entire process of transparency by internal and external auditing is strengthened furthermore by Close the Gap's policy concerning its project management, which operates clearly through a neutral and independent selection of projects based on clearly defined criteria. The two guiding principles are the sustainability of the project and the concept of local ownership by each project beneficiary. Close the Gap charges a modest contribution per computer configuration, but exceptions can occur when external funds or Close the Gap funds are available to bear the costs of a project.

To enhance the sustainability of the projects supported, Close the Gap works through local service partners that provide quality assurance by preparing a project's local infrastructure. These partners are responsible for the distribution, installation and maintenance of ICT equipment, training project managers/teachers/users and the take-back of equipment when it reaches end-of-life.

Communication

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

Social entrepreneurship

Close the Gap operates as a social enterprise, combining the passion of a social, philanthropic mission with the very best of the for-profit enterprising world. It is, however, important to mention that Close the Gap's social and environmental mission will always be central to all its activities. Close the Gap does not depend on subsidies and is thus a self-supporting organisation.

Risk management

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



FINANCIAL REPORT



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



FINANCIAL REPORT

By actively fundraising for financial and computer contributions, Close the Gap can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely helping organisations in developing countries to continuously reduce the digital divide. Close the Gap is a non-profit organisation partly funded by financial donations from third parties such as companies and private individuals and partly funded by its own operational activities, i.e. making computers available to developing projects at cost price.

If Close the Gap is unable to use specific computers from donations, for example because of a mismatch between quality and minimum specifications or because of a significant short time overstock of unusable computers, which would lead to high storage costs, the computers are offered commercially to third-party brokerage firms or recycled, while respecting any specific conditions agreed on with the donors.

The revenues generated by means of revenue share, combined with revenues generated from limited contributions from buyers of hardware for development projects, allow Close the Gap to cover its annual operational and administrative costs. Deloitte regularly audits the revenue share process at Close the Gap and any third parties involved to ensure proper reporting and accurate handling of this process. The money generated is used to support sustainable projects in developing countries where there is a clear need for IT solutions but where no (or very small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers.

In this way, Close the Gap is able to provide beneficiary partners in developing countries with co-funding, and can invest in innovative solutions with its partners to tackle the digital divide effectively. In order to keep its operational costs as low as possible, Close the Gap mainly relies on in-kind contributions for most of its activities.

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

**Grant Thornton**

2

Auditor's report to the annual members' meeting of the association Close The Gap International vzw on the financial statements for the year ended December 31, 2013

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

Unqualified audit opinion on the financial statements

We have audited the financial statements for the year ended December 31, 2013, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 6,267,858,62 and a positive balance for the year of EUR 262,257,77.

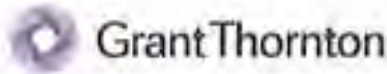
Management is responsible for the preparation and the fair presentation of these financial statements. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement,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

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

In accordance with the above-mentioned auditing standards, we have implemented control procedures designed to obtain evidence supporting the amounts and disclosures included in the financial statements. The choice of these procedures is the result of our own judgement which includes the risk assessment whether the financial statements contain material misstatements, whether due to fraud or error.

In assessing the risk, we considered the association's internal control procedures regarding the preparation and the fair presentation of these financial statements in order to define the appropriate control procedures in the given circumstances, but not with the aim to express an opinion as to the effectiveness of the association's internal controls. We have assessed the appropriateness of accounting policies and the reasonableness of the accounting estimates made by the association as well as the overall financial statement presentation.

We have obtained from management and the association's officials, the explanations and information necessary for executing our audit procedures. We believe that these procedures provide a reasonable basis for our opinion.



In our opinion, the financial statements for the year ended December 31, 2013 give a true and fair view of the association's assets and liabilities, its financial position and the results of its operations in accordance with the financial reporting framework applicable in Belgium.

Additional statements

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

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

- 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 violation of the association's statutes or the Law related to not-for-profit associations, international not-for-profit associations and foundations that we have to report to you.

Brussels, May 16, 2014

Grant Thornton Bedrijfsrevisoren CVBA
Represented by

Gunther Loits
Registered Auditor

FINANCIAL REPORT

BALANCE SHEET	31/12/2013	31/12/2012	31/12/2011	31/12/2010	31/12/2009
ASSETS					
FIXED ASSETS	58,745.20	15,460.18	15,867.62	12,239.74	11,455.24
Intangible assets	0.00	0.00	0.00	1,666.66	3,333.33
Tangible assets	58,745.20	15,460.18	15,867.62	10,573.08	8,121.91
Plant, machinery and equipment	246.11	402.22	900.32	989.83	1,288.80
Furniture and vehicles	36,044.28	13,125.96	12,759.30	7,099.25	6,833.11
Other tangible fixed assets	22,454.81	1,932.00	2,208.00	2,484.00	
CURRENT ASSETS	6,209,113.42	5,517,578.36	5,559,033.89	4,864,011.48	4,016,610.62
Stocks and contracts in progress	1	1	1	1	1
Stocks	1	1	1	1	1
Goods purchased for resale	1	1	1	1	1
Amounts receivable within one year	1,122,889.51	960,809.51	778,536.89	356,668.57	461,702.59
Trade Debtors	944,740.13	788,671.20	741,099.04	291,731.11	381,278.93
Other amounts receivable	178,149.38	172,138.31	37,437.85	64,937.46	80,423.66
Cash at bank and in hand	4,893,573.54	4,478,351.07	4,692,292.10	4,466,739.24	3,456,785.49
Short term investments	1,303,288.45	1,871,671.67	2,346,735.72	3,060,765.79	2,242,792.29
Cash assets	3,590,285.09	2,606,679.40	2,345,556.38	1,405,968.45	1,213,993.20
Deferred charges and accrued income	192,649.37	78,416.78	88,203.90	40,607.67	98,121.54
TOTAL ASSETS	6,267,858.62	5,533,038.54	5,574,901.51	4,876,251.22	4,028,065.86

BALANCE SHEET					
LIABILITIES					
CAPITAL AND RESERVES	2,920,272.37	2,658,014.60	2,423,925.57	1,851,128.12	1,628,908.90
Association's funds	9,461.62	9,461.62	9,461.62	9,461.62	9,461.62
Starting Capital	9,461.62	9,461.62	9,461.62	9,461.62	9,461.62
Funds allocated by Close The Gap	1,596,761.25	584,503.48	589,719.25	498,126.24	655,070.47
Result carried forward	1,314,049.50	2,064,049.50	1,824,744.70	1,343,540.26	964,376.81
PROVISIONS	35,419.28	35,064.63	97,197.42	67,887.10	54,059.25
Provisions for liabilities and charges	35,419.28	35,064.63	97,197.42	67,887.10	54,059.25
CREDITORS	3,312,166.97	2,839,959.31	3,053,778.52	2,957,236.00	2,345,097.71
Amounts payable within one year	2,862,541.55	2,443,325.12	2,595,068.04	2,323,452.09	1,570,172.26
Financial Debts					
Trade debts	556,461.44	313,880.07	534,633.15	288,932.96	270,058.57
Suppliers	556,461.44	313,880.07	534,633.15	288,932.96	270,058.57
Advances received on contracts in progress	2,260,096.21	2,090,927.88	2,033,899.71	1,999,412.06	1,247,341.65
Taxes, remuneration, and social security taxes	45,983.90	38,517.17	19,935.18	35,107.07	51,108.40
Taxes	9,705.83	0.00	0.05	3,653.60	6,081.94
Remuneration and social security	36,278.07	38,517.17	19,935.13	31,453.47	45,026.46
Other amounts payable		0.00	6,600.00		1,663.64
Accrued charges and different income	449,625.42	396,634.19	458,710.48	633,783.91	774,925.45
TOTAL LIABILITIES	6,267,858.62	5,533,038.54	5,574,901.51	4,876,251.22	4,028,065.86

INCOME STATEMENTS						
Operating income	A	1,603,473.74	1,752,669.28	1,851,958.90	1,979,014.44	1,629,270.85
Turnover		1,353,285.36	1,516,977.10	1,457,542.55	1,512,524.03	1,136,135.82
Contributions, donations, grants, etc		220,594.32	206,918.15	384,954.64	406,743.55	483,514.67
Other operating income		29,594.06	28,774.03	9,461.71	59,746.86	9,620.36
Operating charges	(-)	1,364,088.48	1,621,425.13	1,305,011.34	1,778,996.59	1,347,811.89
Intermediate consumption	B	962,703.90	1,241,186.57	973,842.05	1,231,256.80	1,023,368.15
Raw materials, consumables and goods for resale		538,230.49	840,042.38	667,479.35	923,309.95	730,505.37
Purchases	600/8	538,230.49	840,042.38	667,479.35	923,309.95	730,505.37
Increase (-) / decrease (+) in stocks						
Services and other goods		424,473.41	401,144.19	306,362.70	307,946.85	292,862.78
Gross Margin (Pos result)	A-B	640,769.84	511,482.71	878,116.85	747,757.64	605,902.70
Remunerations, social security costs and pensions		337,536.00	336,953.38	214,442.51	211,688.33	202,613.28
Depreciation of and amounts written off formations expenses intangible and tangible fixed assets		13,747.54	5,918.16	5,896.21	6,856.52	6,042.96
Provisions for Liabilities and charges: Appropriations (+/-)		354.65	-62,132.79	29,310.32	13,827.85	54,059.25
Other operating charges		50,101.04	37,367.02	110,830.57	329,194.94	115,787.50
Operating result	(+)	239,030.61	193,376.94	517,637.24	186,190.00	227,399.71
Financial income		26,472.55	42,507.78	56,677.25	39,253.90	18,184.42
Income from current assets		25,330.23	42,012.78	55,996.83	39,078.32	17,966.98
Other financial income		1,142.32	495.00	680.42	175.58	217.44
Financial charges	(-)	-1,441.04	-1,795.69	-1,517.04	-3,224.68	-1,080.47
Interest nad other debt charge			43.65	0.00	1,924.72	22.21
Other financial charges		1,441.04	1,752.04	1,517.04	1,299.96	1,058.26
Result on ordinary activities	(+)	264,062.12	234,089.03	572,797.45	222,219.22	244,503.66
Extraordinary income	(+)	-1804.35	0.00	0.00	0.00	0.00
Write-back of depreciations		-1804.35				
Result for the year	(+)	262,257.77	234,089.03	572,797.45	222,219.22	244,503.66
Result for the period allocated to funds	(-)					15,467.00
RESULT FOR THE PERIOD TO BE CARRIED FORWARD	(+)	262,257.77	234,089.03	572,797.45	222,219.22	229,036.66



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Creation and layout

Design is Dead

Artwork & photoengraving

Ricoh Netherlands

Printing

Ricoh Netherlands

A special thanks to:

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





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