



CLOSE THE GAP
BRIDGING THE DIGITAL DIVIDE

Year Report 2009



Chairman's Foreword

On June 22nd 2009, Prof. Karel van Miert, member of the Advisory Board of Close the Gap from the very beginning, unexpectedly passed away. Our organisation owes a lot to this remarkable man. We will severely miss him.

The banking crisis of 2008 originated in the USA and was the starting point of a very severe financial and economic crisis that spread over the globe in 2009. Governments had to invest huge amounts in their economies in order to keep economic activities at a reasonable level. Notwithstanding all these efforts, the world economy suffered enormously. Most European countries reported considerably negative economic growth rates for 2009. As a consequence, bankruptcies, unemployment, social unrest as well as public budget deficit rates increased in most European countries, even disproportionately so.

Notwithstanding this gloomy picture of the general economic situation in Europe, Close the Gap has been able not only to consolidate but even strengthen its position in the market of reconditioned computers. Whereas in 2008 ca. 25,000 IT-assets were donated to Close the Gap, this figure almost doubled in 2009 as it increased to an unprecedented level of 46,000 assets. I am also proud to report that in this year Close the Gap has been able to empower no less than 85 projects in 31 developing countries, in which almost 10,000 reconditioned high-quality computers have been installed. In addition to the 10,000 assets mentioned above, an important part of Close the Gap's activities was devoted to the implementation and realisation of the DNS BE-project. This project has two windows. The first window is called PC Solidarity and addresses the need to provide access to IT for specific groups at the bottom of the pyramid in Belgium. The first PC Solidarity project was inaugurated in March 2009 by His Highness Prince Philippe of Belgium in Leuven at the non-profit Arktos. The second window of the DNS BE-project is located in the Eastern African Community (Uganda, Tanzania, Ruanda, Burundi and Kenya) where roughly 10,000 computers will be made available to educational projects in the East African Community.

In 2009, Close the Gap was able to generate a project income of more than € 1.1 million and a balance sheet

total of 4 million which implies an increase of almost 35% compared to the previous year. The list of strategic partners of Close the Gap was also extended in 2009: KBC Bank & Insurances, Ricoh France, Acerta, SAS Institute and the Dutch Foundation CharITy joined the list of strategic partners which now counts 21 partners in total. This is a clear indication that the strategic partners of Close the Gap strongly believe in the concept and objectives of corporate social responsibility.

The fact that Close the Gap is intensifying its green approach towards the use of reconditioned computers is without a doubt considered a very positive development by our strategic partners and donors. In this context the following steps should be mentioned: First of all, since 2009 Close the Gap has been delivering only low energy consuming flat screen monitors to its projects. As from an environmental point of view, flat screen monitors perform much better than the CRT-screens we delivered in the past. Secondly, the articles of association of WorldPC were formally disposed in 2009. One of the main objectives of WorldPC is to tackle the problem of recycling the IT-assets that have arrived at the end of their 2nd life within developing countries. So far, potential partners in Europe and elsewhere have been approached on an individual basis. The resonance has been positive to such an extent that the official launching of WorldPC can most probably take place next year. Finally, and closely linked to WorldPC, is a study Close the Gap commissioned in 2009, with the support of the Belgian Technical Cooperation (BTC-CTB) and the Belgian Investment Organisation for Developing Countries (BIO). The purpose of the study is to establish a business plan for the setting-up of a state-of-the-art recycling plant in Eastern Africa in order to address the ever-increasing need to solve the problem of the end-of-life IT-equipment in this part of the world. The 2010 annual report will undoubtedly enhance this important topic for the Close the Gap organisation.

Last but not least, here at Close the Gap we are proud to announce that during the autumn of 2009 our organisation was formally recognised by the United Nations as signatory of the UN Global Compact.



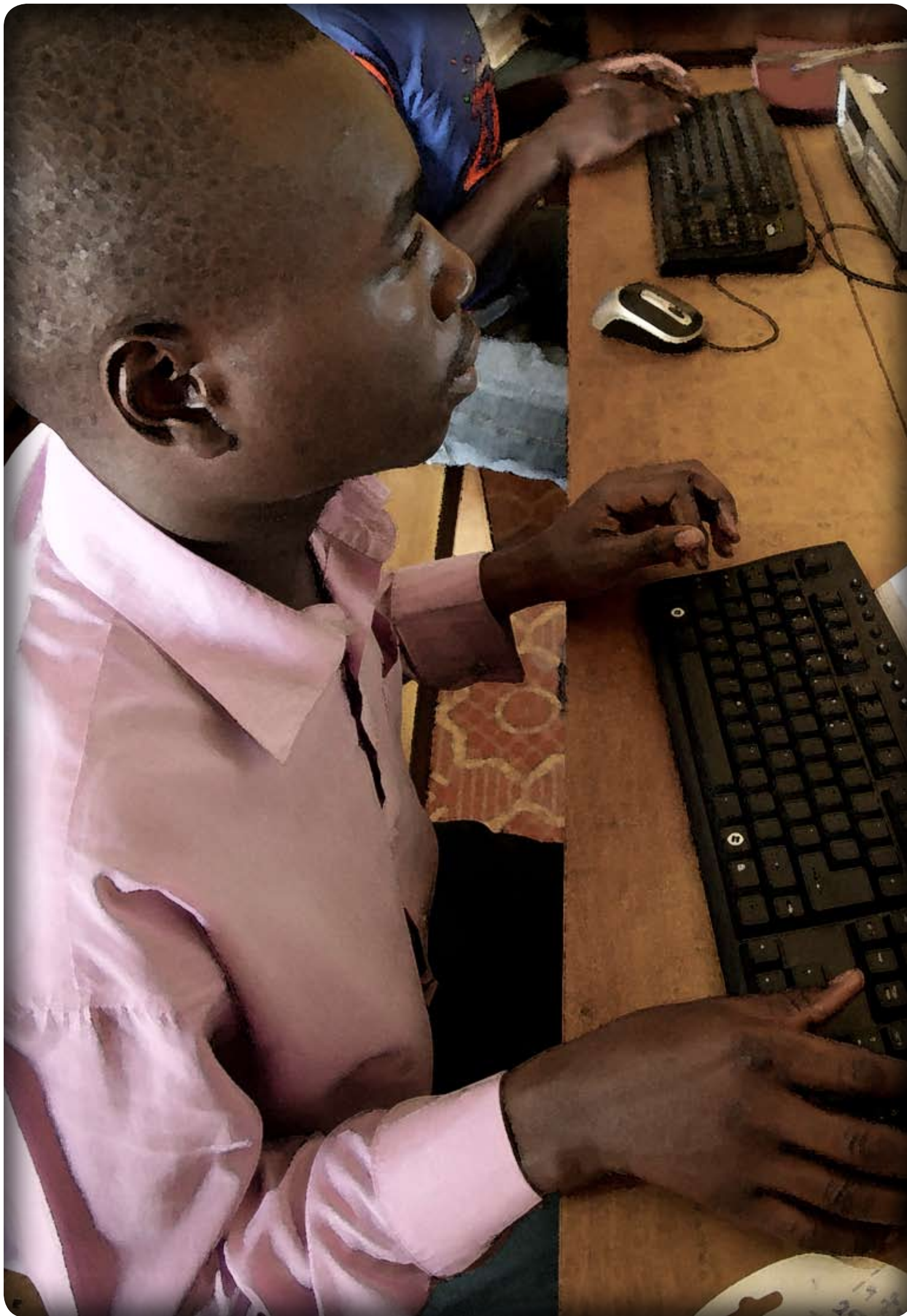
Prof. em. Dr. Wim A.G. Blonk
Chairman of the Board





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1. Organisation

1.1 ABOUT

Close the Gap is an international not-for-profit organisation that actively helps to bridge the digital divide. The objective is to assist in improving local knowledge and putting local talent to use by offering cost-efficient IT-solutions to projects in developing countries.

In the industrialised world, computers are replaced every three to four years, meaning that companies are increasingly looking for sustainable ways to replace their used devices. At the same time, millions of computers are needed in developing countries.

It is here that Close the Gap creates win-win situations. By supplying developing countries with high-quality refurbished IT equipment that is donated by Western countries, Close the Gap creates practical, social and sustainable solutions that enable people to bring about a true change in their lives through the use of IT.

Since its founding in 2003, Close the Gap has managed to reinstall tens of thousands of PCs donated by companies in Europe, offering local communities and individuals access to information. With the right tools, people in developing countries can significantly improve the quality of their lives. Access to communication technologies is predominantly vital in enabling them to reach this objective. Computers are used for a large variety of applications and have consequently become an essential part of the personal, educational and professional world. One tends to forget that one of the basic assets provided by computers is access to all kinds of information. Hence, the difference that access to information can make to a person's life is immeasurable.

When donations are made, Close the Gap's logistic partner collects the IT equipment. It is then checked by professionals, repaired if needed and reconfigured before it is sent off to a designated project.

Close the Gap is mostly active in Africa, but also in other developing countries in South-East Asia and South-America. The organisation mainly supports projects in the socio-educational sector, such as schools, universities, hospitals and other programmes focusing on the improvement of educational and information facilities.

However diverse the projects may be, they all have one common denominator: to focus on advancing both the individual and the community within a spirit of social education.

1.2 MISSION

The mission of Close the Gap is to bridge the digital divide between the Western world and developing countries by offering communities access to much-needed IT equipment.

While Close the Gap does not offer aid to any project, the organisation provides tools which can be put to good use and which can enhance the further growth of a community and country. ICT should thus trigger social and economic development as it embraces enormous potential to accelerate growth in efficiency and accessibility.

Even when considering the vast scale of this digital divide, Close the Gap's mission will not be completed until the gap has been closed. To do so, millions of computers and the support of hundreds of individuals and organisations are required.

In addition, Close the Gap offers companies and organisations an opportunity to participate in the United Nations' "Millennium Development Goals" established in 2000 by the world leaders.

www.un.org/millenniumgoals



1.3 KEY FACTS & FIGURES

FOUNDATION DATES

- **March 1st 2001:** De facto association (unofficial start-up at university);
- **September 4th 2003:** Official establishment of the legal person by deposition of the articles of association at the Brussels Chamber of Commerce;
- **May 2004:** Official launch in the Netherlands;
- **March 2006:** Belgian Crown Prince Philippe and Princess Mathilde visit one of Close the Gap supported projects in Cape Town with Archbishop em. Desmond M. Tutu;
- **October 2007:** Close the Gap receives its 50,000th computer
- **November 2008:** Close the Gap receives its 100,000th computer
- **November 2008:** CIO Pledge in the Netherlands
- **March 2009:** PC Solidarity official launch
- **December 2009:** UN GAID forum member & recognition as UN Global Compact Programme supporter

YEAR ON YEAR - 2009

- **Number of assets received:** 42,040
- **Number of assets distributed:** 10,557
- **Number of projects in 2009:** 81
- **Number of countries worked with:** 31

Its unique capacity to grow allows Close the Gap to reach out towards more communities in need of information technology. Since its unofficial start in 2003, Close the Gap has collected about 150,000 assets from its numerous donors in Europe. About one-fourth of that number qualified following the organisation's high-quality standards. On the project side, this has translated into more than 50,000 pieces of IT equipment that have been transferred from Western companies to projects in developing countries.

Throughout this sustainably maintained project development, Close the Gap thanks its donors and strategic partners for their essential donations of talent and materials.

"Since 2003, Close the Gap has continued to grow impressively. This on all different levels: strategic partners, "Friends of" donors from different countries in Europe, supportive partners for the projects, project partners... And this is only the beginning of a long story about a small organisation acting local but thinking global, being ambitious without forgetting to stay realistic."

Guido Vandervorst
Partner Deloitte Belgium & Member of
Close the Gap Board of Directors

1.4 STRUCTURE & ORGANISATION

ORGANISATIONAL AND LEGAL STRUCTURE

Close the Gap Int. VZW/ASBL¹
Registration number: 860353772
VAT Belgium: BE 0860 353 772
VAT The Netherlands: NL 8153.23.062.B01

REGISTERED HEADQUARTERS & POSTAL ADDRESS

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

OFFICE & VISITORS ADDRESS

Triomflaan 36 - 1160 Brussels, Belgium

TEAM

Mr. Olivier VANDEN EYNDE²
Managing Director

Mrs. Aurelie DUPONT
Operations Director

Mr. David LEYSSENS
Project Manager

Mr. Peter MANDERICK
Office Manager

Mrs. Danuta SARNA
Management Assistant



"I am thrilled to support Close the Gap. They are building bridges of understanding and knowledge. Acting like a social entrepreneur, it is the process of teaching a person to fish instead of a fish as hand out. The partnership with the University of Western Cape is a wonderful initiative. I have been Chancellor of this University since 1988 and I am delighted that "my" University should be the beneficiary of this excellent project."

Archbishop em. Desmond M. Tutu
Nobel Peace Prize 1984 & Close the Gap Advisory Board member

(1) Vereniging zonder Winstoogmerk / Association Sans But Lucratif
(2) Via a management contract, representing OKMGM bvba



BOARD OF DIRECTORS

Mrs. Alessandra AZCARRAGA DE SURMONT

Member of the technical committee at Close the Gap, Mrs. Azcarraga de Surmont assists the management of Close the Gap in developing environmentally-friendly technology and challenging Close the Gap's solutions in terms of green ICT hardware and software solutions for developing countries. Mrs. Azcarraga de Surmont is also the founder of Avalon Studios and Avalon Network.

Prof. em. Dr. Wim A.G. BLONK

Since 2002, Prof. Blonk has been actively involved in the creation of Close the Gap. Since its creation he is the Chairman of the Board of Directors at Close the Gap International. He retired in 1999 from the EU-Commission as Honorary Director General and retired in 2004 as professor of economics at the Vrije Universiteit Brussel. Prof. Blonk is personally involved in projects for disabled children in Tanzania, Malawi and North-India (Ladakh).

Mr. André BONTEMS

Television System Engineer and member of the technical committee at Close the Gap, Mr. Bontems helps develop new technologies that consume less energy and are an alternative source of power within ICT 4 Development. He is also the founder of Avalon Studios and Avalon Network.

Mr. Michel DE BRAUWER

President and CEO of the Pietercil Group N.V., an international sales and marketing company located in Belgium, Mr. De Brauwer is member of the audit & budget committee at Close the Gap. On top of being Board member in several non-profit organisations in Belgium, Mr. De Brauwer has been elected President of the European Sales and Marketing Association (ESMA) with head offices in Austria and he is also Founding member of the Flemish Business Club "De Warande" in Belgium. Mr. De Brauwer is currently still member of the Board of Teisseire fruit syrup company (based in France).

Mr. Olivier VANDEN EYNDE ¹

Olivier Vanden Eynde founded Close the Gap in September 2003 as a spin-off and mini-enterprise at the Solvay Business School of the Free University of Brussels (VUB). Since the start, Mr. Vanden Eynde has been the Managing Director of Close the Gap. He is also founder and Managing Director of WorldPC vzw since September 2009. WorldPC vzw is a non-profit organisation aiming to realise zero-to-landfill e-waste treatment in developing countries.

Mr. Guido VANDERVORST

Managing partner of the Enterprise Risk Services division within Deloitte Belgium, he focuses on internal audit and control services, CFO services, forensic services and information and communications technology. Mr. Vandervorst is member of the audit & budget committee at Close the Gap.

ADVISORY BOARD

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Vice Chairman Suez-Tractebel
Former Vice-President of the EU-Commission

Prof. Dr. Marc DESPONTIN

Professor at the Vrije Universiteit Brussel
(Free University Brussels)

Mr. François-Xavier de DONNEA

Minister of State, Belgium

Mr. Dieter FRISCH

Former Director General for Development
at the EU-Commission

Mrs. M.M.F. Heijn Everwijn Lange

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Prof. em. Dr. Silvain LOCCUFIER

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Baron Dr. Peter PIOT

Chairman King Baudouin Foundation
Former Executive Director UNAIDS

Prof. Dr. Jan PRONK

Former Minister for Development, Netherlands
Former Deputy Secretary General United Nations
and former special UN-envoy for Sudan

Count Jacques ROGGE

International Olympic Committee (IOC) President

Archbishop em. Desmond M. TUTU

Nobel Peace Prize 1984

Prof. Dr. Frank VANDENBROUCKE

Former Minister of Education in Flanders, Belgium

Mr. Tony VANDEPUTTE

Honorary Delegate Administrator at the Federation
of Belgian Companies

Baron Prof. Dr. Benjamin VAN CAMP

Professor at the Vrije Universiteit Brussel
(Free University Brussels)
ProRector Vrije Universiteit Brussel

Prof. Dr. Karel VAN MIERT* († 1942 – 2009)

Former Vice-President of the EU-Commission

(1) Via a management contract, representing OKMGM bvba

* Close the Gap owes Prof. Dr. Karel Van Miert a tremendous deal and is sincerely grateful for all his efforts to help Close the Gap. We would therefore like to mention his name here as sign of our recognition and respect.



2. Event Time Line 2009

JANUARY 2009

"Deloitte invites Close the Gap to World Economic Forum - Davos summit"

Close the Gap's Managing Director was invited by Deloitte Global to the World Economic Forum in Davos, Switzerland. In this context, Deloitte also invited Archbishop Desmond M. Tutu, Ambassador of Close the Gap, to address a keynote to the Forbes top 500 business executive leaders. Deloitte Global is one of the key sponsors of the World Economic Forum.

FEBRUARY 2009

"Unauthorised export of e-waste condemned in the Belgian media"

Belgian newspapers regularly report on the unauthorised export of e-waste. As Close the Gap only ships high-quality refurbished computers to developing countries, the organisation was pleased to learn such offences were condemned in the Belgian media, since it is one of the only ways to spread knowledge about e-waste and counter the worldwide dumping of electronic equipment.

FEBRUARY 2009

"Close the Gap visited project in Tanzania: Computer Education Servicing Centre"

Close the Gap initiated a project plan, called the "Computer Education Servicing Centre (CESC)" in Moshi (Tanzania) to sustainably support all the running ICT projects in the region. During the project visit, Close the Gap initiates the start-up meetings with the local authorities from the private sector, government and service clubs.

The CESC, powered by Close the Gap, functions as a maintenance and training centre for a number of IT classrooms. Close the Gap acts as a supervising governance board over the centre. It is supervised by a Steering Committee, headed by the Lions Club Moshi Kibo. The ultimate goals of the CESC are as follows:

- Servicing the member schools of the CESC in the neighbourhood of Moshi, with respect to IT hardware and software maintenance and repairs;
- Being a "centre of excellence" with respect to the principle of "teach the teachers". The CESC is responsible for guaranteeing the level of quality of the IT teacher of each of its member schools. The CESC will train these teachers regularly to keep up with high teaching standards. The CESC also evaluates the results of the use of the different IT classrooms at its member schools;
- To be the single point of contact towards the municipality and Ministry of Education for the region of Moshi. In this respect, the CESC acts as a medium that attracts recurrent financial resources to support its member schools. Therefore, CESC is in charge of guaranteeing the sustainability of its member schools, as well as facilitating the best practices towards the day-to-day operations of the IT classes at the member schools.

MARCH 2009

"HRH Prince Philippe of Belgium inaugurates Belgian programme of Close the Gap, PC Solidarity"

HRH Prince Philippe of Belgium inaugurated the Close the Gap "PC Solidarity" programme on March 10th. PC Solidarity is a Belgian project powered by Close the Gap. It assists Belgian not-for-profit organisations with e-inclusion programmes, offering cost-efficient



IT-solutions and financial support. Projects are always socio-educational and focus on the underprivileged in Belgium. This programme is fully funded by DNS BE, a recent partner of Close the Gap. Prince Philippe visited a PC Solidarity participant organisation, non-profit ARKTOS, in Leuven. ARKTOS supports socially vulnerable youngsters in our modern society.



MARCH 2009

“Close the Gap Ambassador Day at Ricoh’s offices”

The annual Ambassador Day is the occasion for Close the Gap to look back on several achievements over the past year and to present projects and objectives for the upcoming year. At

the 2009 Ambassador Day, Close the Gap - in close cooperation with its strategic partner Leo Burnett Brussels - started working on an awareness campaign called “Love Your PC”, this as a follow-up to the success of the Ambassador Day in 2008. In the following months, Close the Gap received plenty of positive feedback from its partners regarding the campaign material. This enabled Leo Burnett Brussels to further develop the campaign and to create powerful communication tools.

APRIL 2009

“Dutch IT industry supports Close the Gap in bridging the digital divide.”

Earlier on in April, 30 CIO’s from Dutch companies agreed to join forces to donate computers in a structured manner to Close the Gap to help bridge the digital divide. This widespread action was an initiative of ICT Media director Rob Beijleveld, TNT CIO Hennie Wesseling and Double2Dutch, which Levi9-CEO Bernhard van Oranje is one of the driving forces of.



The idea for this company-broad act arose in November 2008 during a presentation of Close the Gap on a Double2Dutch gathering in Cannes. On that occasion, Close the Gap invited the CIO’s to donate their “worn-out” company computers to the organisation.

All participating CIO’s signed a covenant, committing them to structurally donate their company computers to Close

the Gap. Thanks to this outstanding agreement, Close the Gap is certain of receiving at least 20,000 computers and laptops annually from the Dutch CIO community.

MAY 2009

“Close the Gap visits DNS BE projects in Uganda”

Through a partnership with DNS BE, Close the Gap supports an IT-project in Uganda that aims to implement 4,000 high-end refurbished quality computers for educational projects. In May 2009, several pilot projects were evaluated and the concept note was fine-tuned with stakeholders from the Ministry of Education and Sports. Furthermore, IICD – a non-profit foundation that specialises in information and communication technologies (ICT) as a tool for development - has committed itself to becoming a partner of the project for training and project follow-up.

During the same visit, Close the Gap also attended the “Information Society Technologies Africa summit” organised by the European Commission in Kampala.



JUNE 2009

“PC Solidarity: first information day and donations”

PC Solidarity launched its first project call in collabora-

tion with the King Baudouin Foundation. Following the deliberation by an independent jury appointed by the Foundation at the end of May 2009, Close the Gap invited all the selected organisations to get to know PC Solidarity and its partners during the first “PC Solidarity Information Day”. During this event, the organisations were informed about all practicalities the donation of computers involve, as well as about extra offers presented by the several partners of PC Solidarity.

AUGUST 2009

“Close the Gap visits projects in Malawi and South Africa”

During a volunteer trip, Close the Gap installed and interconnected two new computer classes in the Maryview School for the Deaf in Nguledi, Malawi. Deputy Head Teacher, James Khuku, was instructed in a “teach-the-teacher” programme, and is now successfully running the ICT capacity building programme with his four IT staff members for approximately 1000 deaf children.

AUGUST 2009

“Close the Gap meeting with Archbishop Desmond M. Tutu”

As a Close the Gap advisory board member, Archbishop Desmond M. Tutu welcomed Close the Gap for a meeting in Cape Town, South Africa. The objective of this meeting was to exchange views on the latest developments and future of the social-profit organisation, and more specifically on the creation of the new non-profit umbrella organisation, WorldPC. The key focus of the discussion was the “responsible recycling” initiative Close the Gap is undertaking, aligning these efforts jointly with its peer organisations worldwide.

Archbishop Desmond M. Tutu was very enthusiastic about this challenging venture and expressed his willingness to be involved as an ambassador for this project. He also committed himself to travel to Brussels at a later moment in time to officially launch this project towards its stakeholders.



Since joining the Close the Gap advisory board, Archbishop Desmond M. Tutu has been one of the most active supporters of Close the Gap, strongly believing in and supporting its mission.



OCTOBER 2009

“6th International Computer Refurbishing Summit in Miami”

Hosted by TechSoup Global, the theme of the 6th Annual International Computer Refurbishing Summit was “Prospering in Recessionary Times”. Close the Gap attended this international conference, key for the organisation’s mission statement. The event featured presentations on new faster technologies for data sanitation, methods on approaching corporate and institutional equipment suppliers during a recession, stimulus funding, and various new developments in our industry.

During this event, Close the Gap had the opportunity to report to over 100 participants on the progress of Close the Gap versus responsible recycling. Close the Gap was also invited by Techsoup to organise a private session

on “ICT for Development” with other non-profit peers of Close the Gap. The ultimate vision of all attendees is to reduce the digital divide in a sound, environmentally responsible way and to thereby contribute to the creation of an all-inclusive society with equal opportunities for all people to have access to and use knowledge and information technologies. Among others, a key objective of this workgroup was related to the closing of the supply chain with respect to e-waste collection and environmental treatment of end-of-use ICT hardware on the African continent.

NOVEMBER 2009 (16th – 17th)

“Dutch IT industry: status on the donations 6 months after the first gathering”

On previous editions of the CIO Day, the event facilitated discussions regarding Close the Gap’s “covenant”. This is a commitment by Dutch CIO’s to join forces and structurally donate computers to Close the Gap to help bridge the digital divide. During the November 16th CIO dinner, Close the Gap reported on the current level of this commitment, launched in early 2009. The level reached in November 2009 was around 18,000 donated assets. Close the Gap, together with ICT Media’s CEO, Rob Beijleveld, launched the idea to host a third Close the Gap “Pledge dinner” in June 2010 to continue with this successful project.

NOVEMBER 2009 (3rd – 6th)

“Meetings at United Nations in New York”

At the headquarters of the United Nations in New York, Close the Gap met with representatives of UN GAID, UN DPI, UN ECOSOC, UN OHRLLS, UNOP, UNESCO and UNICEF. The key focus of these meetings was to engage in the “responsible recycling” discussions with respect to e-waste generated in the Least Developed Countries (LDC). Within various UN departments, an exchange of views and actions was discussed, in an attempt to align several initiatives and make them even more effective. Close the Gap has introduced its candidature for formal

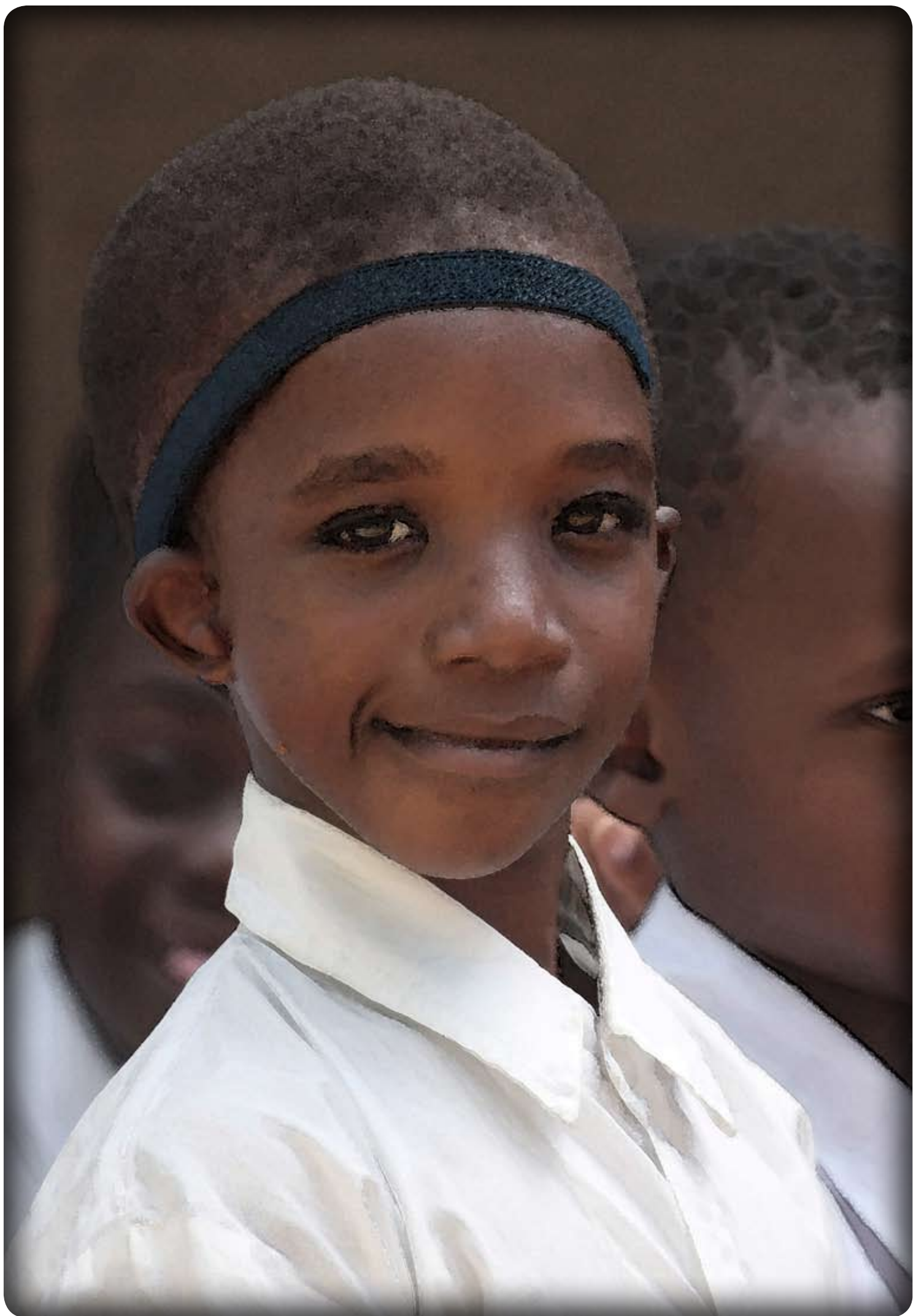
accreditation and compliance towards the UN Department of Public Information eligibility conditions, as well as towards the UN Global Compact.

On top of those meetings, Close the Gap had the privilege to meet with John German, Senior Fellow of PPAF (Public-Private Alliance Foundation).

DECEMBER 2009

“Air France KLM Saint Nicolas 2009”

AIR FRANCE KLM invited Fying Blue members and families to a special party dedicated to children at the Kinepolis complex in Brussels. AIR FRANCE KLM Belux took the occasion to introduce their partnership with Close the Gap, where members are given the opportunity to donate frequent flyer miles to Close the Gap and can this way contribute to several projects. Fun and family came first during the event, with a delicious breakfast buffet, entertainment for the children, surprises offered by AIR FRANCE KLM Belux partner’s MEGA Brands, and last but not least, the preview of the movie “Arthur & the revenge of Maltazard”.



3. The Green Perspective

Due to technological developments taking place at a continuously increasing rate, e-equipment ages faster than ever. As a result, a vast number of electronic devices end up as waste every day, causing serious environmental problems.

Close the Gap has become increasingly aware that it has a responsibility to fight this crisis. Close the Gap highly values the 3 R's (reduce – reuse – recycle) of e-waste management. The organisation wants to ensure that end-of-life equipment is handled in an environmentally-friendly and cost-effective manner.

3.1 RESOURCE CONSERVATION

Before starting the recycling process it is important to lengthen the lifespan of e-IT equipment. Close the Gap has always promoted affordable and environmentally responsible reuse of used computers to support technologically disadvantaged communities in the developing world. By making high-quality and professionally refurbished IT-equipment available at cost-efficient prices, Close the Gap already lengthens the lifespan of e-equipment. At the same time, it enables businesses to deal with their obsolete electronics in an environmentally responsible and economically-effective fashion.

3.2 ENVIRONMENTAL COMPLIANCE: THE 3 R'S (REDUCE - REUSE - RECYCLE)

Extending the lifespan of IT-equipment however, doesn't automatically imply that this equipment will be properly recycled afterwards. The recycling and disposal of this "e-waste" still causes significant problems. Most of these products contain various hazardous chemicals

and materials (including heavy metals such as lead and cadmium). These harmful materials pose a real threat to human health and environment. As a consequence, dumping e-waste is severely damaging entire communities by polluting water sources and causing poisoning, miscarriage, mental retardation and even death.

The WEEE (Waste Electrical and Electronic Equipment) directive of the European Union and the Basel Convention has dealt with these concerns. The WEEE directive aims to restrict hazardous components in EEE (Electrical and Electronic Equipment) and diminish the e-waste stream by compelling producers to take back and recycle electrical and electronic equipment. Besides this, the directive also heavily regulates the movement of e-waste for recycling and bans its export for disposal outside of the EU. These regulations encourage refurbishment and re-use of IT equipment, as this means that less hazardous equipment must be produced. Hence, properly functioning equipment is exempt from the WEEE directive concerning transport, enabling people in developing countries to bring about a true change to their lives.

The Basel Convention on the Control of Trans-boundary Movement of Hazardous Waste and their Disposal is an international treaty that is designed to control and minimize the movements of hazardous waste between nations and to prevent its transfer from developed to less developed countries.

Close the Gap and its logistic partner Flection International B.V. fully comply with these directives.

REDUCE AND REUSE

As mentioned before, IT equipment ages quickly. Yet, this doesn't necessarily mean that the hardware is "old". A computer doesn't need to have the very latest specifications to still be useful. By donating this equipment



to Close the Gap instead of recycling it immediately, companies can contribute to lengthening the lifespan of e-equipment. A longer lifespan means re-use; re-use means less production of new consumption goods, which means less use of scarce resources and also less waste.

“Flection collects and processes all donations from Close the Gap donors. If donated equipment is beyond economical repair we process it for parts harvesting and segregate products into designated waste and material streams. Those streams are handed over to approve frequently audited European end processors. This complete process is embedded in our ISO procedures & instructions and complies with all local and EU legislation”

Joep Van Loon
CEO Flection International BV

In short, the following measures and controls are in place:

- Close the Gap collects and processes IT donations from its donors and adheres to specific and clearly defined criteria to evaluate whether a computer is just “old” or really worn-out. After collection, the “old” equipment is refurbished by Flection International BV (Close the Gap refurbishment and logistic partner);
- The refurbishment partner of Close the Gap, Flection International BV, has all required necessary permits and audited controls to support, to prevent e-waste and facilitate its minimisation. Flection is also an active member of the StEP Initiative (Solving the E-waste Problem), which has the following prime objectives:
 - Optimising the life cycle of electrical equipment by improving supply chains, closing material loops, reducing contamination;
 - Increasing utilisation of resources and reuse of equipment;
 - Exercising concerns about disparities such as the digital divide between the industrialising and industrialised countries.

In the United Kingdom, Close the Gap is involved in a similar programme, namely the “Digital Pipeline pro-

gramme” of which Close the Gap Chairman, Prof. em. Dr. Wim A. G. Blonk is a trustee of the Board.



RECYCLE

If equipment fails tests and is not suitable for re-use, the product will be disassembled and materials and waste disposals are handed over to European approved downstream recyclers. This whole process is in compliance with current environmental standards and legislation, such as the WEEE directive and the Basel Convention. This way, Close the Gap and Flection implement a 0% landfill policy and will never ship malfunctioning equipment or hazardous waste to its projects.



3.3 END-OF 2ND LIFE MANAGEMENT

Once equipment reaches the end of its second life cycle in the developing countries, it is important to arrange recy-

cling and safe disposal of the equipment. While fully operational appliances do not pose any danger to the user, the recycling of discarded equipment can bring severe health and environmental hazards in case the right health and safety measures have not been installed. Most e-waste dismantling and recycling in developing countries is done informally and there is little or no national regulation in place to safeguard the health of those who dismantle the electronic equipment. Of all related environmental impacts, the most noticeable are the dangers posed by e-waste and the many toxic components it contains.

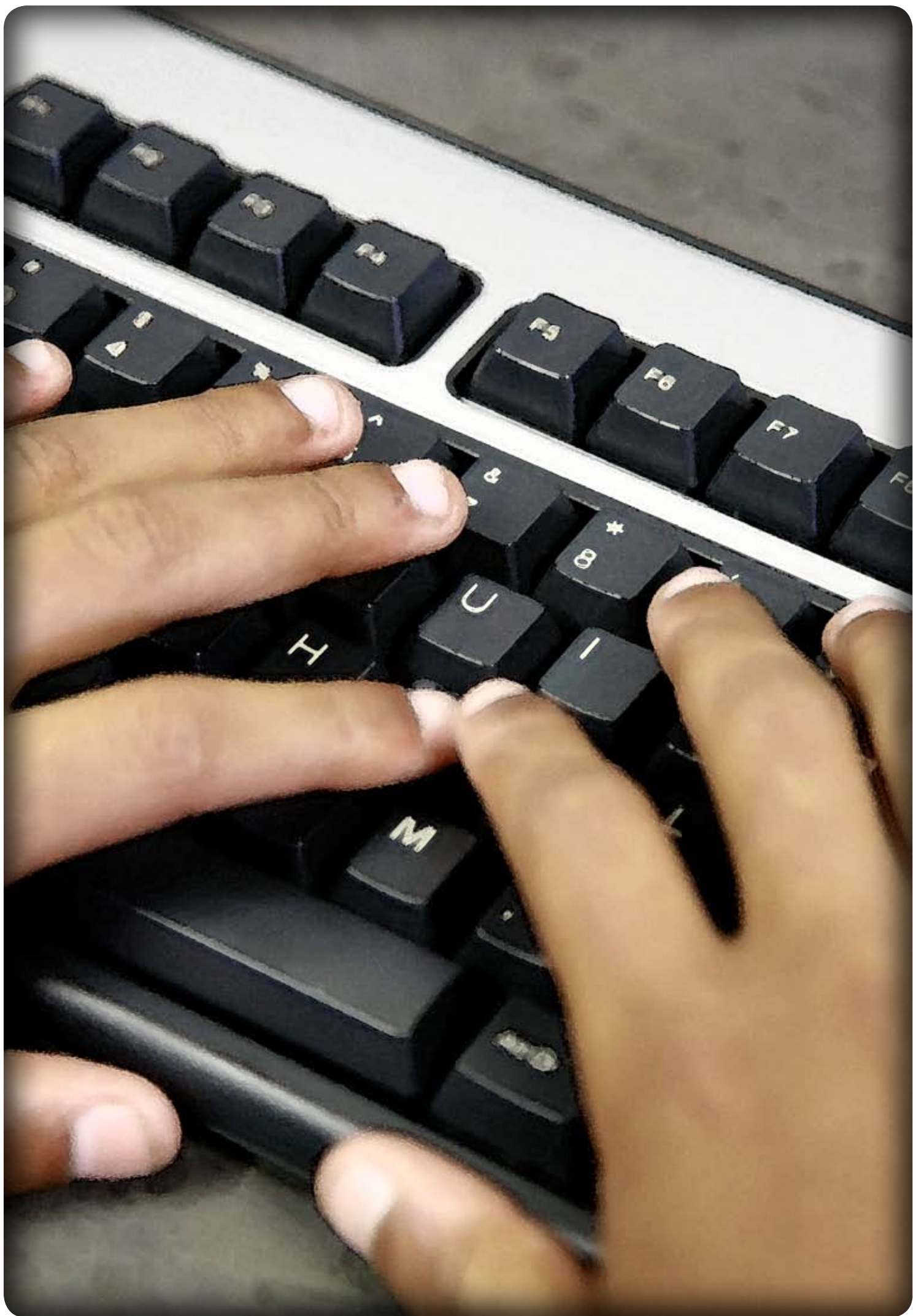
In the last couple of years, various studies by different actors have been carried out and initiatives have been developed. It is, however, also true that in developing countries there is still a great need for even modest projects that aim at setting up dismantling and recycling plants, as well as vocational training centres for hardware maintenance, refurbishment and recycling.

3.4 WORLDPC & INTEGRATED SUSTAINABLE E-WASTE MANAGEMENT SOLUTION FOR EAST AFRICAN COMMUNITY

In September 2008, Close the Gap hosted a words-to-deeds workshop to discuss sustainable e-waste management solutions for Eastern Africa. The intention was not only to gain insight into e-waste recycling operations, but also to actually sound out the possibility for a public-private partnership to create recycling facilities in Africa. This is important because nowadays, the dumping of electronic trash, due to a lack of recycling facilities, causes both serious health problems for the local population as well as severe environmental damage.

Today, thanks to the support of BTC-CTB and BIO, Close the Gap coordinates the development of a business plan on an integrated sustainable E-Waste management solution for the East African Community. The business plan aims to provide a framework and recurrent funding system for the collection, dismantling and recycling of e-waste. The business plan will definitely take

the local context, social impact and the aim of sustainable business creation into consideration. Furthermore, it draws up a collection system to ensure all waste owners deliver their e-waste to the entities in charge of proper treatment. Lastly, the plan will examine how a conducive environment can be created enabling the successful implementation of the system. The results of this study will become available in 2010.



4. DNS BE

FOREWORD BY PIET SPIESSENS DNS BE, Board of Directors President

IT has become a crucial part of our society. Whoever doesn't know their way around a PC will miss out on a lot of opportunities. And though ICT is becoming a more prominent feature with each passing day, its distribution doesn't happen equally, not even in our country. Those who do not have access to a computer or the internet, miss out on job opportunities, as well as on social integration. In fact, no access to the digital world is almost on a par with illiteracy - or possibly worse...

While Belgium has a good network infrastructure, 2.6 million Belgians have never surfed the internet. The digital divide mainly affects the inactive population: 40% of the unemployed and 2/3rds of the over-55s. The level of education also plays a role. Almost 60% of the lower educated has never used internet, as opposed to 10% of the higher educated.

For those of you unfamiliar with DNS BE, some information: DNS BE is a non-profit organisation founded by Agoria, BELTUG and ISPA, whose mission it is to register domain names under dot-be, make the internet more accessible and encourage its use. This includes both closing the digital divide among the more unfortunate as well as stimulating the digital economy. In these times of crisis, DNS BE has clearly chosen to focus on a social goal, which is why they partnered up with the Belgian non-profit organisation Close the Gap in 2008. This 3-year partnership with Close the Gap (who in Belgium would like to be known as 'PC Solidarity' and focuses on Belgian projects) is the most efficient way for DNS BE, with the means it has as a non-profit organisation, to take its responsibility and fulfil part of its mission. We are pleased to look back on a successful year of collaboration with Close the Gap and are extremely satisfied

with the results of the projects that Close the Gap has accomplished over the past year-and-a-half.

Piet Spiessens, chairman of the board of DNS BE: "Now more than ever, in our IT-society, knowledge is power. Organisations that do not have the necessary technological means at their disposition cannot develop all the activities they would like to. Via this project, we want to offer these organisations the chance to significantly develop their IT-material, so that their members can also discover the digital highway." As of 2009, educational projects and social organisations will be provided with 9000 PCs over a period of 3 years. This way, a quarter of a million new users will be able to find their way in the digital world over the next 3 years. The partnership with Close the Gap provides high quality, second-hand IT-material with energy-efficient TFT screens, on which the necessary software has already been installed. To guarantee maximal sustainability, it is of the utmost importance to - on top of hardware - also provide training, connectivity and support.



Piet Spiessens
DNS BE
Board of Directors President



4.1 PROJECT OVERVIEW

ACTIVITIES IN DEVELOPING COUNTRIES OF EAST-AFRICAN COMMUNITY

DNS BE and Close the Gap have developed a three-year project, which aims to support activities that close the digital gap in East-African Community (Uganda, Tanzania, Kenya, Rwanda and Burundi). In 2009, the main focus was on Uganda. The objectives of the Ugandan project are to continuously reduce the digital divide, to support the integration of people in the knowledge society through access to information technologies, and to sustain capacity building programmes in the field of ICT for development.

More specifically, DNS BE wants to support digital inclusion programmes for education in Uganda. Another top priority is to support the Ministry of Education in Uganda's ICT campaigns for secondary schools. By this, schools can be aware of the importance of training the teachers and maintaining the material, allowing to a full-chain product solution for computer equipment. This includes take-back programmes and proper recycling of electronic waste in Uganda, with a goal of recycling a minimum of 4,000 computers in three years time.

How is this all possible? Close the Gap and DNS BE have selected partner organisations for ICT-capacity building in education in Uganda. Together, they will distribute computers to secondary schools throughout the three-year partnership. A crucial aspect of this partnership is to make ICT-related training tools and content available to educational institutions. This includes training teachers on the ICT curriculum, stressing the importance of information technologies when it comes to education.

In 2009, 815 computers were distributed to educational projects in Uganda. Furthermore, relationships were established with local service partners in Kenya and Tanzania, and first pilot projects, accounting for a total of 675 computers, were carried out in these two countries.

ACTIVITIES IN BELGIUM – PC SOLIDARITY

Since the establishment of their partnership in late 2008, DNS BE and Close the Gap decided to launch PC Solidarity, a section of the Close the Gap organisation that aims to bridge the digital divide in the Belgian society. Close the Gap and DNS BE aim to provide high-quality and environmentally responsible re-used computers from Belgian companies to selected beneficiary organisations. Another important aspect of the PC Solidarity programme is to offer IT-related services, content, and tools to social and educational projects in order to assure that the benefits of new technologies become fully available and usable to the target audiences.

PC Solidarity aims to support many projects throughout Flanders, Wallonia, and Brussels in order to achieve various goals. Some of these goals include integrating ICT infrastructure into social and education institutions, making ICT-related training tools and content available, stimulating knowledge-building and creating employability through new technologies for target groups.

In order to achieve these goals, Close the Gap and DNS BE have developed a unique approach for the PC Solidarity programme. This includes installing information technology and training an ICT maintenance staff in the participating organisations. PC Solidarity is also very focused on making ICT-related training tools available, and installing the requested software solutions and training programmes on the thousands of donated PCs. In order to increase employability through information technology, Close the Gap and DNS BE work together to select partners that will benefit this programme.

The PC Solidarity programme is beneficial for companies, who receive innovative and sustainable solutions for their used technology, ultimately contributing to the reduction of poverty, exclusion and unemployment in Belgium.

4.2 PROJECT EXAMPLES

IN EAST-AFRICAN COMMUNITY

Project Example: IICD

Project Date: 2008-2011

Local Partners: Schoolnet Uganda and Computers for Schools Uganda

Equipment: 800 PCs and 800 flat screen monitors

This project aims to train 220 teachers, head teachers, deputy head teachers and the director of studies on the use of ICT to improve the quality of teaching and learning.

In particular, the project raises awareness of the importance of using ICT for Education, of training teachers technically and pedagogically, of providing digital content and of monitoring the project schools use of computers for learning.

Computers for Schools Uganda has identified partner schools able to join the IT programme. It also distributed Close the Gap computers to the recipient institutions and set up a maintenance programme to ensure that ICT labs are properly set-up and maintained in the schools. A partnership between IICD and Schoolnet Uganda additionally ensures that the IT equipment will be used effectively and that the teaching staff is in a position to make full use of the benefits of ICT for educational purposes.

PC SOLIDARITY

Project Example #1: Bednet

Project Date: August 2009

Equipment: 150 PCs and 150 flat screen monitors

Bednet connects 6 to 18-year-old children in Flanders who suffer from long-term and chronic diseases to their own classrooms through the internet. This way, they can follow as many courses as possible during their absence and stay in touch with their teachers and class mates. Bednet is carrying out pioneer work in this field and is working on a structural solution for all children with long-term diseases.

Bednet has successfully created a child-friendly environment where any child suffering from a long-term illness can resume his/her lessons in the classroom from home or from the hospital. The child is connected to his class via the internet. A Bednet set consists of 2 computers (one laptop with the child, one desktop in the classroom), two webcams, two scanner-printers and a photo camera focusing on the blackboard. Whenever the teacher places a document onto the scanner in the classroom, the same document will be printed at the child's home an instant later, and vice versa. The sounds and images from the webcam allow the child to follow the school's lessons in real time. If he has a question or an answer to a posed question, he can let the class know by giving them a sound or light signal. This way the ill child is able to follow the lessons while they are happening. After school, the system can be used to pass on homework and tasks or to hand them in. The child can sit tests and exams under supervision of the teacher at the same time as or at a different time than the other children. All these possibilities enormously increase his or her chances to succeed. But the psychological impact is also important because the child becomes visible again in the classroom and takes part in the social life of the class.

Bednet supported more than 100 children in 2009 and aims to gradually increase this number each year.



"In 2009, our organisation received 150 computers from PC Solidarity. Those assets were placed in 150 different schools. Thanks to the PC Solidarity initiative, Bednet received enough material to support 150 ill children, giving them the opportunity to follow the courses live from their classes."

Els Janssens -Managing Director Bednet

Project Example #2: Arktos Vlaams-Brabant VZW

Project Date: March 2009

Equipment: 25 PCs and 25 flat screen monitors

Arktos is a partner for youth projects. Partner of governments and organisations, but most importantly: partner for youngsters between 12 and 25-years-old, who are looking for answers to specific problems in different aspects of life (work, wellbeing, education, leisure or home environment). Arktos offers young people and their supporters instruction, and provides guidance for anyone who works with youngsters. Arktos believes in the qualities of every boy or girl, but also in a society that alienates isolation.

Arktos has five guidance centres throughout Flanders that put theory into daily practice with the support of a coordination centre in Leuven. Together with PC Solidarity, a computer lab was created at Arktos Vlaams-Brabant in Leuven. As computers play an ever-important part in the life of youngsters today, they also have a valuable role in the Arktos projects. Together with NFTE computers will be distributed to the other Arktos centres as well.

4.3 SUPPORTIVE PARTNERS

IN THE EAST-AFRICAN COMMUNITY

Close the Gap is grateful to its network of strong partners:

Ministry of Education Uganda: project coordination in Uganda

Belgian Embassy in Uganda: project coordination in Uganda

IICD: training partner in Uganda and Tanzania

Computers for Schools Uganda, Schoolnet Uganda and International Health Science University: project execution partners for distribution, installation, maintenance, teacher trainings and take-back of e-waste in Uganda

Viafrica and Ukengee Foundation: project execution partners for distribution, installation, maintenance, teacher trainings and take-back of e-waste in Tanzania

Computers for Schools Kenya: project execution partner for distribution, installation, maintenance, teacher trainings and take-back of e-waste in Kenya .

KLM Cargo: logistical partner

E-Learning for Kids: Software partner offering e-learning software

PC SOLIDARITY

The PC Solidarity project wouldn't exist without the strong commitment and support of several partners – other than DNS BE:

King Baudouin Foundation: organises the project calls for proposals and the selection of the projects by an independent jury.

"The PC Solidarity initiative is fully in line with the mission of the King Baudouin Foundation: to help improve living conditions for the population. Therefore, our Foundation fully supports this initiative that brings together private actors and the non-profit sector in order to provide IT accesses to organisations and schools in need."

Peter Piot
Chairman King Baudouin Foundation & Close the Gap Advisory Board member

Microsoft: supports PC Solidarity with software donations (Live and Windows 2007)

"The key focus of Microsoft's community investments is addressing social and economic issues by empowering people and local communities through the provision of technology access and skills. We know that the best way for us to have a real and positive impact is by working closely with local organisations such as Close the Gap and PC Solidarity."

Akhtar Badshah
Microsoft Global Education Chief

SOCIALware: gives the selected PC Solidarity projects the possibility to receive donations from CISCO (network applications), Symantec (antivirus) and Microsoft.

"The joint offering of Close the Gap and SOCIALware brings a comprehensive answer to the non-profit's IT capacity building needs."

Bernard Martin
President of SOCIALware

Ricoh Belgium: donates printers for the selected projects (as of 2010)

"Ricoh Belgium has been working with Close the Gap for years on global initiatives. When the opportunity arose to get involved closer to home, we naturally wanted to support this initiative. Working on Belgian projects with Close the Gap enables us to provide more hands-on support, allowing our people to use their skills and expertise to really make a difference in the local community."

Eric Gryson - CEO Ricoh Belux

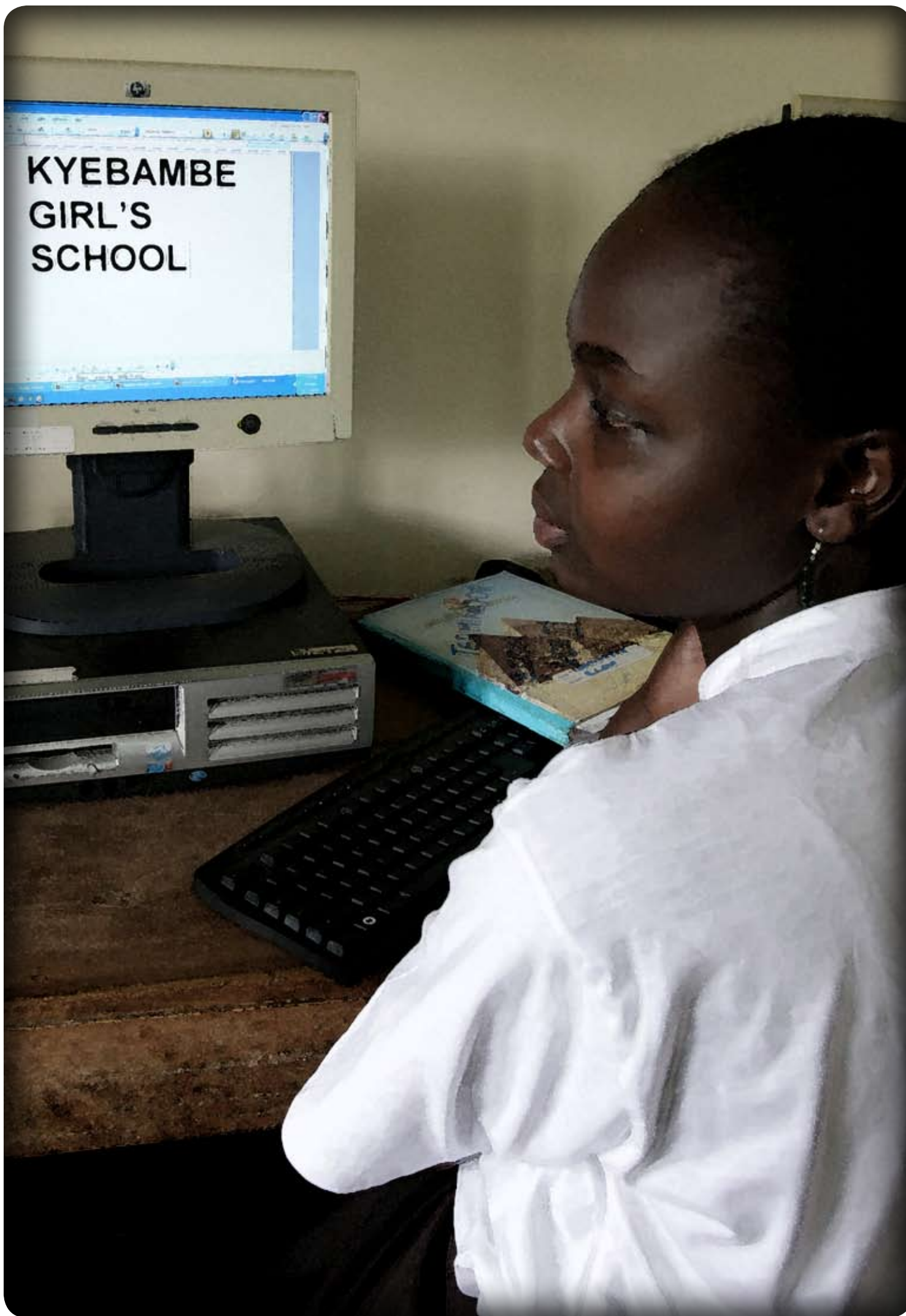
VDAB: provides educational content and train-the-trainer courses

"By training trainers' basic ICT skills, the PC Solidarity initiative gives us the opportunity to pass on these skills to users that are difficult to reach. The partnership is a success and we are glad to remain a PC Solidarity partner in 2010."

Fons Leroy
Managing Director VDAB

FOREM: provides educational content and train-the-trainer courses (as of 2010)

Network For Training Entrepreneurship (NFTE): organises project calls for part-time education centres and organises e-learning courses for the youngsters there.



5. Projects & Activities in Developing countries

FOREWORD BY DAVID LEYSSENS Close the Gap, Project Manager

Close the Gap's project activities focus on offering partners in the developing world access to the advantages of ICT for their development. In 2009, Close the Gap managed to support more than 81 projects with the implementation of computer technologies in their organisation or for their target audience. In total, 10,262 computer assets were distributed during 2009. The projects executed with the support of DNS BE merit particular attention as they account for 59% of all projects executed this year.

In order to keep focusing on the quality process in its project management, Close the Gap has further invested in expanding its network of local service partners, particularly in the East African Region. These networks of partners ensure that attention is not only given to the hardware. For a project to be successful, a sustainable local framework needs to exist, taking services like training, installation, logistics, maintenance and take-back of e-waste into account. This will be clearly illustrated in this chapter through our collaboration with IICD.

As explained in chapter 3 of this report, Close the Gap is dedicated to supporting its partners with the organisation, and professional collection of electronic waste, as well as with its treatment systems. In 2009, with the support of BTC-CTB, a study was set up that should eventually lead to the creation of a business plan for the implementation of an Integrated E-waste Management System in the East-African Community. The results of this business plan will undoubtedly have a big influence on Close the Gap's activities in the near future.

The year 2009 also set priorities for Close the Gap to keep looking for product differentiation in its offer. A first experience was gained by implementing netbooks in Uganda in partnership with YouBridge, a non-profit organisation also active in bridging the digital divide. A partnership has been formed with the Ukengee Foundation for the implementation of low-energy consuming computers in rural Tanzania. Multi-screen technologies like Ncomputing have been tested and an offer of mobile solutions like smartphones is being developed.

A transparent overview of all realised projects in the developing world is available on the project page of Close the Gap's website: www.close-the-gap.org



5.1 PROJECT EXAMPLES 2009

Project Example #1: Dutch CIO Pledge – VLIR-UOS (South Africa)

Project Date: October 2009

Local Partner: University of Limpopo

Equipment: 350 PCs and 350 flat screen monitors

South Africa is a country where less than 10% of the population has access to IT. Close the Gap was thrilled to have the opportunity to dedicate two “CIO Pledge” projects to help close the digital divide in the Limpopo Province in South Africa in the fall of 2009. Only 2.2% of households on the Limpopo Province have computers. Close the Gap and VLIR-UOS worked closely together with the University of Limpopo to provide the 16,000 students with ICT. The University received 350 computers in November 2009, which are now installed and operational in the computer laboratories.

Project Example #2: PARSEGD (Congo)

Project Date: August 2009

Equipment: 280 PCs and 280 flat screen monitors

The PARSEGD (Programme for Socioeconomic Reinsertion of Underprivileged Groups) is responsible for setting up funds for guarantee and refinancing purposes, as well as capacity building of microfinance institutions in both training and equipment to better serve disadvantaged populations. The programme has been set up by UNDP in Congo-Brazzaville. In the summer of 2009, Close the Gap helped to equip several microfinance institutions and social action centres in the Republic of Congo with computer hardware.

Project Example #3: Amy Biehl Foundation (South Africa)

Project Date: June 2009

Local Partner: Deloitte Netherlands

Equipment: 35 Laptops

The Amy Biehl Foundation is a non-profit organisation in Cape Town (South Africa) whose programmes are designed to develop and empower 5-18-year-old youngsters in the impoverished and poverty-stricken townships, to contribute to community building efforts, give children hope and a brighter future and reduce HIV Aids and drug abuse amongst the youth. Close the Gap partnered with the Amy Biehl Foundation to donate 35 laptops to assist with the programme’s Youth Reading Role Model Programme along with music, drama, dance, art and environmental classes. The donated ICT assets help more than 1,500 children per week. The computers also help to provide health, educational and cultural activities while offering students in the community positive alternatives to the negative influences of violence, drugs, and idleness.

Project Example #4: Kalabo High School (Zambia)

Project Date: August 2009

Local Partner: African Parks Zambia

Equipment: 10 PCs, 10 flat screen monitors, 5 laptops and 3 printers

Kalabo High School is one of the many projects that are supported by employees of the Royal Dutch Airlines (KLM). When confronted with the high need for ICT equipment, the KLM volunteers decided to contact Close the Gap for support. In collaboration with African Parks Zambia, who took care of the import and local transport as well as the installation of the computers, a computer lab was set up at this school that offers over 800 students access to ICT. This lab enables them to acquire the ICT-skills that are needed in today’s world for e-learning, research and communication purposes. The ambition of the school is to ensure that by the time every pupil graduate from this school they will be computer literate, which will give them a head start in this demanding world where technology is the centre of every activity.

Project Example #5: Ministry of Education Afghanistan

Project Date: July 2009

Local Partner: Ministry of Education Afghanistan, Ricoh

Equipment: 52 PCs and 52 flat screen monitors

Currently over 6.5 Million students are enrolled in over 11500 primary, secondary and high schools across Afghanistan. The Ministry of Education has envisioned equipping at least grade 10, 11 and 12 students with computers in the coming years with the help of the international community.

They would like their children to come into contact with computers, use the technology to enhance day-to-day studies, connect to the wider world through internet and utilise technology as a tool for economic development and social prosperity. The Ministry has already taken an initial step in introducing OLPC in the education system of Afghanistan for grades 4, 5, and 6, for which they have built a strong technical team to support and maintain the computers.

Together with a volunteer from Ricoh, Close the Gap set up a first computer lab as a pilot project and they are now looking to see with which partners the programme can be extended to other Afghan schools.



5.2 PROJECT FOLLOW-UP

PROJECT OVERVIEW 2009

Destination	Project Name	Computer assets
Afghanistan	Ministry of Education Afghanistan	104
Burkina Faso	Afrant VZW	62
Burkina Faso	Ecole Supérieure des Techniques Avancées	42
Burkina Faso	Werkgroep Missie animatie	26
Cameroon	Cameroon Cooperative Credit Union League	250
Congo Brazzaville	PARSEGD	560
Ethiopia	Jimma University	650
Ghana	Trias	151
Guinée-Conakry	Stichting Het Alfabet	41
Indonesia	Sipef School Project	100
Kenya	Computers For Schools Kenya	600
Kenya	Moi University	388
Kenya	University of Nairobi	248
Malawi	Blantyre School	58
Mali	S.O.S. Faim Mali	36
Mozambique	DISOP asbl	108
R.D. Congo	Centre de Vulgarisation Agricole	50
R.D. Congo	University Cooperation (Bukavu, Kinshasa, Kisangani, Lubumbashi)	262
South-Africa	Amy Biehl Foundation	35
South Africa	Belgium Campus	300
South Africa	Limpopo University	700
Tanzania	Bomamgombe School	50
Tanzania	Hekima School	25
Thailand	School Project Fund Isaan	130
Uganda	Computers For Schools Uganda	880
Uganda	International Health Sciences University	130
Uganda	Schoolnet Uganda	400
Uganda	Youbridge Project Uganda	50
Zambia	Kalabo High School	28
Zambia	Volens Zambia	51
Zimbabwe	University of Zimbabwe	389
		6,904



PC SOLIDARITY PROJECT 2009: 3,457

Country: Belgium

An extended overview of the projects initiated by PC Solidarity is available on the King Bouduin Foundation website at www.kbs-frb.be

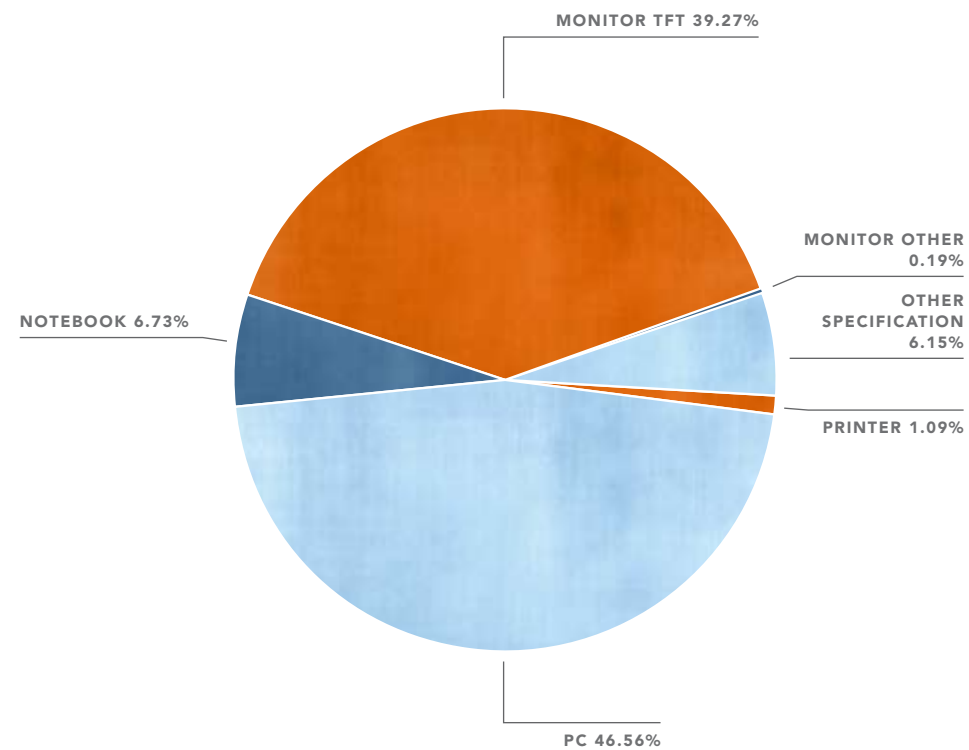
MICRO-PROJECTS 2009: 196

Countries: Benin, Burkina Faso, Cuba, Ghana, Guatemala, Guinea, India, Kazakhstan, Kenya, Malawi, Mali, Niger, Ukraine, R.D. Congo, Rwanda, Senegal, South Africa, Togo

Service Partners: ATOL, Caritas, CDI Bwamanda, Energy Assistance, Erasmus Mundus, Ex-Change, Felixfonds, Gemeente Herent, Glentoran Football Academy, Hopital Djuma, Isaro vzw, Kalasi, Kanyundu ONGD, Leraars Zonder Grenzen, Managers Zonder Grenzen, Medical Knowledge Institute, Ndiagamar, Replacement ATOL, Schoolchild Africa, Sensorial Handicap Corporation, SMA, SOS Faim Bukavu, Stichting Projecten Zuid-Afrika



ASSETS ASSIGNED TO PROJECTS DURING 2009



5.3 SUPPORTIVE PARTNERS 2009

All those projects couldn't have been realised without the support of strong "Supportive Partners". Indeed, thanks to its numerous partnerships, Close the Gap has been able to continue providing project partners with all-embracing IT solutions to ensure the sustainability of the projects.



Consultancy partner for microfinance project

The Belgian Raiffeisen Foundation (BRS) supports poor people in developing countries who take the initiative to build a better life for themselves and a future for their children. To this end it supports local savings, loans and insurance initiatives according to co-operative principles. BRS considers it very important for these activities to be transformed into independent operations within a reasonable time.



E-Waste study project partner

BTC-CTB is the Belgian development agency. On behalf of the Belgian government, BTC-CTB supports developing countries in their fight against poverty. Apart from this public service, BTC-CTB also executes contracts on behalf of other national and international organisations that work toward sustainable human development. BTC-CTB manages some 200 projects in more than twenty countries in Africa, Asia and Latin America. The agency employs 650 people; 180 at headquarters in Brussels and 470 in the countries where projects and programmes are executed. BTC-CTB has 18 country offices abroad.

COMPUTER FOR SCHOOLS KENYA

Kenyan project execution partner

Computers for Schools Kenya facilitates the development of ICT infrastructure and capacity in educational and training institutions as well as community information access

and resource centre access centres. The organisation has already distributed over 18,000 computers to more than 600 institutes and has a local service network for training, maintenance, installation and take back of e-waste.



COMPUTER FOR SCHOOLS UGANDA

Ugandan project execution partner

On top of providing low-cost computers to educational institutions across the country, Computers for Schools Uganda empowers teachers with basic ICT skills, provides preventive maintenance of computers in schools and is also actively involved in the management of e-waste.

"Schools in Uganda - and indeed Ugandan Children - are now using refurbished computers from Close the Gap. We feel that including refurbishment into our model of operation will reduce the cost of implementing ICT in Uganda's schools. School communities are encouraged to make use of this opportunity. This approach is a huge step for our organisation and we feel very proud to have been selected as one of the main partners for this initiative."

Grace Baguma
Executive Director Computers For Schools Uganda



E-LEARNING FOR KIDS

Educational software for kids at preferential price

E-Learning for Kids is a global, not-for-profit organisation dedicated to fun and free learning on the internet for children of all ages. It offers free, best in-class courseware in mathematics, science and reading, English



language and health life skills and is building a community for parents and educators to share innovations and insights in childhood education.

“e-Learning for Kids is specialised in the development of high-quality educational software. Through our partnership with Close The Gap we support a UN millennium goal to provide all children around the world with access to a full curriculum primary education”.

Nick van Dam
Founder and Chairman The e-Learning for Kids Foundation



Consultancy for management, partner for volunteer projects

Ex-Change is an independent overarching dispatching centre for experts wishing to encourage local entrepreneurship in Africa, Asia, Latin America and Central and Eastern Europe. Through Ex-Change, volunteer experts make their knowledge and experience available to others.

Ex-Change’s objective is to contribute to the development of a socially and ecologically sustainable market economy in the areas concerned; it wants to promote local entrepreneurship so as to create more and better job opportunities and to contribute to improving awareness of the problems of the North-South divide.



ENERGY ASSISTANCE

Consultancy partner for energy project

Energy Assistance is a not-for-profit association carrying out worldwide humanitarian projects in the energy sector. This

is carried out through economic assessment, technical design, equipment supply, assembly, operational training and transfer of knowledge. The members of Energy Assistance are volunteers from the GDF-Suez Group. About 65 projects have been completed or are currently ongoing. Energy Assistance has set up various partnerships with, amongst others, Artsen Zonder Vakantie and Aquassistance.



INTERNATIONAL INSTITUTE FOR COMMUNICATION AND DEVELOPMENT:

Training partner in Uganda and Tanzania & Knowledge partner

IICD supports sustainable development through the use of Information and Communication Technology (ICT) as a strategic tool for sustainable development and poverty alleviation. IICD assists developing countries to realise locally owned sustainable development by harnessing the potential of ICT.

Since Close the Gap and IICD share areas of common interest, both organisations decided to join forces. Close the Gap provides refurbished computer equipment to existing IICD projects in developing countries and arranges the transport of the hardware to the country of destination. IICD clearly ventilates the needs of its partners towards Close the Gap and will ensure that projects meet the edge conditions stipulated by Close the Gap, this to assure maintenance and sustainability.

Once the computers reach the country of destination, IICD and its local partners take care of the distribution, installation and maintenance of the equipment.



E-learning software for Microsoft Office/ Windows operating systems

Learning Guide Solutions offers an array of Electronic Performance Support Solutions. This software allows

structured support that provides immediate help and training to questions and challenges that computer users have with Office software tools.



MEDICAL KNOWLEDGE INSTITUTE

Project partner

The Medical Knowledge Institute (MKI) is an international non-profit foundation committed to healthcare education and information. It acts on the premise that healthcare is a human right. All programmes of MKI are designed to improve the quality and humanitarian values of life, especially in developing countries. The institute provides medical related trainings and workshops to local healthcare workers and can draw from a worldwide pool of medical experts.

Archbishop em. Desmond M. Tutu on MKI: “Medical Knowledge Institute stands for life-loving, life-generating and life-giving! I want to pay a very warm tribute to the Medical Knowledge Institute and their many volunteers who are on the front line meeting the challenges of HIV/AIDS and other opportunistic diseases that decimate communities in situations of poverty and underdevelopment. MKI’s public health activities and mandate to train and inform health workers to promote prevention are doing a lot to reduce untold misery and suffering. I am proud to be associated with MKI; the organisation is doing outstanding work at the grassroots level, where it counts. I urge you to support their life-giving, life-generating and live-loving work!”



Free antivirus software

Founded in 1990, Panda Security is a provider of cloud-based security solutions. Panda Security was the first IT

security company to harness the power of cloud computing with its Collective Intelligence technology. This innovative security model can automatically analyze and classify thousands of new malware samples every day, guaranteeing corporate customers and home users the most effective protection against internet threats with minimum impact on system performance.



South African partner for project execution

In May 1985, the implementation of the European Union’s Special Programme for the Support of Victims of Apartheid led to the birth of Kagiso Trust. Kagiso Trust was established as a mechanism to channel funds, which would promote the political struggle, as well as uplift and empower communities deprived by the system. Close the Gap collaborates with Kagiso Trust in the Beyers Naude Schools Development Programme (BNS-DP). This programme was established as a response to the challenges facing the national education system, with the aim of restoring the culture of learning and teaching in schools, while at the same time developing functional and sustainable relationships between key stakeholders within the school community.



SCHOOLNET UGANDA

Uganda project execution partner

The overall purpose of SchoolNet Uganda is to plan, support and build capacity for the use of ICT in education in Uganda as a strategy for improving learning achievements and teacher performance in the classroom. The organisation aims to make ICT one of the main institutionalised tools in the classroom instruction process, knowledge acquisition and sharing.



CISCO networking equipment at preferential price

SOCIALware wants to facilitate Belgian and Luxembourgish non-profit organisations with a social mission to work more efficiently. This is achieved by granting them access to donation programmes for popular IT products and to foster appropriate information technology deployment. A broad range of hardware and software donated by CISCO, Microsoft and Symantec is currently available for a minimal administrative fee.



UKENGEER FOUNDATION Implementation of solar energy system and eco-friendly computers

The Ukengee Foundation supports schools in the Lindi-district in Tanzania with computer and internet facilities. Besides the projects in Kilwa Masoko, Mandawa, Ilulu and Lindi there are a total of 35 schools in this area that await the possibility to use computers and to have contact with the rest of the world via internet.



Online training partner

UNESCO developed an Open Training Platform, which wants to empower trainers and trainees with free resources and offer them a structured collaborative space to share their training but also to promote and value the "open" training materials, which are freely and openly accessible for trainers and self-learners to use and re-use for non-commercial purposes such as teaching, learning and research. Close the Gap supports this training platform by promoting it towards its project partners.



UNIVERSITY OF WESTERN CAPE

Research partner

The University of the Western Cape is a national university committed to excellence in teaching, learning and research, to nurture the cultural diversity of South Africa and to respond in critical and creative ways to the needs of a society in transition. Drawing on its proud experience in the liberation struggle, the university is aware of a distinctive academic role in helping to build an equitable and dynamic society.



Implementation and consultancy partner for local advice in Africa

Viafrica aims to stimulate the use of ICT in Tanzania, Kenya and Sierra Leone within the educational sector by giving information and advice, the realisation of concrete projects with local partners and training and support of users. CLASSworks, an abbreviation for "Computer Learning And Sustainable Support works", guides secondary schools through all the essential parts connected to the management and usage of a computer lab. CLASSworks starts with the preparation of a suitable computer room, the training of teachers and the management of hard- and software.

"Viafrica favours more cooperation between organisations with similar missions. The cooperation between Viafrica and Close the Gap fits this view seamlessly, especially in the very sensitive and complex field of electronic re-use. Together we are able to more efficiently promote and execute an environmentally, socially and economically viable re-use model."

Joost Dam
Founder and Director Viafrica Foundation



Logistic and transport partner

VOLENS is a development organisation, which wants to facilitate, offer or exchange capacity strengthening, knowledge acquisition, experiential expertise and impact strengthening with partner organisations in the South.

As this fits perfectly into Close the Gap's policy, both parties have set up a partnership. The joint venture consists of logistical support, but can go much further since both organisations have a lot of experience regarding developmental support. Therefore this agreement can also serve as a medium for knowledge and experience exchange concerning the South.



High school partner (networking and consultancy)

The WVOB is the Flemish Association for Development Cooperation and Technical Assistance, a non-profit organisation. By order of the Flemish and the Belgian government, WVOB contributes to the improvement of the quality of education in developing countries. Its core task is to provide technical assistance in projects and programmes in the South. This way WVVOB makes a major contribution to local capacity development, a means to stimulate sustainable development and poverty reduction.



Peer-to-peer project developer by netpc supply

YouBridge vzw is a unique Belgian NGO project that allows one to donate a new laptop to students in de-

veloping countries. Doing so, the YouBridge donor can immediately interact on an online social network with the student in the developing country.

"Since the beginning of the YouBridge story in 2009, Close the Gap helped, advised and supported our ambitious initiative. Close the Gap is a committed partner for our organisation knowing that both our missions are complimentary, with a great common similarity of social entrepreneurship, passion, dedication and result-based management"

Jonas De Cooman
General Manager and founder YouBridge





5.4 PROJECT EVALUATION 2009

Every year, Close the Gap conducts a survey with the coordinators of its project partners around the world. 2009's survey had the same goal as the one conducted in 2008, i.e. to map and evaluate Close the Gap's work and to gain insights into future perspectives.

In previous years Close the Gap conducted an online survey amongst all its projects that primarily focused on the satisfaction rate amongst them. Given the fact that the satisfaction remained high throughout the years and the fact that this survey gave little insight into how Close the Gap could ameliorate its services, we chose to organise an in-depth survey that consisted of a telephonic interview with the 20 most important project partners of Close the Gap.

"Thanks to Close the Gap, the Cameroon Cooperative Credit Union League has been able to procure and distribute high performance computers and other IT gadgets to its affiliated Credit Unions. The equipment increases accuracy, rapidity and members' confidence in our sustainability. It is indeed closing the gap."

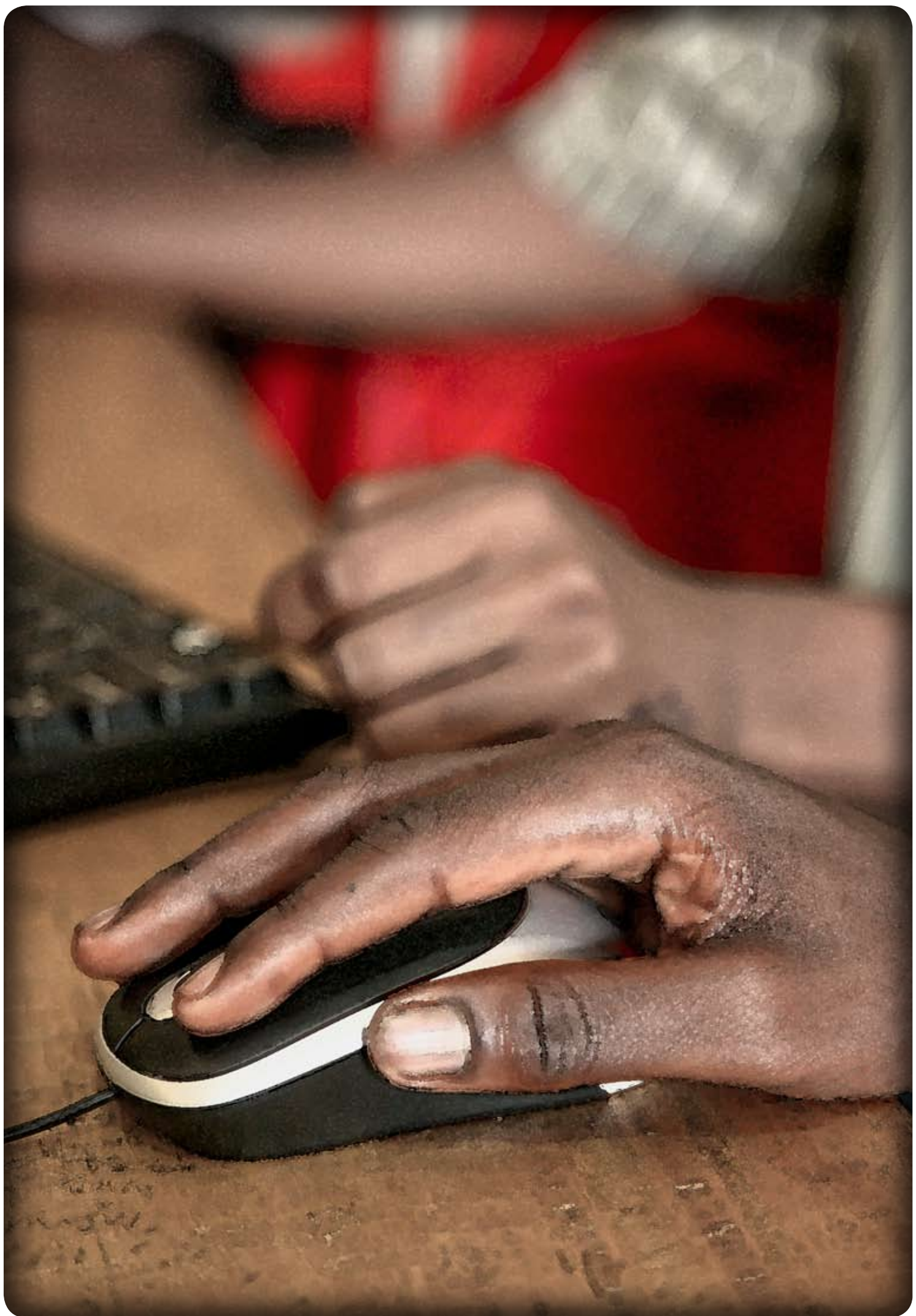
Joseph Wifo
Personnel, Projects & Marketing Manager
CamCCUL LTD

As in previous years, 19 out of 20 respondents were satisfied or very satisfied about Close the Gap. The majority of Close the Gap's projects are still active in the educational field. Based on the results of the previous surveys Close the Gap started to support its projects more on the logistical level and this was greatly appreciated as well.

The goal of this year's telephone interview, however, was to get a better view of the usage of the computers and to learn in which way Close the Gap could enhance its offer for its project partners. The organisation learned that the usage of the computers is very intense during

most of the projects: up to 12 hours a day, 5 to 7 days a week. With the emergence of new technologies in the Western world, Close the Gap also wanted to know how these could play a role for our projects. From the interviews the organisation learned that a lot of projects would be interested in smartphones and netbooks, especially the ones that work in remote rural areas where regular internet connectivity is limited and low power consuming units with longer battery life are necessary because of a lack of stable electricity infrastructure.

Lastly, Close the Gap also learned that most projects have not yet thought of how to dispose of the computers at their end of second life. Most hope to use them for several more years for themselves or use them for spare parts when they break down.



6. Projects & Activities in Europe

FOREWORD BY DANNY DE RAYMAEKER COO, KBC Group, Executive Director

Autumn 2009. The following appears on KBC's internal news line: "KBC Group donates its 30,000th ICT asset to Close the Gap". With this short message in mind, it gives me pleasure and satisfaction to write this introductory statement.

KBC and the Belgian Raiffeisen Foundation (BRS) have been working closely together since 1998. United in a staff association called KBC4BRS, KBC colleagues offer their knowledge and experience on a voluntary basis to BRS in its support of Microfinance Institutions (MFIs) in developing countries. This is a strong, personal interpretation of employee involvement.

As it became increasingly clear that these projects needed computer automation, our ICT Department decided in 2006 to look for a strong partner to ensure that this need could be met. From the outset, KBC has been highly impressed by Close the Gap. The professionalism of their processes, the quality of their products, their ability and capacity to collect, refurbish, ship, transport and implement at the local level represent a guarantee for any organisation wanting to donate computers.

Since the start, the tripartite partnership (comprising Close the Gap – BRS – KBC) has proved a success, with equipment being donated each year and installed at MFIs (in Senegal, Rwanda, Ghana, Cameroon, Burkina Faso). Due to its success, KBC decided to extend this collaboration to include its (local) companies in Central Europe.

But the partnership is more than just providing hardware. In our common concern for quality, a follow-up mission to the CamCCUL network in Cameroon was

conducted at the beginning of 2010. The results of this evaluation provide valuable input on our collaboration going forward. A film about this mission can be viewed at www.brs-vzw.be

Let me end by quoting a local MFI agent. "Banking has a lot to do with trust. You cannot imagine what it means in terms of trust to our customers, to offer them a printed account statement, instead of a handwritten one". Helping to achieve this position of trust for MFIs drives our people. And Close the Gap plays a significant role in realising this.



Danny De Raymaeker
COO, KBC Group
Executive Director



6.1 COLLECTION AND REFURBISHMENT PROCESS

As a result of a restricted European tender procedure in 2008, Flection International BV was re-elected as Close the Gap's preferred logistics and refurbishment partner. Flection makes the equipment collected from Western companies ready for reuse. This procedure offers Close the Gap the guarantee that a high-quality end product can be supplied at all times.

The "refurbishing" procedure consists of five important steps:

- check-in and registration
- refurbishing of the PC;
- refurbishing of the monitors;
- final inspection;
- logistics.



After refurbishing the computers and monitors, a **final inspection** takes place and a new keyboard, a new mouse and new speaker boxes/headphones are added. Subsequently the computer equipment is packed for air or sea transport to the developing country. For smaller orders, air transport is used. Bigger lots of computers (starting from 150 full computer systems) are transported via container sea-freight.

"With the donation of 816 assets since 2009, ProRail is very proud to be part of the Dutch companies contributing to bridging the digital divide in countries where IT material is a real need to obtain a proper education."

Henk Bothof
ProRail Director ICT Services

During the **check-in**, the status of the received equipment is checked, the computer's serial and asset numbers are registered and every asset is given a unique bar code to enable an easy track and trace. The **refurbishing** of the computers consists of a power on switch test, internal and external cleaning, a Blancco certified data wiping process, virus scanning, upgrading of the computers and a durability test. When the received computers have a high-quality label, Windows XP or an open source operating system is added as requested by the project concerned. The monitors go through durability and colour testing, are cleaned and damage checked. Thanks to the refurbishing process, Close the Gap is able to use approximately 33% of the computers that have been donated by donors.

"I am thrilled to see the current involvement of the Dutch CIO's community in Close the Gap's mission. The promise of 30,000 PCs by 2012 is extraordinary and I am convinced that it is only the beginning of a wonderful collaboration between the Dutch private sector and this specific development sector."

Hennie Wesseling – CIO Platform

All partners and donors of Close the Gap receive a complete overview of the examination and refurbishment process of the computers. A detailed **status report** informs the donor on the quality of every asset given, containing all the original tracking numbers of the IT-equipment that can be used by companies for inventory purposes. Furthermore, a **data wipe certificate** is always given to the donors, guaranteeing that all personal and/or other confidential files have been erased. This data removal process complies with the strictest requirements of NATO and the U.S. Ministry of Defence.

Enterprises put their trust in this data wipe process when donating systems to Close the Gap. In case of recycling, a certificate is given to the donor.

When Close the Gap is unable to use specific computers from donations - e.g. due to mismatch of quality for minimal specifications or because of a significant short time overstock of implacable computers which would lead to high storage costs - the computers are recycled or offered to third brokerage parties respecting any specific conditions agreed on with the computer donors. The generated income will be used either to source computer assets that are not available in donations and need to be sourced through commercial ICT suppliers, or to finance Close the Gap's operations and project development.

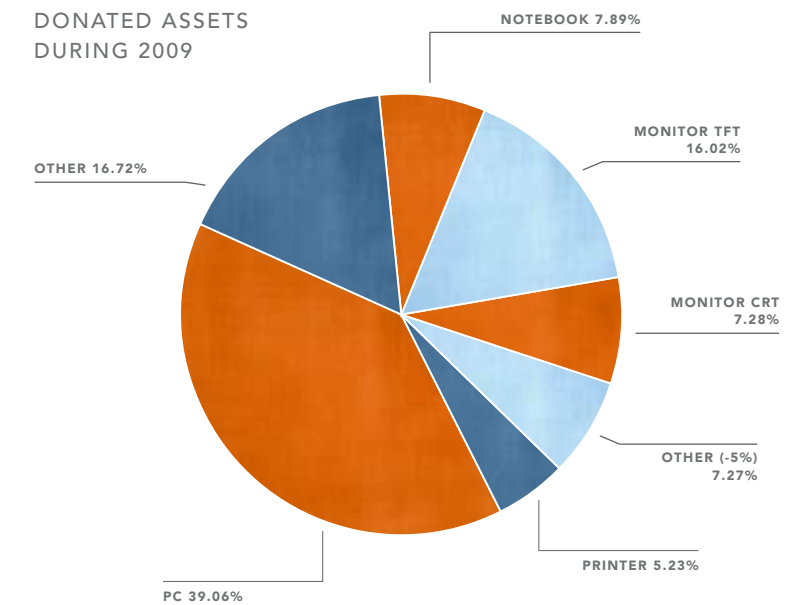
Flection International BV, refurbishing partner of Close the Gap, uses following environmental and quality systems:

- NEN-EN-ISO 9001:2000 certified
- NEN-EN-ISO 14001:2004 certified

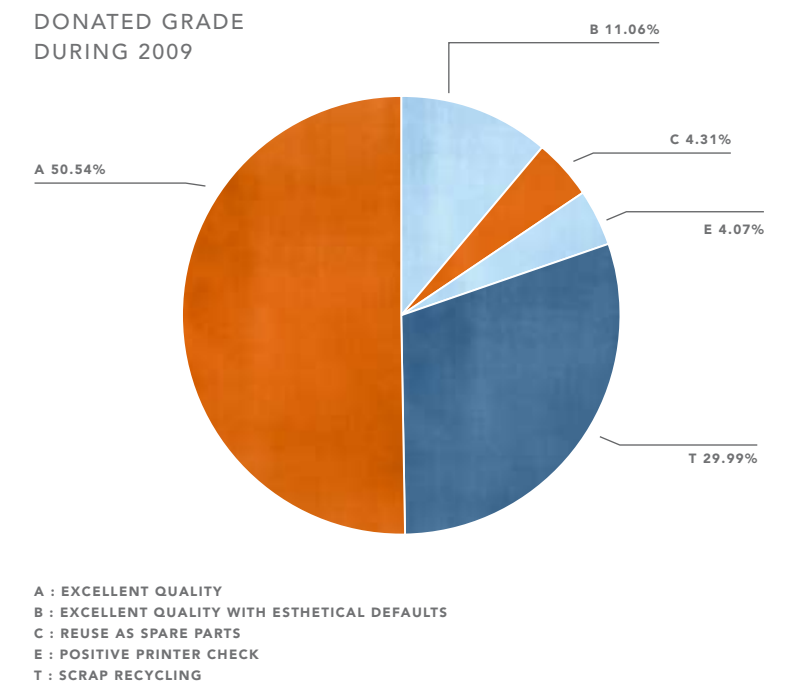
Flection also holds the most recent licenses concerning transport, collection, processing and sale of EEE and WEEE material conform the local and EU-legislation.



DONATED ASSETS DURING 2009



DONATED GRADE DURING 2009





6.2 CORPORATE SOCIAL RESPONSIBILITY

"FRIENDS OF" PROGRAMME

Close the Gap's success largely depends on the generosity of its donors and partners. Following Close the Gap's philosophy, the best way to proceed is by creating win-win situations for both its donors and strategic partners as well as for Close the Gap and its stakeholders. In this light, Close the Gap has created the "Friends of Close the Gap Programme", where its most committed partners are encouraged to contribute their niche expertise rather than just their cash.

Indeed, the "Friends of" programme allows support to Close the Gap in four different aspects:

1. Material donation and/or
2. Financial contribution and/or
3. "In Kind" contribution (via niche expertise) and/or
4. Project adoption

"Business & Society encourages Belgian enterprises to actively support community investment. With Close the Gap, companies can get involved in local and international community investment programmes, enhancing 'employability' via digital inclusion. The "Friends of" programme of Close the Gap is a perfect example of an initiative that Belgian companies could adopt within their CSR programmes in order to grow on both social and ecological levels".

Sabine Denis - Managing Director Business & Society

Why is this programme interesting for enterprises?

- Win-Win on a **CSR** (Corporate Social Responsibility) level by offering added value to CSR programmes and contributing to the growth of the partner's company: socially in terms of employee awareness and involvement as well as for the community investment programmes and economically in terms of Social Return On Investment;
- Win-Win on a **logistical** level for the end-of-life ICT hardware by the advantage of one single point of contact;
- Win-Win on a **project** level by the selection and the follow-up of social projects from A to Z;
- Win-Win on a **visibility** level by the extended network and business for partner companies;
- Win-Win on a **communication** level by the availability of ready-to-use communication material, for internal (employee awareness) and external (various stakeholders) communication

Within the framework of the "Friends of" programme, the link and partnership between Close the Gaps' strategic partners and donors and with Close the Gap itself are without doubt further intensified.

The awareness communication campaign 2009 has been a great success, providing internal involvement of employees and communities amongst partner companies with a very simple message: "Take care of your computer. Your company is giving it a second life".

Show that you love your PC and make sure it gets a 2nd life.
Put the sticker on your computer



STICKER



TRAYMAT



BROCHURE



	Support CTG with core activities	Donate computers
YOU RECEIVE	STRATEGIC PARTNERS	FRIENDS
Strategic Partner meeting / event / trip	•	
Company name on press files	•	
Close the Gap website logo homepage & exclusive webpage	•	
Ambassador Day	•	
Invitations press conferences	•	
Close the Gap Partner logo for internal & external use	•	
Close the Gap website logo & description	•	•
Close the Gap merchandise	•	On request
Close the Gap year report	•	•
Close the Gap online newsletters	•	•



STRATEGIC PARTNERS 2009

An organisation like Close the Gap wouldn't exist without the strong, supportive and dedicated commitment of "Strategic Partners" helping the organisation on a daily basis via their core business.



As a leading HR services provider in Belgium, Acerta specialises in offering advice on all HR-related matters and in the digitalisation and organisation of administrative processes concerning payroll management, social security, child benefit and branch formalities. The Acerta Group supports entrepreneurs at every step of the business growth and with every HR process by offering excellent services through Acerta Entrepreneur Office, Acerta Social Insurance Fund, Acerta Social Secretariat, Acerta Child Benefit Fund and Acerta Consult. With Acerta Consult and Kern Selection, the group also proves to be an active player in the recruitment and selection business, and the management and development of human capital. Today, Acerta has more than 1,100 employees in 23 offices in Flanders, Brussels and Wallonia. In 2009, the Acerta Group generated a revenue exceeding 139 million Euro. Acerta is supporting Close the Gap with its payroll and training services.



Computer Task Group (CTG NV)

CTG is an IT solutions company, with over 40 years experience in helping our clients achieve their business goals. We specialise in services that improve the management and delivery of both business and IT projects and deliver measurable business benefits.

Across our business, we offer expertise and solutions in the latest methodologies, tools and techniques on the market. We can help you assess or implement a structured approach, we can automate your process, we will provide you with the necessary resources or we will manage the entire process for you.

We focus on: Application Solutions, IT Service Management, Project Management, Regulatory Compliance, Testing, Consulting, Outsourcing & Training.

In each project, CTG offers full coverage of the IT life cycle: Process & Methodology, People and Tools & Technology. The business world is changing more and more rapidly. But one thing remains constant: the need for return on investment. CTG knows how to make changes in IT work for you.

CTG NV manages all network services for Close the Gap.



The aim of the CharlTy foundation is to get the Dutch IT community involved in CSR projects (Corporate Social Responsibility). From the intrinsic value of networks, ideas, knowledge, expertise and partnerships the foundation strives to contribute more than just appealing to their own corporate (marketing-communication) funds within the existing CSR initiatives or projects.

"Close the Gap is now one of the preferential partners of the Dutch CIO community and CharlTy foundation. Looking at their and our mission and their way of working with the different companies in the Netherlands, it makes complete sense for us to work together and to intensify our collaboration for a brighter 'IT 4 Development' future of educational projects in developing countries. CharlTy will stay committed to facilitating the Dutch CIOs and get them truly involved in CSR, and make sure it goes beyond 'marketing'!"

Rob Beijleveld
CEO ICT Media BV & Founder CharlTy

CharlTy has been founded by ICT Media. ICT Media is a multimedia company that, among others, is involved in facilitating and moderating the CIO community. ICT

Media publishes magazines such as CIO Magazine and TITM (IT Management Magazine). From the heart of the 'communities' ICT Media regularly organises seminars, study tours, roundtable sessions, courses and informal (networking) meetings.

CharlTy is a strong support for Close the Gap amongst the CIO's Dutch community.

Deloitte.

Deloitte Belgium

Deloitte is an important and long-time loyal supporter of Close the Gap. Deloitte Belgium assists Close the Gap with internal audits, accountancy services, tax advice and legal services, in order to guarantee the transparent and professional use of the funds raised through sponsors and donors. Deloitte experts work in close collaboration with the Close the Gap team. A very positive and professional relationship has developed over the years.

"Deloitte Belgium is proud to be a strategic partner of Close the Gap, an organisation whose aims fit perfectly with our own corporate responsibility goals of promoting education, innovation and entrepreneurship and respect for the environment. Close the Gap's initiatives are a clever way to bridge the digital divide. By refurbishing PCs we no longer need, instead of scrapping them, we reduce waste. By offering to install the PC and IT training in underprivileged areas of Belgium and the world, we equip people with the skills and tools they need for a better education. And helping people to a better education – in other words, helping them to help themselves – is crucial to improving their future prospects."

Rik Vanpeteghem – CEO Deloitte Belgium

Deloitte Netherlands

Deloitte Netherlands started collaborating with Close the Gap in November 2006. Specifically, Deloitte Nether-

lands supports Close the Gap by supplying capable and dedicated co-workers and by offering hardware and financial means. This commitment was made for a period of at least 3 years and a renewal of this partnership is currently in preparation.

dns.be

The mission of DNS BE is to register domain names under dot.be, to facilitate internet access and to stimulate its use. DNS BE is currently supporting Close the Gap financially for a period of three years. The partnership between both organisations started in September 2008 and focuses on "ICT for Education". Altogether, DNS BE has preserved an allocated fund for ca. 20,000 computers to invest in educational projects in Belgium and the East African Community.



Essent is the largest energy company in the Netherlands. Belgium is our second home market. We provide our private and business customers with gas, electricity, heat and energy services. Essent accounts for 27 percent of all energy generated in a sustainable manner in the Netherlands and continues to seek solutions that are better for people, the environment and society as a whole. Essent forms part of the internationally operating RWE. With a turnover in 2009 of EUR 48 billion and 71,000 staff, RWE is a leading European supplier of electricity and gas. In Europe, RWE supplies electricity and gas to over 30 million customers. This places RWE among the top 5 European energy companies. RWE invests an average of at least EUR 1 billion per annum in European sustainable energy projects. In the coming years, Essent and RWE wish to develop 20,000 MW of sustainable energy production together. Essent can and will help resolve current and future societal issues or prevent them from occurring. In this respect, it also donates redundant hardware to Close the Gap. Through Close the Gap,

over 4000 Essent computers extended their lifespan during 2009.

"Essent is continuously looking for innovative and sustainable ways to improve its recycling programme. We joined Close the Gap for their energetic support of new generations of fellow global citizens."

Marga Edens
Corporate Responsibility Manager Essent N.V



Flection Int. B.V. helps Close the Gap in maximising the quality and use of refurbished computers by offering a high-quality guarantee for the computers that are used in the projects of Close the Gap. Flection assists Close the Gap in the difficult and very volatile environment of ICT asset recovery and helps Close the Gap logistically. On the basis of a restricted tender, Flection's services are offered to Close the Gap at competitive rates. Flection advises Close the Gap in developing an environmentally-friendly recycling process of its IT assets at the end of its 2nd life.



Hostbasket – a Telenet company - offers a complete range of hosting solutions for companies, organisations and SOHO who would like to maintain a presence or do business on the internet. Customers can partially or completely outsource their infrastructure to Hostbasket in complete confidence, without the need to invest in server hardware, infrastructure or licenses. This specialist company has years of experience in server management, backups, security, world-class infrastructure and scalability.



KBC is an integrated bank assurance group, catering mainly for retail customers, small and medium-sized enterprises and private banking clientele. It occupies

leading positions on its home markets of Belgium and Central and Eastern Europe, where it specialises in retail bank assurance and asset management activities. Elsewhere around the globe, the group has established a presence in selected countries and regions.

For several years now, KBC has been a strong asset to Close the Gap through its donations as well as through the partnership in project activities via BRS.



KLM Royal Dutch Airlines Air France KLM BELUX

Besides donating several thousands of computers, KLM offers transport facilities for Close the Gap computers to its several destinations within developing countries. The fact that KLM already operates extensively within Africa makes Close the Gap's work in this area a whole lot easier. Since 2003, Close the Gap has also been an integral part of KLM AirCares, the charitable programme of KLM.

"KLM AirCares has been a strong supporter of Close the Gap since the beginning of this social entrepreneurial project. The partnership feels totally natural and really makes a difference for Close the Gap on a logistical level. All this integrated into a wonderful CSR story for the AIR FRANCE KLM Group."

Vincent Coste
General Manager Belgium and Luxembourg
AIR FRANCE KLM

Also, Close the Gap has been selected as one of the preferential partners of the Air France KLM group, which allows the organisation to receive visibility in Air France KLM communication programmes, amongst others the Flying Blue partners programme.

Leo Burnett

It is Leo Burnett's long-standing desire to use its passion, brains and creative talent to inspire communication solutions for those who are trying to address the most important social issues of our time. Therefore Leo Burnett has become Close the Gap's strategic partner in above and below-the-line communication. In practice this means going through the process of identifying communication opportunities as well as allowing their creatives the time to convert these opportunities into broad-ranging and innovative advertisements for Close the Gap.

"Leo Burnett believes that creativity has the power to change human behaviour. We use our passion, brains and creative talent to inspire communication solutions for those who are trying to address the most burning social issues of our time. Close the Gap is our commitment to a world-changing idea. As Close the Gap's strategic partner in above and below the-line communication, we're always on the lookout for new communication opportunities."

Barbara Vangheluwe
General Manager Leo Burnett Belgium



PKF International

PKF has supported the activities of Close the Gap for many years. Throughout this important relationship, PKF has committed its expertise to ensure Close the Gap's transparency through its extensive annual external auditing contribution.



Ricoh Netherlands - Ricoh Belgium - Ricoh France

Ricoh, one of the world's leading manufacturers and suppliers of office automation equipment and document solutions, has been supporting Close the Gap with its core business, knowledge and products for many years. Through use of its core competence (product and service provision in the field of printing solutions and document management), Ricoh supports the development of Close the Gap projects. Every year Ricoh Netherlands also prints Close the Gap's annual report.

"Stakeholders involved in Close the Gap are receiving direct benefits of their support and implication on a Corporate Responsibility level. The employees and community customer's involvement really makes the difference."

Carol Dona - CEO Ricoh Netherlands

In the Netherlands, Ricoh supports Close the Gap mainly through its core business, while its networking provides strong support to Close the Gap when and where needed. Ricoh Netherlands also provides tailor-made training for Close the Gap employees.

"Contribution to youth development' is one of the objectives within the Ricoh CSR policy and that is what Close the Gap embodies! As President of Ricoh France, I am very proud to contribute to Close the Gap's launch and implementation on the French territory. The success of this project is to federate our clients around this human adventure, which crosses our borders!"

Michel De Bosschere
President & CEO Ricoh France
Chairman Ricoh Belgium



In Belgium, Ricoh is also a support in terms of core business, as the Belgian branch decided to support PC Solidarity activities in 2010, by supplying Ricoh printers for all selected projects. Last but not least, Ricoh France is a very strong asset to Close the Gap in its current development with French donor enterprises (mainly through its network).



SAS Institute

SAS is the leader in business analytics software and services, and the largest independent vendor in the business intelligence market. Through innovative solutions delivered within an integrated framework, SAS helps customers at more than 45,000 sites improve performance and deliver value by making better decisions faster. Since 1976, SAS has been giving customers around the world THE POWER TO KNOW®- and will do so for Close the Gap too.

In 2009, SAS developed a reporting tool for Close the Gap. This tailor-made instrument allows the organisation to pull reports at several levels like received material, donated material, projects supported...

SAS in the Netherlands was the host of Dutch CIO Pledge 2009.



"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 pan-European communication agency and, moreover, how Close the Gap works. Thus, their support of Close the Gap, which aims to bridge the communication technology divide between countries and continents, fits perfectly within that vision.

As part of this strategic partnership, Vintage developed Close the Gap, PC Solidarity and WorldPC websites. Hosted by Vintage and backed by a custom-built autho-

ring environment, those sites serve as an easy-to-use, professional and flexible online hub for all Close the Gap, PC Solidarity and WorldPC audiences.

"Working for Close the Gap convinced me that there are more similarities between people than there are differences. The obvious differences usually don't make much sense. Close the Gap, both directly and indirectly, helps to get rid of nonsensical ones. That's why my staff and I love participating in the CTG project."

Jos Dillen - CEO Vintage



The Flemish Interuniversity Council for University Cooperation for Development supports research and higher education institutions in the South through partnerships with Flemish universities and non-university higher education institutions. VLIR-UOS' specific objectives are to improve the capacity of institutions in the South in order to empower them to better fulfil their societal role. For a period of more than 5 years, VLIR-UOS' partner institutions in the South have received thousands of computers in the framework of VLIR-UOS funded projects, and have trained the local staff to use them. In this context, Close the Gap computers have been sent to projects in for example Cuba, Kenya, South-Africa, Zambia or Zimbabwe, both to universities and to non-profit actors in society, like hospitals, community libraries ...

Apart from this programme, the partnership with VLIR-UOS has also been communicated towards VLIR-UOS' partner institutions and their network in the South. As a result, partner universities of VLIR-UOS in Tanzania, Ethiopia, Congo and South-Africa have received computer equipment directly through Close the Gap.



VUB (Free University of Brussels)

As a spin-off of the University, Close the Gap still receives logistical assistance by means of office space and usage of the university's common accommodation and services (meeting rooms, telecom and fax facilities, conference accommodation etc.).

Furthermore, office costs, including telecommunication, fax and postal services are partly sponsored by the Free University of Brussels.

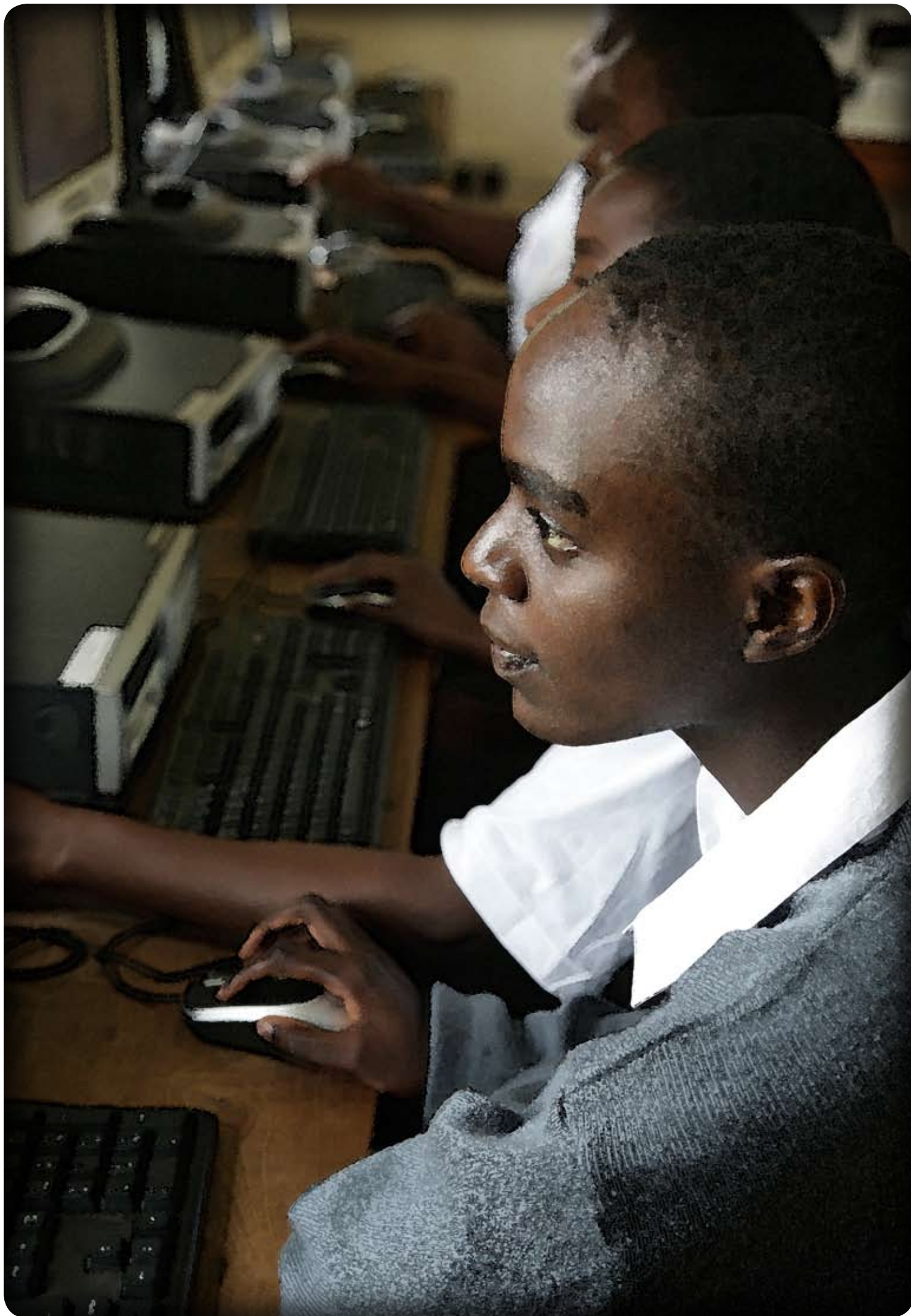
CLOSE THE GAP DONORS 2009

Close the Gap's donors assist with IT equipment supplies. These donors have been kind enough to donate computers to Close the Gap to be used for social and educational projects in developing countries. Some of the donors have become structural donors while others prefer to donate on an ad-hoc basis.

Close the Gap is grateful for both types of assistance and would like to thank all its donors for their generous donations.

Close the Gap also thanks its numerous "silent" donors.

ABN AMRO	Gemeente Maasmechelen	Ricoh
Acerta	Gemeente Overpelt	ROC van Twente
Adecco	Immobel	SAS Institute
Aegon	Instituut voor Natuur- en Bosonderzoek	Siemens Healthcare Diagnostics
Afas ERP Software	IP Globalnet	Stad Bilzen
Koninklijke Ahold	Katholieke Universiteit Leuven	Steria
Amnesty International	KBC	Stork
Anthos	KLM	Zorgcentra De Betuwe
British Embassy	KPN Telecom	Tennet
Christelijke Hogeschool Windesheim	Kuehne & Nagel	Toerisme Vlaanderen
Centraal Orgaan opvang Asielzoekers	Meeus	Toyota
Cofely	Microsoft	Transmeat
CRI-Catalyst Company	Mobistar	Universiteit Gent
DAF Trucks	Navteq	Uti
De Lage Landen	NXP Semiconductors	Vrije Universiteit Brussel
Deloitte	Panasonic	WE Europe BV
Essent	Philips	Wolters Kluwer
ETAP Lighting	Prorail	Wyeth Pharmaceuticals
Fabricom-GTI (Suez)	Provincie Vlaams-Brabant	



7. Partners in the "Spotlight"

7.1 STRATEGIC PARTNERS

CHARITY by Rob Beijleveld
CEO ICT Media BV & Founder CharITy

How long have you been involved with Close the Gap?

The first contacts already started in 2008.

How did you first hear about Close the Gap?

We discussed Close the Gap during Gartner Cannes 2008 (via Bernard van Oranje) in conjunction with our initiative started in 2007, called CharITy.

What does Close the Gap's work mean to you and your company?

For me personally it means true and good CSR. Pragmatic and no marketing gadget!

What other efforts does your company make towards sustainability?

As CIO Magazine and host CIO community (ICT branch), we founded CharITy to be able to provide a platform for Dutch CIOs to really actively become involved in CSR via IT themselves! We centralised this via a covenant and managed to sign for 30,000 PCs to be donated to Close the Gap in 3 years time. Since the start of the pledge/covenant in April 2009, we have actually already delivered approximately 20,000 pieces!

How do you see your collaboration with Close the Gap in the future?

Closely and I foresee that the pledge/covenant will grow into over 50,000 pieces!

SAS INSTITUTE by Patrick Van Deven
Country Manager at SAS Institute Belgium & Luxembourg

How would you describe the relation between the SAS Institute and Close the Gap?

SAS helps improve the performance of Close the Gap by providing insights into their supply chain process, which transforms old IT equipment into refurbished and reusable material for shipment to development projects around the world.

How did the collaboration start?

We started to strengthen the relations with Close the Gap in Belgium and in the Netherlands, and we look forward to expanding the partnership internationally in the future while promoting Close the Gap's services to our customers and partners.

What exactly is the added value of this strong partnership for a company like the SAS Institute?

The partnership between SAS and Close the Gap not only proves the commitment of SAS to Education in developing countries where access to IT equipment is critical, it is also in line with our continuous efforts towards sustainable growth. We, SAS employees, have a clear view of what kind of a company we want SAS to be, and Close the Gap provides us the unique opportunity to make a difference in the world.



VLIR-UOS by Kristien Verbrugghen
Director VLIR-UOS

How long have you been involved with Close the Gap?

The collaboration between VLIR-UOS and Close the Gap started not long after Close the Gap was established. Quite soon, the collaboration transformed into a structural alliance and partnership between the two organisations.

How did you first hear about Close the Gap?

Olivier Vanden Eynde first contacted us. He had been informed about VLIR-UOS by academics from the Vrije Universiteit Brussel, the university where he had been studying.

What does Close the Gap's work mean to you and your organisation?

Close the Gap provides our southern universities with low-cost second-hand quality computers in the context of VLIR-UOS-funded university cooperation for development projects. By doing so, our ICT projects turn out to be very cost-efficient: with a "normal" project budget and the lower price per unit (CTG offer), more activities can be implemented, with more results. Of course, for specific functionalities, we still buy new computers, but in case of pc rooms for teaching purposes, library terminals, administrative work stations, the Close the Gap computers are perfect for the job.

What other efforts does your company take towards sustainability?

VLIR-UOS is a funding agency, which is not involved in the implementation of projects. Projects are jointly implemented by the Flemish universities and the southern partner universities. It is their responsibility, in whatever project, to guarantee sustainability of the interventions. In the VLIR-UOS project design, however, project partners are invited to describe their sustainability strategies in detail, in advance. Project selection is based, among others, on the selection criterion of sustainability.

How do you see your collaboration with Close the Gap in the future?

At present, VLIR-UOS and Close the Gap are thinking how to continue, adapt, and enlarge their collaboration. VLIR-UOS's main interest is to see Close the Gap's offer expanded: not only hardware, but also software, services, such as local installation, maintenance, user manuals / training seminars, good local practices in terms of e-waste management, etc.

7.2 "FRIENDS OF" / DONORS

ABN AMRO by Casper van Kalkerem -
sr Programme Manager Data Centers

When did you start the collaboration with Close the Gap?

We started working with Close the Gap at the end of 2008. Rob de Haas (former global CIO of ABN-AMRO) asked me to arrange a meeting with Olivier Vanden Eynde discussing the contribution of over a thousand PC configurations and printers for a project in Africa - this was my first contact with Close the Gap.

How do you support Close the Gap's work and mission?

Up until now we have made several donations; the previous donation was last month when an adhoc request was made to deliver TFT- screens.

What does Close the Gap's work mean to you and your company?

All the work Close the Gap is doing means a lot to ABN Amro and myself; helping your fellow human beings by using refurbished IT equipment to facilitate healthcare, educational and social projects is essential and feels like a natural responsibility.

What other efforts does your company make towards sustainability?

ABN-AMRO can be considered a sustainable bank due to the fact that it sells sustainable products, sets up

awareness programmes, stimulates employees to participate in coaching programmes and starts a Green-IT programme. Sustainability is part of the personal performance plans of our management.

How do you see your collaboration with Close the Gap in the future?

The collaboration with Close the Gap will become more intensive the coming years; the initiative to start the full-chain product solution for IT equipment makes it worth staying on board and investing in a green and cleaner future.

"IT material donation to Close the Gap is an efficient way for ABN AMRO to work on a social and environmental level at the same time."
Arnold Pollack
IT Service Delivery Manager ABN AMRO Bank

AEGON by Fred Cazemier -
former Vice-President
Information Technology & Procurement

When did you start the collaboration with Close the Gap?

About 5 years ago.

How did you first hear about Close the Gap?

The Chairman of the Board met with Olivier Vanden Eynde (Close the Gap Managing Director) during a dinner. After that day, our chairman asked me if AEGON had the possibilities to join the Close the Gap programme. I was at that time already looking for possibilities to find a good purpose for our PCs. Close the Gap was a perfect match, because we understood that Close the Gap had a properly controlled process to offer our PCs a second life in a reliable way.

How often do you send donations to aid Close the Gap's efforts to bridge the digital divide?

Not too often anymore, because our PCs are currently leased and no longer our assets. Before we leased our PCs, we sent about 4,000 of them to Close the Gap.

What does Close the Gap's work mean to you and your company?

We are very happy to support the development of countries in Africa or other places.

How do you see your collaboration with Close the Gap in the future?

As I will be retiring soon, I will no longer be able to collaborate as an AEGON representative, but I would be happy to personally be of service to Close the Gap, because I believe that the work Close the Gap is doing is very important.

MOBISTAR by Michel Dussart
IT Infrastructure Delivery Manager

When did you start the collaboration with Close the Gap?

The collaboration with Close the Gap started in 2004.

How did you first hear about Close the Gap?

The initiative came from one of our EXCO member (Mrs. De Decker) who found out about Close the Gap via a presentation by Olivier Vanden Eynde to the Board of Directors of Mobistar in 2004/2005.

How often do you send donations to aid Close the Gap's efforts to bridge the digital divide?

Generally Mobistar donates to Close the Gap 4 times a year.

What does Close the Gap's work mean to you and your company?

"Friends of Close the Gap programme" is fully integrated in the Mobistar CSR programme. Sustainable development is at the heart of Mobistar's



strategy. Mobistar takes the interests of the society into account by assuming responsibility for the impact of its activities on customers, suppliers, collaborators, shareholders, communities and other stakeholders, and on the environment.

What other efforts does your company make towards sustainability?

Besides Close the Gap, Mobistar is also socially active on other levels.

For example the "PARTICIPATE" association that helps parents and families better understand and experience the autism of their child, or by offering social tariffs to people with low incomes. On request, Mobistar also translates information relating to our tariffs and services into Braille.

How do you see your collaboration with Close the Gap in the future?

There is no doubt about the continuity of our collaboration with Close the Gap. As explained, IT donation to Close the Gap is now fully integrated in our CSR programme. It represents a significant added value in terms of decommissioning obsolete hardware.

7.3 SUPPORTIVE PARTNERS

BRS by Kurt Moors
BRS General Coordinator

When and how did you start the collaboration with Close the Gap?

The partnership between BRS (Belgian Raiffeisen Foundation) and Close the Gap started in 2006 after the donation of 6,000 computers by KBC Bank – one of the major partners of BRS. Thanks to this donation, Close the Gap broadened its services to Microfinance and Microinsurance Institutions.

In a few words, what is the mission of your organisation?

BRS has built up strong partnerships with these specialised institutions that offer financial services to "non-credit worthy" and "uninsurable" persons in developing countries. BRS is combining the original mix of a historical co-operative background and an actual knowledge of banking. The final goal of all interventions is to guarantee the clients or members of microfinance institutions a better life. In order to achieve this social goal in a sustainable way, attention has to be paid to the economic viability. Computers are an important technical support in the processes that lead to more efficiency.

What type of action did you undertake in the context of your partnership with Close the Gap?

In 2009, BRS and CTG promoted their services together to the microfinance sector during the European Microfinance Week in Luxemburg. It is an interesting forum to meet the major European role-players in microfinance. "Quality" was the keyword for nearly all the questions participants who visited our joint stand had. We can testify that the product range of refurbished computers meets the quality requirements. But it is obvious that the follow-up capacity of the local counterpart is even more important to guarantee the quality to the users. BRS is prepared to mobilise extra support via KBC-ICT if this capacity is lacking.

Do you have a concrete example of BRS – Close the Gap collaboration?

The Cameroon Cooperative Credit Union League has more than 200 affiliated cooperative credit unions. They ordered nearly 1,000 computers over recent years. BRS and Close the Gap organised a joint mission (BRS-CTG) in the beginning of 2010 to evaluate the quality of the delivered equipment. A camera team followed this visit and produced a film that gives a lively view on the whole chain that makes up Close the Gap. See www.brs-vzw.be.

COMPUTER FOR SCHOOLS UGANDA

by Grace Baguma
Executive Director Computers For Schools Uganda

In a few words, what's the mission of your organisation?

The mission of our organisation is to build and maintain ICT capacity and E-Waste management.

How and where exactly are you active?

Our organisation is active in the following fields:

- Distribution of high-quality refurbished computers to institutions/schools;
- Maintenance of distributed computers to give it a longer life in order to allow functional computer labs;
- Training of ICT teachers in basic ICT maintenance;
- In schools where refurbished computers are installed, training of teachers around the pedagogic use of ICT/ICT4development
- E-Waste management: take back of obsolete computers. We are currently running a pilot programme on the collection of obsolete computers we distributed to schools. In partnership with Computers For Schools Kenya, we took back the computers for safe recycling. This process involves collection, dismantling and take back of the motherboards and screens to Kenya and Europe.

How long have you been involved with Close the Gap?

We started our collaboration with Close the Gap in August 2008.

How did you find out about Close the Gap?

We were introduced to Close the gap by Tom Musili, executive director of Computers For Schools Kenya.

How does your collaboration with Close the Gap contribute to closing the digital divide?

Uganda being a developing country – and certainly one of the poorest – access to technology is certainly not a basic need for our communities. Indeed, communities struggle to find food, shelter and clothing. Therefore

technologies issues are secondary.

Nevertheless, education remains key for our country.

The case of Fort Portal schools is a very significant example. Schools in this region had no access to computers and they actually didn't bother about this situation until Close the Gap discovered them. Now the story has changed.

A great number of schools have acquired computers, hereby closing the digital divide. Close the Gap supports schools with computers in some of the poorest parts of Uganda.

What does your relation with Close the Gap mean to you and your organisation?

Enabling access to technology for the poor and reaching out to remote places; this means going the extra mile further to close the digital divide in Africa and in particular in Uganda.

This initiative really encourages the use of ICT for education by empowering schools and enabling teachers to use it. School communities are finally able to benefit from ICT.

Where do you see this partnership taking you in the future?

It will create a knowledge society in a developing country like Uganda. People will appreciate the use of ICT, what it can offer them in terms of information and how it can empower them. They will also realise the ease with which they can teach and learn while using technology. Also the quality of education will be enhanced with the use of ICT.

IICD by Caroline Figuères
General Manager IICD

In a few words, what's the mission of your organisation?

IICD's mission is to reach millions of people with low incomes in Africa and Latin America by creating opportu-



nities to shape their own future and the society they live in. This is done through access, use and exploitation of information and communication technologies so that it transforms their social and working behaviours and triggers the ambition to improve, grow and sustain.

How and where exactly are you active?

IICD is active in Africa and Latin America, where we bring about technical and social innovations that create and enhance development opportunities in education, proper governance, livelihoods, health and the environment. We strive for a strong gender balance in all our activities and have made this an integral part of our approach, which combines capacity development, knowledge sharing, lobbying and advocacy. Our overall aim is to help our local partners – teachers, farmers, health workers, local government officials and civil servants - to successfully formulate and implement their own ICT-supported development policies and programmes. At the moment, IICD reaches about 6 million people.

How long have you been involved with Close the Gap?

Close the Gap and IICD have been working together since 2008.

How did you find out about Close the Gap?

Our former member of the Board of Trustees, Bernhard van Oranje, got in contact with Close the Gap through Ricoh. Ricoh is also a partner of Close the Gap. Bernard van Oranje advised us to contact Close the Gap and this is where the partnership started.

How does your collaboration with Close the Gap contribute to closing the digital divide?

We believe that the joint forces of IICD and Close the Gap truly bring an added value. There is a large demand for high-quality computers among our local partners in order to carry out their projects in a good manner. Close the Gap provides this equipment. IICD ensures that the recipients are well-trained in the use and the maintenance of the computers to ensure a sustainable use.

The partnership creates a win-win situation, not only for Close the Gap and IICD, but especially for beneficiaries in developing countries. We ensure sustainable use of refurbished computers in development programmes, which brings our local partners closer to the rest of the world, thus closing the digital divide.

What does your relationship with Close the Gap mean to you and your organisation?

Close the Gap is a very valuable and appreciative partner. Close the Gap does not only contribute to strengthening our programmes by providing high-quality computers, but we also learn a lot from each other on other areas. We exchange knowledge and experience of several technological innovations by working on practical solutions for the e-waste problem, for example.

Where do you see this partnership taking you and your organisation in the future?

We have great confidence in the partnership with Close the Gap, as the partnership represents a true added value for our partners in the South. This partnership will help us to increase our impact: in 2015, IICD wants to reach 15 million people.

UKENGEER FOUNDATION by Marijke Blom
International Relations Manager

What's the mission of the Ukengee Foundation?

Our mission is to bring computers that run on solar energy to the rural areas of Eastern Africa, especially to young people in secondary schools. We aim to give them the opportunity to use computers as a source of knowledge and find their way on the internet. It gives them better chances to get a job or to continue further education.

Two computer labs have been installed in Kilwa Masoko and Mandawa. Our goal for this year is to open a third computer lab in Lindi, which is the capital of the region, and another lab in Llulu, a school especially for girls.

We also train the teachers in computer skills and offer

the local entrepreneurs access to the computer labs to gather information for their businesses such as market prices, weather conditions...etc.

Where is the Foundation active?

Our main area at this moment is in the Lindi Region of southern Tanzania. It is a mainly rural area with poor infrastructure, such as few paved roads and lack of (or poor) electricity.

Secondary schools have no access to computers here, unless there is solar power, which we provide.

Our computers use 10% of the energy of average computers. This means that the computer labs are "self providing". These computers are also sun-, wind-, heat- and moist resistant. Normal computers would not last in these severe circumstances.

How would you describe your collaboration with Close the Gap?

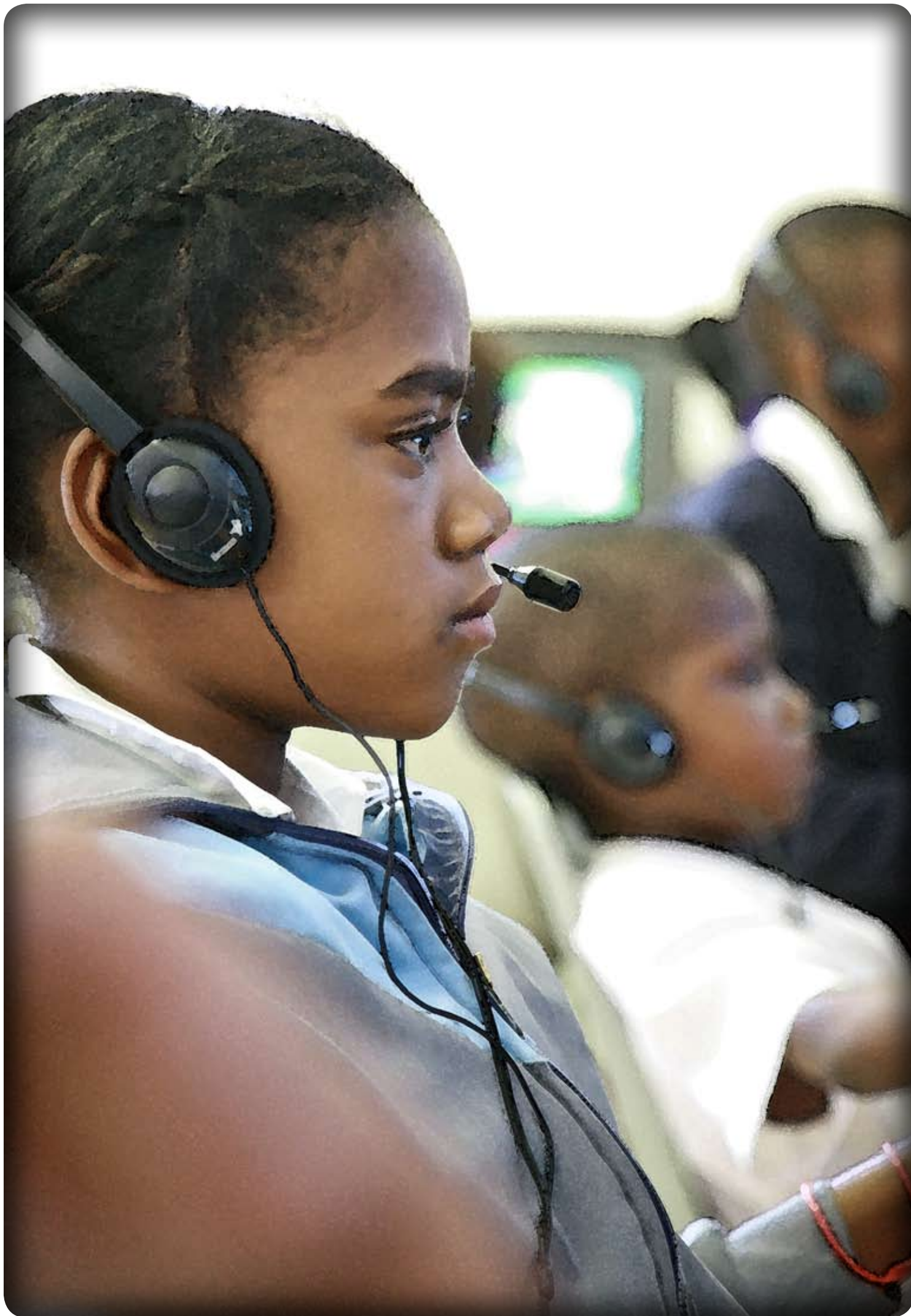
We met Close the Gap about three years ago via Deloitte and Touche accountants.

We had a meeting in their Brussels' headquarters and it seemed a good idea to exchange information on the use of computers in the rural areas.

We arranged a meeting between Close the Gap's project manager and our engineer in Tanzania, Mr. Kavishe of the Kasoft Company in Moshi.

As Close the Gap is an organisation with great experience in providing all kinds of computer systems to social institutions in East Africa, we can learn a lot from their expertise. Close the Gap, on the other hand, is very interested in the way we combine the installation of high-tech, low-use computers with the training of local teachers and our providing the local entrepreneurs with internet facilities. That is why Close the Gap decided to support the next project Ukengee Foundation will start this year in Lindi.

In the future we will keep on exchanging information and we gladly welcome Close the Gap to visit our projects.



8. Corporate Governance

BOARD OF DIRECTORS

Close the Gap is governed by an independent Board of Directors, of which the 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. The Board needs to approve all main decisions taken by the management, including the budget and the business plan, as well as reviewing the financial results.

“Close the Gap, as a social entrepreneur, needs to re-challenge itself permanently in order to realise the “best” achievements and solutions for our project partners. At the end we want to federate our vision worldwide, as the concept leader, with other representatives of non-profit organisations by all means ethically accepted.”

Michel De Brauer
Close the Gap Board of Directors member

ADVISORY BOARD

Close the Gap’s Advisory Board complements its Board of Directors and consists of a number of international personalities. Some members take responsibility for specific tasks, while others provide valuable input in another way. Each advisory board member brings something unique to the organisation. Members of this board do not have any legal authority but mainly act as international ambassadors for the organisation. They

can undertake meaningful and purposeful activities for support specific to the organisation in policy, planning, evaluation, public relations and sometimes fundraising.

“The International Olympic Committee congratulates Close the Gap for delivering the benefits of computer technology to thousands of young people in the developing world. Education is also at the heart of the IOC and is the key for a better future for these boys and girls. The refurbished computers that Close the Gap provides are a gateway to knowledge and opportunity for them as they strive to achieve their full potential.”

Jacques Rogge
IOC President & Close the Gap Advisory Board member

MANAGING DIRECTOR

The Board of Directors of Close the Gap has entrusted the daily management to Olivier Vanden Eynde, founder of the organisation, by means of a management agreement.

On an annual base, two members of the Board of Directors have an evaluation conversation with the Managing Director engaging in an ongoing, collaborative inquiry to explore the daily functioning of the Managing Director. During the evaluation discussion that took place at the end of 2008, the Board stated that the work of Close the Gap was considered to be very successful and efficient. Given the enormous increase in the organisation’s activities and the range of the not-for-profit, the Board



requested the Managing Director to recruit an Operational Director. This would allow the General Manager to invest more time and energy in the strategic future plans of the organisation. During the past year, 2009, Close the Gap successfully hired a new Operations Director, Mrs. Aurélie Dupont.

Characteristic for the organisation is also the open relationship between daily management and employees. The vulnerability of the relatively small organisation has been overcome thanks to the strong joint effort between the daily management and the Chairman of the Board, Prof. em. Dr. Wim A.G. Blonk.

CLOSE THE GAP VALUES

Close the Gap's Board of Directors, management and employees deliver the five key mission values of the organisation towards strategic partners, donors, supportive partners and contacts on a daily basis:

- Safety: when dealing with the erasing (data wiping) process
- Comfort: when dealing with the easy donation process in terms of logistics
- Reliability: thanks to PKF International's external audit and Deloitte Belgium's internal audit
- Transparency: when dealing with all Close the Gap partners (strategic ; supportive; donors; contacts)
- Environmentally Responsible: when promoting its "zero waste to landfill" policy towards local partners

EXTERNAL AUDIT

Since transparency is a key component of a healthy functioning organisation, Close the Gap is audited on a yearly basis by "PKF Bedrijfsrevisoren 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 audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluating the overall financial statements. This way, the organisation wants the public to better understand how resources have been used.

INTERNAL AUDIT

At all times, Close the Gap wants to be reliable towards its donors and partners. In order to assure a transparent and professional use of funds, raised by sponsors, donors and subsidiary governments, Deloitte supports Close the Gap with internal audits, risk management and legal support, as well as providing Deloitte experts to carry out the entire accounting. A two-yearly audit conducted by Deloitte oversees the entire technical path to guarantee that the refurbishing 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. Close the Gap is also assessing how more internal audits can be realised in the future.

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 by a neutral and independent selection of projects based on clearly defined criteria. A guiding principle, hereby, is the concept of local ownership by each project beneficiary. This means that local partners are ultimately responsible for the results of their supported activities. In most cases 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 carry the costs of a project.

"ICT tools are one of the most important vehicles to access "Education for All" principles. Too many schools and universities in Africa don't have this essential access. Therefore, Close the Gap's mission of bridging the digital divide by giving a second life to computers remains fundamental for the education of millions of children and young people in developing countries."

Etienne Davignon
Vice-Chairman Suez-Tractebel &
Close the Gap Advisory Board member

To enhance the long term self-supporting characteristic of its projects, Close the Gap offers all-inclusive solutions to its partners including peripheral equipment, additional hard- and software and capacity building programmes through various qualitative partnerships, both local and international. The tools provided by these partnerships lead to improved and sustainable projects and bring people together to exchange knowledge and experiences. A large number of projects found these broad sources to support them, thereby securing a sustainable and independent integration of the Close the Gap equipment.

COMMUNICATION

Having a well-developed and open communication strategy - both in the short and the long run - is vital to an organisation like Close the Gap. Therefore, in the course of time, a traceable communication path was established to improve the organisation's transparency. This was done by providing complete information about every step in Close the Gap's process chain. In practice, this means that all communication matters are handled by the polyvalent Close the Gap staff, coordinated by the Managing Director, who makes sure that all relevant information about executed projects, partnerships and other facts are accessible through the Close the Gap website, newsletters and other communication media.

"Corporate Social Responsibility is the standard for entrepreneurship of the 21st century. CSR reaches for the best people. Joining the "Friends of" Close the Gap programme is joining a community that stands for this new approach in doing business."

Willem Lageweg
Director CSR Netherlands (MVO Nederland)

SOCIAL ENTREPRENEURSHIP

Today, in the rapidly emerging non-profit world, it is important for an organisation to become self-sufficient rather than having to entirely or partly depend on contri-

butions or subsidies. Close the Gap is aware of this and therefore 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 the social and environmental mission of Close the Gap will always stay central to all its activities.

"The IT support of health and medical projects in the developing world is essential in order to guarantee the needed monitoring of patients. Therefore, I am very glad that an organisation like Close the Gap does not exclusively support educational projects, but also pays attention to health initiatives which are more than significant in countries where access to medical care is not always automated."

M.M.F. Heijn Everwijn Lange
Ambassador D.G.O & Amsterdam Dinner
& Close the Gap Advisory Board member

RISK MANAGEMENT

For Close the Gap it is important to focus its programmes on the long term since the digital divide cannot be closed within one day. Hence, 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. First, 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.



9. United Nations

The year 2009 marked the beginning of Close the Gap's collaboration with the United Nations.

9.1 UNITED NATIONS GLOBAL ALLIANCE FOR ICT AND DEVELOPMENT (UNGAID)

Close the Gap has been recognised as a participant in UNGAID, or the United Nations Global Alliance for ICT and Development. This is a global forum that comprehensively addresses cross-cutting issues related to ICT in development. The purpose of the creation UNGAID was to make an open and inclusive platform that could broaden the dialogue on innovative ways of harnessing ICT for advancing development. To accomplish this, UNGAID mainstreams the global ICT agenda into the broader United Nations agenda. The Global Alliance for Information and Communication Technologies and Development will rely on participants who will:

- Demonstrate leadership by advancing universal access to ICT
- Raise awareness of policy makers on ICT for development issues
- Facilitate identification of technological solutions for specific development goals
- Produce practical solutions, share best practices and knowledge to bridge the digital divide
- Engage in policy dialogues around specific topics of mutual interest put forward for discussion
- Share innovative business models for pro-poor investment, economic growth and empowerment of people living in poverty

Close the Gap has proudly been a member of the UNGAID Championship network since November 2009. For more information, please visit www.un-gaid.org



9.2 UNITED NATIONS GLOBAL COMPACT (UNGC)

The UN Global Compact (UNGC) is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Many businesses recognise the need to collaborate with international actors in the current global context where social, political and economic challenges (and opportunities) – whether occurring at home or in other regions – affect companies as never before.

Since its inception in 2001, the UN Global Compact has known an astonishing evolution. This is reflected in the growth of the Global Compact, which today stands as the largest corporate citizenship and sustainability initiative in the world, with over 7,700 corporate participants and stakeholders from over 135 countries.

The Global Compact is a leadership platform, endorsed by Chief Executive Officers, and offering a unique strategic platform for participants to advance their commitments to sustainability and corporate citizenship. Structured as a public-private initiative, the Global Compact is a policy framework for the development, implementation, and disclosure of sustainability principles and practices and offering participants a wide spectrum of specialised work streams, management tools and resources, and topical programmes and projects, all designed to help advance sustainable business models and markets in order to contribute to the initiative's overarching mission of helping to build a more sustainable and inclusive global economy.



The UN Global Compact has two main objectives:

1. Mainstream the ten principles in business activities around the world
2. Catalyse actions in support of broader UN goals, including the Millennium Development Goals (MDGs)

With these twin and complementary objectives in mind, the Global Compact has shaped an initiative that provides collaborative solutions to the most fundamental challenges facing both business and society.

Leveraging strengths of business and the authority of the UN, The Global Compact seeks to combine the best properties of the UN, such as moral authority and convening power, with the private sector's solution-finding strengths, and the expertise and capacities of a range of key stakeholders. The initiative is global and local; private and public; voluntary yet accountable. The Global Compact has a unique constellation of participants and stakeholders, bringing companies together with governments, civil society, labour, the United Nations, and other key interests.

Since December 2009, Close the Gap has also been recognised as a UN Global Compact signatory. Close the Gap sees the United Nations Global Compact as a network in which the partners can share experiences, discuss methods of promoting sustainable development, and learn from each other. The spirit of global compact is already embedded in Close the Gap's vision and values. For Close the Gap, participation in the Global Compact was another step in the process of emphasizing the importance of high standards in its worldwide activities. In this partnership, Close the Gap has committed to supporting itself the following ten principles of Global Compact into their corporate policies:

HUMAN RIGHTS

- Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence; and
- Make sure that they are not complicit in human rights abuses

LABOR STANDARDS

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- The elimination of all forced and compulsory labour
- The effective abolition of child labour; and
- Eliminate discrimination in respect of employment and occupation

ENVIRONMENT

- Businesses should support a precautionary approach to environmental challenges;
- Undertake initiatives to promote greater environmental responsibility; and
- Encourage the development and diffusion of environmentally-friendly technologies

ANTI-CORRUPTION

- Businesses should work against all forms of corruption, including extortion and bribery

For more information, please visit www.unglobalcompact.org

This UN international initiative also has its branches at local levels.

Local networks play an instrumental role in rooting the Global Compact within countries and local economic regions. Up until 2009, there was no formal network for the Global Compact in Belgium.

Since 2009, Belgian Global Compact participants have started network activities by organising round-table meetings and by forming a taskforce to create a formal network by the first quarter of 2010. With the support of the Belgian Government, the taskforce was able to organise a first Outreach Event on 15 October 2009, coinciding with the formal launch of the Global Compact Network Belgium. From this day onward, the Global Compact Network Belgium (GCNB) will assemble all the Belgian Global Compact participants (both local firms and subsidiaries of foreign corporations) and local stakeholders.

The GLOBAL COMPACT NETWORK BELGIUM (GCNB) assembles all the Belgian Global Compact participants (both local firms and subsidiaries of foreign corporations) and local stakeholders. The mission of the GCNB is to promote the Global Compact and its principles in Belgium and to support the progress of its members with respect to implementation of the ten Global Compact principles through learning, dialogue and partnerships, while also creating opportunities for multi-stakeholder dialogue and advocacy through collective actions. Furthermore, the GCNB wants to deepen the involvement of all participants through activities and events and promote action in support of broader UN goals.

The governance structure of the GCNB is set up to promote greater ownership of the initiative by Belgian participants of the UN Global Compact and other stakeholders, as well as to bring together corporate social responsibility activities within a coherent organisational structure to achieve greater public-private partnership and tangible impact. The GCNB has a formal organisational structure. The structure is composed of a Steering Committee and a Secretariat.

The objective of the Network governance structure is to promote the "Global Compact" brand, improve the quality of engagement and achieve a greater positive impact in Belgium. The GCNB activities are funded through voluntary contributions from its members, although contributions from local, national and international donors are also encouraged.

Network objectives and activities:

- Serve as a Global Compact outreach mechanism in Belgium to engage more Belgian organisations by implementing an active recruitment strategy;
- Provide a country forum for learning and constructive exchange of Corporate Social Responsibility practices. The Network will encourage its members to develop and share case studies; contribute to peer learning by organising events, and/or establishing discussion forums and activities organised around national and local priorities related to responsible business;

"Challenges related to the Millennium Developing Goals require a global and multi-disciplinary collaboration between active participants in the sector. As a member of the Close the Gap Advisory Board, I very much welcome that the organisation has taken up such challenges, focusing on the need to make new technologies accessible to the poor."

Jan Pronk
Professor Theory and Practice of International Development, The Hague & Close the Gap Advisory Board member

- Identify critical issues related to corporate social responsibility, human rights, labour standards, climate change and environmentally responsible business practices and propose practical solutions in cooperation with other UN Global Compact Networks abroad;
- To advise the Belgian companies that are Global Compact participants with the implementation of the ten principles of the Global Compact and with the preparation of their annual "Communication on Progress" report;
- Act as a national platform for outreach and dialogue on issues related to the ten GC principles, responsible corporate citizenship and the advancement of the UN Millennium Development Goals. Global Compact Network Belgium – Governing Principles 7;
- Work in partnership with other networks and organisations that work towards Corporate Citizenship-related or similar objectives.



10. Financial Reports

Close the Gap International 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.

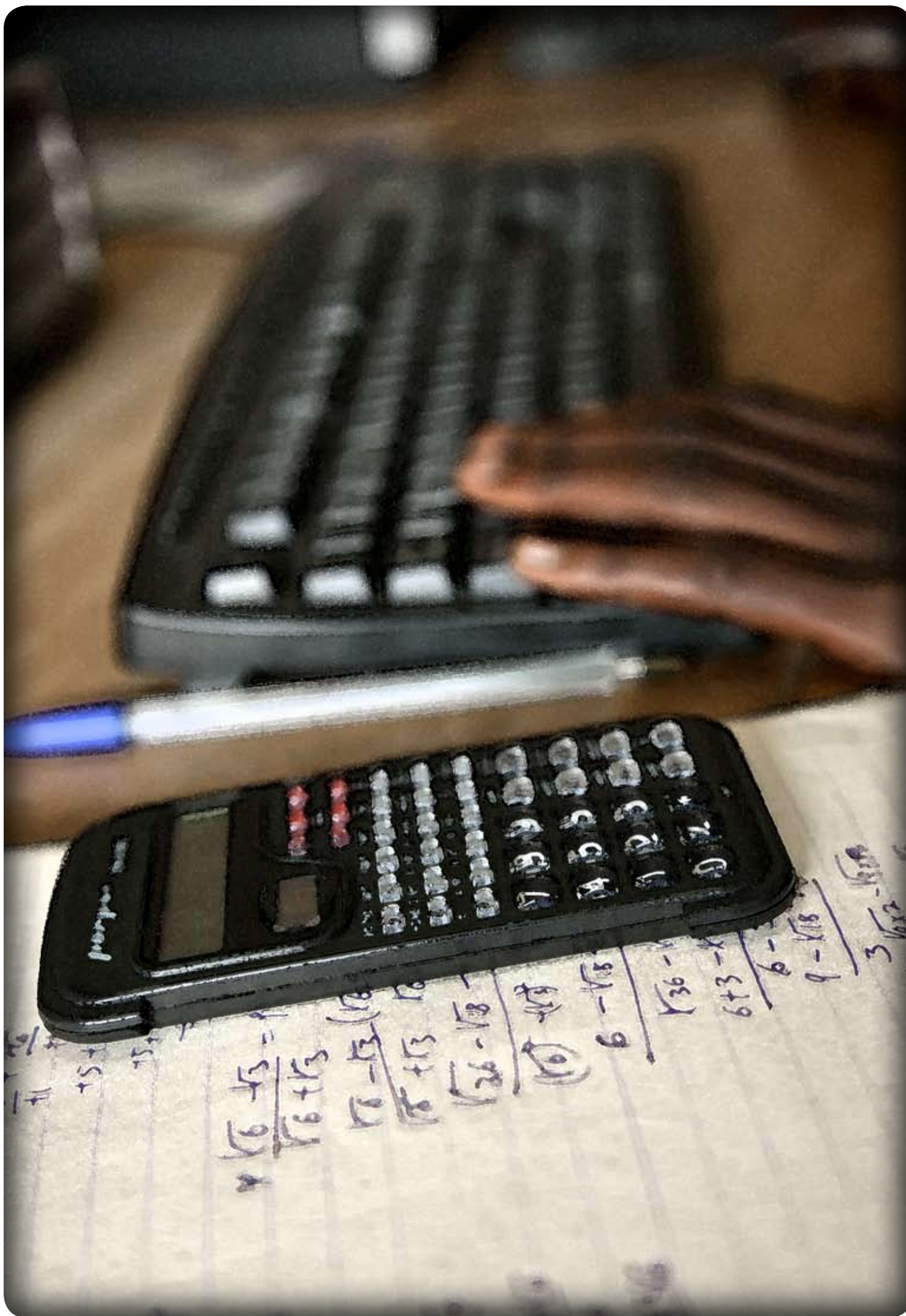
Through active fundraising of financial and computer contributions, Close the Gap can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely help organisations in developing countries to continuously close the digital divide.

Close the Gap is a not-for-profit organisation partly funded by financial donations from third parties, such as companies, governments and private individuals and is partly funded by her own operational activities, i.e. making computers available to developing projects at cost price. In case Close the Gap is unable to use specific computers from donations, for example because of a mismatch of quality for minimal specifications or because of a significant short time overstock of implacable computers, which would lead to high storage costs, the computers are offered to third brokerage parties or recycled, eventually respecting specific conditions agreed with the donors. These contributions, combined with revenues generated from limited contributions from buyers of hardware for developing projects, allow Close the Gap to cover its annual operational and administrative costs. The generated positive results will be used to support sustainable projects in developing countries where there is a clear need for IT-solutions but where no (or too small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers.

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, from printing to web design and transport. In addition, Close the Gap receives support from a number of volunteers.

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 a registered and independent auditor, PKF.

The balance sheet and income statement of Close the Gap, as well as an independent auditor's report, in which PKF grants an unqualified audit opinion on the 2009 financial statements, are published below.





BALANCE SHEET	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
ASSETS					
FIXED ASSETS	11 455,24	11 188,20	6 864,07	8 123,16	3 954,35
Intangible assets	3 333,33				
Tangible assets	8 121,91	11 188,20	6 864,07	8 123,16	3 954,35
Plant, machinery and equipment	1 288,80	1 852,21	705,62	720,00	
Furniture and vehicles	6 833,11	9 335,99	618,45	7 403,16	3 954,35
CURRENT ASSETS	4 016 610,62	3 070 073,08	1 836 541,88	1 114 077,73	779 369,73
Stocks and contracts in progress	1	1	1	1,00	1,00
Stocks	1	1	1	1,00	1,00
Goods purchased for resale	1	1	1	1,00	1,00
Amounts receivable within one year	461 702,59	276 474,82	612 907,53	244 471,13	321 106,45
Trade Debtors	381 278,93	251 963,28	607 047,58	242 054,91	306 855,12
Other amounts receivable	80 423,66	24 511,54	5 859,95	2 416,22	14 251,33
Cash at bank and in hand	3 456 785,49	2 785 320,44	1 222 304,95	858 270,87	448 781,80
VLIR-ICT, DNS Fund	2 242 792,29	1 594 320,70	145 625,83	310 832,24	292 758,68
Own Cash	1 213 993,20	1 190 999,74	1 076 679,12	547 438,63	156 023,12
Deferred charges and accrued income	98 121,54	8 276,82	1 328,40	11 334,73	9 480,48
TOTAL ASSETS	4 028 065,86	3 081 261,28	1 843 405,95	1 122 200,89	783 324,08

BALANCE SHEET	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
LIABILITIES					
CAPITAL AND RESERVES	1 628 908,90	1 384 405,24	1 132 378,80	304 058,17	71 171,03
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	655 070,47	639 603,47	629 973,47		
Profit carried forward	964 376,81	735 340,15	492 943,71	294 596,55	61 709,41
PROVISIONS	54 059,25				
Provisions for liabilities and charges	54 059,25				
CREDITORS	2 345 097,71	1 696 856,04	711 027,15	818 142,72	712 153,05
Amounts payable within one year	1 570 172,26	223 063,02	390 396,85	146 643,19	363 737,15
Financial Debts					1 379,55
Trade debts	270 058,57	164 102,89	353 629,39	88 075,48	265 611,67
Suppliers	270 058,57	164 102,89	353 629,39	88 075,48	265 611,67
Advances received on contracts in progress	1 247 341,65	0,00	0,00	27 610,45	68 790,09
Taxes, remuneration, and social security taxes	51 108,40	57 296,49	35 056,61	30 957,26	25 815,83
Taxes	6 081,94	31 315,30	4 524,07	1 664,27	9 428,18
Remuneration and social security	45 026,46	25 981,19	30 532,54	29 292,99	16 387,65
Other amounts payable	1 663,64	1 663,64	1 710,85		2 140,01
Accrued charges and different income	774 925,45	1 473 793,02	320 630,30	671 499,53	348 415,90
TOTAL LIABILITIES	4 028 065,86	3 081 261,28	1 843 405,95	1 122 200,89	783 324,08

INCOME STATEMENTS	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
Operating income	A 1 629 270,85	1 588 984,83	1 623 740,55	923 549,35	528 147,01
Turnover	1 136 135,82	1 112 344,89	692 919,69	772 485,91	416 078,22
Contributions, donations, grants, etc	483 514,67	449 774,88	927 798,58	151 052,89	110 640,62
Other operating income	9 620,36	26 865,06	3 022,28	10,55	1 428,17
Operating charges	(-) 1 347 811,89	1 359 899,65	808 104,48	699 132,86	515 120,60
Intermediate consumption	B 1 023 368,15	1 089 587,63	619 216,70	551 559,98	356 111,11
Raw materials, consumables and goods for resale	730 505,37	773 879,97	362 668,83	451 665,52	293 623,75
Purchases	600/8 730 505,37	773 879,97	362 668,83	451 665,52	293 623,75
Increase (-);decrease(+) in stocks					
Services and other goods	292 862,78	315 707,66	256 547,87	99 894,46	62 487,36
Gross Margin (Pos result)	A-B 605 902,70	499 397,20	1 004 523,85	371 989,37	172 035,90
Remunerations, social security costs and pensions	202 613,28	187 298,75	149 894,32	139 210,98	118 875,24
Depreciation of and amounts written off formations expenses intangible and tangible fixed assets	6 042,96	6 106,10	3 912,79	3 660,75	1 485,21
Provisions for Liabilities and charges:					
Appropriations (+/-)	54 059,25				
Other operating charges	115 787,50	76 907,17	35 080,67	4 701,15	38 649,04
Operating profit	(+) 227 399,71	229 085,18	815 636,07	224 416,49	13 026,41
Financial income	18 184,42	26 072,49	13 450,71	9 483,91	5 432,13
Income from current assets	17 966,98	23 631,70	13 310,71	8 279,81	5 420,87
Other financial income	217,44	2 440,79	140,00	1 204,10	11,26
Financial charges	(-) -1 080,47	-3 131,23	-766,15	-1 013,26	-1 102,88
Interest nad other debt charge	22,21	205,92	14,16	74,38	77,34
Other financial charges	1 058,26	2 925,31	751,99	938,88	1 025,54
Profit on ordinary activities	(+) 244 503,66	252 026,44	828 320,63	232 887,14	17 355,66
Extraordinary income	(+) 0,00	0,00	0,00	0,00	576,64
Write back of depreciations					576,64
Profit for the year	(+) 244 503,66	252 026,44	828 320,63	232 887,14	17 932,30
Profit for the period allocated to funds	(-) 15 467,00	9 630,00	629 973,47	0,00	0,00
Profit for the period to be carried forward	(+) 229 036,66	242 396,44	198 347,16	232 887,14	17 932,30

Reviseurs d'entreprises **PKF** Business advisers

CLOSE THE GAP INTERNATIONAL VZW
 PLEINLAAN 2
 1050 BRUSSELS (ELSENE)
 RPR/RPM: 0860.353.772

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, 2009

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, 2009, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 4.028.065,86 and a positive balance for the year of EUR 244.503,66.

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 (Institut des Réviseurs 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 considered the association's accounting system, as well as its internal control procedures. We have obtained from management and from the association's officials the explanations and information necessary for executing our audit procedures. We have examined, on a test basis, the evidence supporting the amounts included in the financial statements. We have assessed the appropriateness of accounting policies and the reasonableness of the significant accounting estimates made by the association as well as the overall financial statement presentation. We believe that these procedures provide a reasonable basis for our opinion.

Tel +32 (0)2 242 11 40 | Fax +32 (0)2 242 03 45 | brussels@pkf.be | www.pkf.be
 PKF reviseurs d'entreprises SCRL | société civile à forme commerciale
 Avenue de la Mitologie 10, boîte 15 | 1130 Bruxelles
 Siège social | Pleinlaan 2 | 1050 Anvers | TVA BE 0439 814 826 | RPM Anvers

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PKF Business advisers

In our opinion, the financial statements for the year December 31, 2009 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 (foundation) 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:

- 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 12, 2010

PKF revisours d'entreprises SCRL
 Represented by



Gunther Loits
 Registered Auditor | Partner



11. Vision of the future

As indicated in this annual report, 2009 has been a very important year for Close the Gap.

The partnership with DNS BE, the increase of donations, the increase of strategic and supportive partners, the growth of supported projects...etc. All this without forgetting to stay focused on outstanding and transparent management of the day-to-day activities.

The year 2010 will also be a very challenging year for Close the Gap. Indeed the objectives have been set at several levels.

Since the establishment of the organisation in 2003, in terms of partnership, Close the Gap has always endeavoured to offer companies concrete opportunities to participate in reaching the "Millennium Development Goals" set forward by former Secretary General of the UN, Kofi Annan, at the turn of the millennium. Kofi Annan outlined eight target segments in which companies could make significant contributions. ICT and the transfer of knowledge are the criteria in which Close the Gap fits perfectly.

Furthermore, the aim of Close the Gap remains to further intensify and professionalise its relationship with partners and donors and to look for new strategic partners with a clear synergetic relationship towards Close the Gap. In terms of donations, the objective will be to maintain the growth, knowing that on top of wonderful donations coming from Belgium and the Netherlands, the start-up in France and Luxembourg will certainly play an important role as well.

Close the Gap also wants to further elaborate its relationship with its donors towards sustainable CSR-programmes (Corporate Social Responsibility) by means of its "Friends of Close the Gap" programme. This programme is a real asset and tool for Close the Gap's partners. It wants to commit donors and encourage them to support Close the Gap activities in developing countries in a sustainable and passionate way. In order to have the best programme to propose to its partners, Close the Gap is always refining this programme in close cooperation with its strategic partners.

On the project level, Close the Gap offers all-inclusive IT solutions to budget limited organisations in developing countries. The spread of ICT has given rise to noticeable opportunities for the development of the underprivileged population. As mentioned in this report, Close the Gap is exploring innovative trends in the market (notebooks, smartphones, toughbooks, low-energy consuming hardware, multi-screen technology... etc) in order to offer independent advice on these products and services. This is actually already becoming concrete through the establishment of a test lab at Close the Gap offices. The purpose of this testing laboratory is to examine the possibilities of all new and refurbished technologies and other affordable IT-equipment, so that Close the Gap can offer its projects the best solution based on their endeavour, potential and possibilities. Through partnerships with hardware manufacturers, Close the Gap is investigating the potential to provide a mix of re-used and new IT-equipment, enabling low income learners to gain access to the best available material at reduced cost price.



Additionally, Close the Gap wants to refine the digital inclusion by strengthening long-term sustainable partnerships with supportive organisations to better assist underserved communities. Through these partnerships Close the Gap can harmonise its efforts with other stakeholders in order to build local solutions that take care of the whole project cycle. These solutions include delivery of local services in selection of beneficiaries, training of staff, maintenance support, take-back warranty, curriculum development etc. In the near future special attention in this regard will definitely go to assuring a full supply chain solution in terms of take-back and recycling of old equipment once it becomes e-waste.

“The importance of information technologies for educational use cannot be underestimated. It gives developing countries the opportunity to skip an entire generation of infrastructure by going directly to internet technology. I strongly believe in partnerships, in joining forces and in together making this world a better place, where opportunities can be seized by everyone.”

Archbishop em. Desmond M. Tutu
Close the Gap Advisory Board member

This is why the the non-profit WorldPC was recently created and the e-waste feasibility study on the business potential of setting up recycling and dismantling centres for e-waste treatment in Eastern Africa is so important for the organisation and its partners. As mentioned in “The Green Perspective” chapter, Close the Gap keeps focusing on its green role in total compliance with current, environmental standards and legislation and keeps track of all changes and directives in order to stay ahead on topics concerning this matter. The development of this study clearly shows that the intention of Close the Gap goes further than just complying with legislations. This is primordial since today the dumping of electronic waste, due to lack of recycling facilities, causes both serious health

problems for the population as well as significant environmental damage.

The recent collaboration with the United Nations also demonstrates the will of Close the Gap to play a stronger role in terms of ICT for development, strongly believing that this is only the beginning of a new story for Close the Gap, its partners, its donors, its ambassadors, its team and its supporters...

To conclude, one should be aware that a social enterprise (non-profit organisation) is in constant need to assure the continuity of its self-sustainability. Therefore, actual important partnerships and donations should be put in a long-term perspective. Close the Gap has a funding plan to ensure that the ending of significant financial partnerships in a couple of years will be followed up by a range of diverse other partners. This exercise is backed by a proper risk assessment.

12. Contact details

Close the Gap Int. VZW/ASBL
Registration number: 860353772

REGISTERED HEADQUARTERS & POSTAL ADDRESS

c/o Vrije Universiteit Brussel
Pleinlaan 2
1050 Brussels
Belgium

OFFICE & VISITORS ADDRESS

Triomflaan 36
1160 Brussels
Belgium

Phone: +32-2-629 12 64
Fax: +32-2-611 60 69

Email: info@close-the-gap.org
Website: www.close-the-gap.org

Bank account: 001 4128329 85
BIC: GEBABEBB
IBAN: BE89001412832985
(FORTIS BANK)

VAT number Belgium: BE 0860 353 772
VAT number the Netherlands: NL8153.23.062.B01



Olivier Vanden Eynde
Close the Gap General Manager

Colophon

Close the Gap International VZW
c/o Vrije Universiteit Brussel
Pleinlaan 2, 1050 Brussels, Belgium

COMPOSITION:

Overall coordination: Mrs. Aurélie Dupont,
Operations Director at Close the Gap

English adaptation and re-reading:
Ms. Rozan Jongstra

Foreword: Prof. em. Dr. Wim A.G. Blonk,
Chairman Close the Gap

Foreword "DNS BE" chapter: Mr. Piet Spiessens,
DNS BE Board of Directors President

Foreword "Activities in Europe" chapter:
Mr. Danny De Raymaeker, COO KBC Group –
Executive Director

FINANCIAL INFORMATION:

PKF International

EDITOR

Close the Gap International vzw

PICTURES

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Philippe Leyssens - www.fotofilip.be

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Close the Gap projects and were provided by
partner organisations, staff members and volunteers.

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CLOSE THE GAP
BRIDGING THE DIGITAL DIVIDE

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