

# ANNUAL REPORT 2010



**CLOSE THE GAP**  
BRIDGING THE DIGITAL DIVIDE



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# CHAIRMAN'S FOREWORD



In the Northern part of the European Union, the year 2010 will be remembered as the year in which the financial and economic crisis of 2008 and 2009 retreated and the appearance of a first prudent revival of the economy, creating new jobs and improving the expectations of the industry and households.

In my Chairman's Foreword of the annual report 2009, I already indicated that during the financial and economic crisis Close the Gap had been able not only to consolidate but even to slightly strengthen its position in the field of ICT4Development with reconditioned computers. I am proud to say that this statement has also been valid for 2010.

In comparison with the previous year, the 2010 balance sheet total increased by more than 20% and reached the amount of € 4,88 million. This resulted in a net positive result of just over € 220,000. Furthermore, the project development (turnover) increased by 33 % whereas the involved costs linked to this increase augmented by only 26 %.

The reasons for this positive development are threefold: a solid structure of Close the Gap's organisation a long term vision and strategy that is pursued in a responsible and flexible manner, as well as the fact that Close the Gap is offering its donors and strategic partners a well-balanced and efficient approach towards corporate social responsibility.

In 2010, Close the Gap received more than 16,000 assets, whereas no less than 15,360 computers were installed in projects: 11,190 in 114 projects in developing countries and 4,170 in 158 projects in the 4th world in the context of the PC Solidarity programme in Belgium.

As during previous years, the year 2010 produced some important events for Close the Gap, namely:

- A field visit in Cameroon was organised in February with KBC and the Belgian Raiffeisen Foundation (BRS);
- In May/June, Close the Gap organised its 3rd strategic partner trip. This time the destination was Tanzania and Uganda;
- In June, Close the Gap was appointed member of the United Nations Department of Public Information (UNDPI). This implies that our organisation is formally recognised as an NGO by the United Nations. This membership will, without any doubt, offer ample opportunities worldwide for Close the Gap;
- On October 31st, Close the Gap was invited by Air

France-KLM to participate in the inaugural flight to Kigali (Rwanda). A shipment of high-quality reconditioned computers was on board for one of Close the Gap's projects in Rwanda. As senior board members of KLM and Air France were present, this became a unique opportunity for Close the Gap to draw attention to the activities of our organisation in Kenya and Rwanda;

- In November, Close the Gap received the Belgian Human Resources Award for the best HR contribution.

Close the Gap is developing more and more from an organisation that mainly sends reconditioned computers to developing countries into an organisation that offers its project holders all-inclusive solutions: a process that already started back in 2009. Nowadays Close the Gap cooperates with no less than 14 supportive partners and seven service partners in the various countries where it is active. It is of utmost importance that this process will continue and even be intensified in the years to come.

As far as e-waste is concerned, Close the Gap - under the heading of WorldPC - coordinated and co-financed the development of a study on an integrated and sustainable e-waste management solution for the East-African community. This study resulted in a down-to-earth business plan based on a recurrent funding system.

WorldPC - developed by Close the Gap - will not be limited to activities coping solely with e-waste. In a next stage, WorldPC will address questions like setting up a technical laboratory for testing specific IT-equipment for developing countries, consolidating purchase of IT-assets, developing specific software, access to venture capital etc. It is also envisaged to incorporate an academic and scientific research section in WorldPC concerning ITC4Development. It is expected that in the near future Close the Gap will start the process of attracting new members for WorldPC in Europe and elsewhere (USA, Canada, Australia, Africa, etc.) so that this organisation can further develop on its own merits and possibilities.

Professor em.  
Dr. Wim A.G. Blonk  
Close the Gap Chairman



Professor em. Dr. Wim A.G. BLONK  
Close the Gap Chairman

# ORGANISATION



## 1.1. ABOUT

Close the Gap is an international not-for-profit organisation, recognised as a United Nations DPI NGO<sup>1</sup>, which 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 companies in 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.

Together with all donors of Close the Gap, a total of hundreds of thousands of students receive access to an enhanced education and increased opportunities as a result. Offering an alternative to just recycling, Close the Gap provides a full service for companies and institutions wishing to reuse their computer equipment in a socially and environmentally responsible way. 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.

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.

Close the Gap has now (by the end of the year 2010) collected an excess of 160,000 computer assets from donors in Belgium, France, Germany, Luxemburg and the Netherlands. These are being used in learning centres in sub-Saharan Africa, South-East Asia, Latin America and, more recently, also in employability programmes in the Benelux. 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. Taking some assumptions into consideration, the fully implemented programmes in the various projects should have reached a minimum of one million unique users on a weekly basis. Users are mostly learners, but also young entrepreneurs, medical staff, parents and many civil society stakeholders. Those programmes will definitely also have allowed thousands of young adults access to computer literacy through adult education programmes within our supportive partners' educational programmes. 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.

Close the Gap adopts an all-round and comprehensive solution to computer education, which not only provides computers, but also provides teacher training, educational (online) software, technical support (both local and from a distance) with supportive/service partner organisations and sustainable best practice e-waste collection, dismantling and treatment when the computers eventually do reach the end of their useful life.

<sup>1</sup> See Chapter "United Nations" for more information on this association.

While Close the Gap does not offer aid to any project, the organisation provides tools that can be put to good use and that 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. Close the Gap therefore aims to emphasize equal partnerships that work in a supply-demand equilibrium with all our developing countries' stakeholders, rather than being a traditional "aid-focused" organisation.

Even when considering the vast scale of the 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](http://www.un.org/millenniumgoals)

## 1.3 KEY FACTS & FIGURES

### FOUNDATION DATES

- **March 1st 2001:** De facto association (unofficial start-up at Vrije Universiteit Brussel)
- **September 4th 2003:** Official establishment of the legal entity by deposition of the articles of association at the Brussels Chamber of Commerce
- **May 2004:** Official launch in the Netherlands
- **March 2006:** 1st strategic partner study visit - Belgian crown prince Philippe and princess Mathilde visit one of Close the Gap's support projects in Cape Town (South Africa) with Archbishop M. Desmond Tutu
- **October 2007:** Close the Gap receives its 50,000th computer
- **March 2008:** 2nd strategic partner study visit in Cuba
- **November 2008** Close the Gap receives its 100,000th computer
- **November 2008:** CIO Pledge with call for PC donation by Dutch CIO community in the Netherlands

- **March 2009:** PC Solidarity official launch in Belgium
- **September 2009:** Close the Gap becomes founding member of the spin-off WorldPC vzw/asbl
- **December 2009:** UN GAID forum member & recognition as UN Global Compact Programme supporter
- **June 2010:** 3rd strategic partner study visit in Tanzania and Uganda
- **July 2010:** Close the Gap recognised as an official NGO by the United Nations (United Nations Department of Public Information)

"Since 2003, Close the Gap has continued to grow impressively. This on all different levels: strategic partners, donors "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 for 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

### YEAR ON YEAR - 2010

- **Number of assets received: 16,000**
- **Number of assets distributed: 15,360**
- **Number of supported projects in developing countries: 114**
- **Number of supported projects in Belgium – for PC Solidarity: 158**
- **Number of countries worked with: 25**

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 161,000 assets from its numerous donors in Europe. About one-third of that number qualified following the organisation's high-quality standards. On the project side, this has translated into more than 65,000 pieces of IT equipment that have been transferred from Western companies to projects in developing countries

## 1.4 STRUCTURE & ORGANISATION

### CLOSE THE GAP - ORGANISATIONAL AND LEGAL STRUCTURE

Close the Gap Int. VZW/ASBL<sup>2</sup>

Registration number: 860353772

VAT Belgium: BE 0860 353 772

VAT The Netherlands: NL 8153.23.062.B01

### CLOSE THE GAP - REGISTERED HEADQUARTERS & POSTAL ADDRESS

c/o Vrije Universiteit Brussel

Pleinlaan 2, 1050 Brussels, Belgium

### CLOSE THE GAP - OFFICE & VISITOR'S ADDRESS

Karel Van Miert Building<sup>3</sup>

Pleinlaan 5, 1050 Brussels, Belgium

### CLOSE THE GAP – TEAM

#### Mr. Olivier VANDEN EYNDE

Managing Director & Founder

#### Mrs. Aurelie DUPONT

Operations Director

#### Mr. David LEYSSENS

Head of projects

#### Mr. Peter MANDERICK

Project Manager

#### Mrs. Danuta SARNA

Management Assistant



Close the Gap team

<sup>2</sup> ASBL = Association Sans But Lucratif; VZW = Vereniging Zonder Winstoogmerk

<sup>3</sup> The Karel Van Miert Building has more than 10,000m<sup>2</sup> office spaces and brings together everyone at the Vrije Universiteit Brussel who is concerned with internationalisation. Home of the Institute for European Studies (IES), the International Relations and Mobility Office (IRMO), the Brussels Institute for Contemporary Chinese Studies (BICCS), Kent University, Vesalius College, UCOS and Close the Gap Int.

## CLOSE THE GAP – 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 has been 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 Systems 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 ICT4Development. 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 Tisseire fruit syrup company (based in France, as a part of Britvic International Plc).

### **Mr. Olivier VANDEN EYNDE<sup>4</sup>**

Mr. Vanden Eynde founded Close the Gap in September 2003 at the Solvay Business School, as a mini-enterprise and spin-off of Vrije Universiteit Brussel. 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 global platform in ICT4Development.

### **Mr. Guido VANDERVORST**

Managing partner of the Enterprise Risk Services division within Deloitte Belgium, Mr. Vandervorst 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.

"I am thrilled to support Close the Gap. They are building bridges of understanding and knowledge. As social entrepreneurs, they focus on the process of teaching a person to fish instead of giving a fish as a handout. 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 & member of Close the Gap Board of Recommendation

## CLOSE THE GAP – BOARD OF RECOMMENDATION

### **Viscount Etienne DAVIGNON**

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

### **Prof. Dr. Marc DESPONTIN**

Professor at the Vrije Universiteit Brussel

### **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**

Ambassador D.G.O & Amsterdam Dinner  
Ambassador STOP AIDS NOW!

### **Mrs. Corinne LEPAGE**

Member of European Parliament  
Former Minister of Environment, France  
Partner at Law firm Cabinet Huglo Lepage Associés

### **Prof. em. Dr. Silvain LOCCUFIER**

Honorary Rector of Vrije Universiteit Brussel

### **Baron Dr. Peter PIOT**

Chairman King Baudouin Foundation  
Former Executive Director UNAIDS

### **Prof. Dr. Jan PRONK**

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

### **Prof. h.c. Dr. Harold E. ROBLES**

Founder & President Medical Knowledge Institute (MKI)

### **Count Jacques ROGGE**

President International Olympic Committee (IOC)

### **Mrs. Sylviane TOPORKOFF**

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

### **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 Vrije Universiteit Brussel  
ProRector Vrije Universiteit Brussel

Close the Gap owes late **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.

"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 of 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 & member of Close the Gap Board of Recommendation

<sup>4</sup> Via a management contract, representing OKMGM bvba.

## CLOSE THE GAP – COUNSELORS

### Mr. Corjan BAST

#### Counselor North America

Mr. Bast seeks opportunities to build a network of contributing and strategic partners for Close the Gap by communicating and promoting its mission, which strongly aligns with his own personal goals. He is a Global Product Manager for ITpreneurs, a learning content and instructor provider for IT best practices training. He works closely with IT vendors and executives to discuss how to best leverage innovative learning solutions. In addition, he collaborates with industry professionals to publish articles and deliver presentations on the latest trends in the IT Governance arena. Mr. Bast resides in Tampa, Florida.

### Mr. Remko DALKMANN

#### Counselor for Andes Region Latin-America

Mr. Dalkmann is a publicity professional moving to Ecuador in 2011. He is interested in using his presence in Ecuador for Close the Gap in order to assess potential synergies with ICT Development projects in the Ecuador, Peru and Bolivia region.

### Mrs. Anne HERMAN

#### Counselor for Africa

Mrs. Herman has a background in institutional & public policy development and has worked for 20 years as a parliamentary advisor (Belgium), specialised in international issues. She was involved with Close the Gap right from the start and coordinated one of the first school projects in Mali. As an international expert in development (2001 >), she has conducted numerous monitoring and evaluation missions within a large variety of projects, funded by international donors. Mrs. Herman contributes extensive field knowledge of development problems and policies, especially in Africa.

### Mr. Jean-François SOUPIZET

#### Principal Counselor

Mr. Soupizet, a graduate from the French National Statistics and Economic Administration School (ENSAE), is doctor of economics at the Université Libre de Bruxelles and member of Futuribles International, a French think tank in Paris. He has mainly devoted his career to information

and communication technology (ICT) in the field of development. Mr. Soupizet occupied various positions in the French Co-operation, the United Nations and during the last 20 years in the European Commission, notably as Head of International Relations for the Information Society Directorate General. He contributed, in particular, to the Community positions for the World Summit on the Information Society (WSIS Geneva, December 2003; Tunis, November 2005). Mr. Soupizet published "la Fracture numérique Nord Sud", Paris Economica 2005, and edited "Nord et Sud Numériques", in "les Cahiers du numérique", Hermes Science Europe, Paris 2002. Mr. Soupizet is well positioned to support Close the Gap in its strategic objectives.

### Mr. Rafael TORRES

#### Counselor for Central America

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

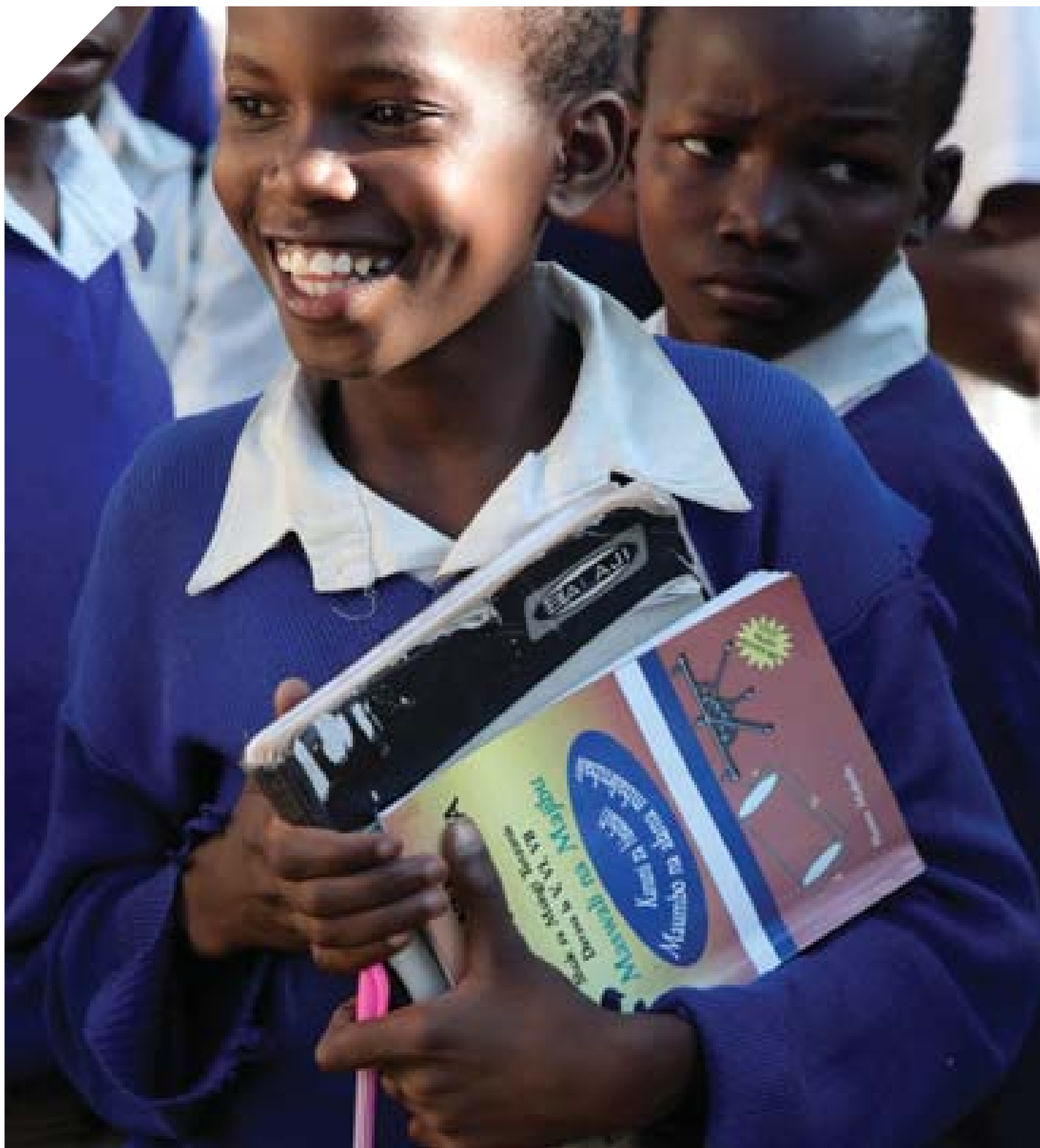
### Mrs. Nel WAGNER

#### Counselor for Africa

Mrs. Wagner became interested in the ICT issues through a PC donation from KPN to a school network in Africa. She was involved in the founding of the "1 million PCs for Africa Campaign" for Schoolnet Africa. Mrs. Wagner showed a very strong commitment to link Close the Gap to World Links Zimbabwe and other service partners in Uganda, Nigeria and Suriname.



# EVENTS & NEWS 2010



## JANUARY

### **IICD, Hivos and OneWorld.nl organised Fill the Gap! event in Amsterdam.**

On January 15th, an Open Space event took place on the potential of new media and youth in developing countries. The event was part of the Fill the Gap! event series organised each year by Hivos, IICD and OneWorld.nl. Fill the Gap! is a meeting place for everyone interested in ICT and international development cooperation.

At the 7th edition of Fill the Gap!, people were invited to share ideas about how international development cooperation can use the potential power of digital natives to tackle problems associated with development. Digital natives are the youth of today for whom the use of new technology is the most natural thing in the world. Shaped by the digital era and at ease with creativity, these innovators have the ability to use new media to change the world.

The kick-off was hosted by Jennifer Corriero, co-founder of Taking IT Global: the international platform for youth and the use of new media for a better world. She delivered an inspiring speech about different types of digital natives and how best to involve them in solving development problems. All participants were then invited to bring in ideas to discuss during the open space sessions with people from new media, the business world and the international development sector.

More information: [www.fill-the-gap.nl](http://www.fill-the-gap.nl).

### **Close the Gap mission in the East-African community.**

Following a desk study on existing systems for e-waste management in the East-African community, Close the Gap organised a first field mission with two experts to gather missing information for establishing a business plan for the implementation of an e-waste sustainable management system.

Close the Gap visited Uganda, Tanzania, Kenya and Rwanda. In each country, e-waste companies, public authorities, informal economy actors, NGOs, institutional donors and financial institutions were visited.

This mission was very useful and it brought together main stakeholders interested in playing a role in the establishment of an e-waste management system in the East-African community. Based on this information, the objective was to establish a business plan by November 2010. This plan will help the further professionalisation of an e-waste management system for collection, dismantling and recycling of e-waste. It will ultimately support actions aimed at building a comprehensive financial and legal framework for the region.

## FEBRUARY

### **Stop the E-Waste program (StEP) conference: 3rd annual Open Meeting.**



On February 4th, Olivier Vanden Eynde, Managing Director of Close the Gap, attended the Open Meeting of StEP in Bonn, Germany.

The objective of the 3rd annual StEP Open Meeting was to discuss ways to strengthen the cooperation of various UN organisations. It was not solely focused on information sharing, but more on concrete cooperative work between UNU, UNEP, SBC, UNIDO, UNCTAD, OEMs, recyclers, refurbishers, governments, academia and NGO's.

Participation was limited to StEP Members and guests only. Close the Gap was one of the guests and is considering becoming an associate member of StEP. Olivier Vanden Eynde represented the standpoint of non-profit ICT4Development refurbishing organisations. The meeting was very interesting for Close the Gap when taking the current study on e-waste in EAC into account.

Olivier Vanden Eynde also discussed the process of this endeavour with Umicore, Philips, Empa, UNIDO and representatives of various African nations.



StEP is an initiative of various UN organisations with the overall aim to solve the e-waste problem. Together with prominent members from the industry, governments, international organisations, NGOs and the science sector actively participating in StEP, they initiate and facilitate approaches towards the sustainable handling of e-waste. Feasible and environmentally-safe solutions for the e-waste problem are developed in five Task Forces.  
More information: [www.step-initiative.org](http://www.step-initiative.org)

**KBC-BRS-Close the Gap: Field visit in Cameroon.**

Between February 20th and 28th, Close the Gap visited the head office of the Cameroon Cooperative Credit Union League (CamCCUL) in Bamenda along with a delegation of Close the Gap's Strategic Partner, KBC, and Supportive Partner, BRS (the Belgian Raiffeisen Foundation).

The objective of this mission was to evaluate the positive outcomes of the partnership between CamCCUL, BRS and Close the Gap. It also gave Close the Gap the opportunity to visit and measure the level of satisfaction of several CamCCUL affiliates. Thanks to the support of BRS, Close the Gap sent 500 PCs, 100 printers, and 450 laptops to CamCCUL in 2008.

By the end of 2009, CamCCUL had 205 affiliated Cooperative Credit Unions spread throughout the ten Regions of Cameroon. Cooperative Credit Unions in Cameroon deal mostly with people with very low incomes. The majority of them need computers to improve their information management systems as a pre-requisite for their growth and development.

CamCCUL's restructuring plan embraced the computerisation of its network, but was also constrained by the lack of funding for expensive computers for the Credit Unions. However, the partnership between BRS and Close the Gap ultimately resulted in the supply of refurbished computers to these struggling MFIs, which came as a great relief.

More information:  
[www.kbc.be](http://www.kbc.be)  
[www.brs-vzw.be](http://www.brs-vzw.be)  
[www.camccul.org](http://www.camccul.org)



KBC-BRS-Close the Gap delegation visiting Bamendi Cooperative Credits Unions Ltd.

"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

**MARCH**

**Close the Gap participated in Dutch CIO Show.**

Over 200 Chief Information Officers (CIOs) and leading managers of the Dutch ICT vendors were spectators of the Innovation Awards ceremony.

Maarten de Vries (Philips), Schiphol Group and SIG (Software Improvement Group) were the winners of the TIMMIES: Innovation Awards 2010. They had been selected as winners in the following three categories: the most innovative CIO, the most innovative company, and the most innovative ICT Vendor. These awards are an initiative of ICT Media and CIO Magazine, meant to stimulate innovative projects for vendors as well as for customers of information technology.

This event was also the right place for the organisation to use its "momentum" on over 200 ICT decision makers, giving them an update on Close the Gap's "memorandum". A presentation was given on the total amount of PCs already donated to Close the Gap by the Dutch CIO community. An astonishing 18,000 of the pledged 30,000 have already been donated.

Olivier Vanden Eynde, Close the Gap's Managing Director, was happy to showcase - with some pictures - the state of the recent public computer rooms' implementation at the Limpopo University in South-Africa.

Close the Gap was also proud to attend the handover of a € 20,000 donation by CharITy's Chairman to Close the Gap's partner IICD, director Caroline Figueres.  
More information: [www.ictmedia.nl](http://www.ictmedia.nl)



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

**SAS Institute, new Strategic Partner for Close the Gap**

SAS Belux signed a partnership with Close the Gap. SAS not only donates the proceeds from the internal sales of used equipment, but also developed a solution for computerised business reporting. This application was developed at SAS by an intern from the Katholieke Hogeschool Leuven. Thanks to this solution, Close the Gap will have a clear view on what material is given by the donors and on top of that, the organisation can make sure that the right IT equipment can be allocated on advantageous terms to development projects both at home and abroad.

SAS supports this project because it covers two parts that are perfectly in line with its philosophy of sustainable business: consciously dealing with the environment - in this case, the promotion of sustainable use and recycling - and taking social responsibility.



Mr. Olivier Vanden Eynde (Close the Gap Managing Director & Founder) and Mrs. Aurelie Dupont (Close the Gap Operations Director) with Mr. Patrick Van Deven (SAS Institute Country Manager), Mrs. Lieve Goedhuys (SAS Institute former Customer Relationship Manager) and Mrs. Karen Baerts (SAS Institute Training Consultant)

**CeBIT Conference 2010.**

There was a truly infectious sense of enthusiasm at the CeBIT conference in Hannover. Close the Gap's Managing Director, Olivier Vanden Eynde, visited the conference for a full day, with a clear and substantial programme keeping specific ICT projects in mind for Close the Gap and WorldPC. The main interests for Close the Gap were ITC4Development projects and green IT innovations for energy-friendly consuming hardware in developing countries.

Power-saving technology for personal computers was a hot item during this CeBIT conference. We all, in the North and in the South, senselessly use enormous amounts of power for idle personal computers and their components every day! Olivier Vanden Eynde was able to visit numerous stands showcasing developments of a brand new system to switch a personal computer and connected device to a genuine "off"- mode instead of the usual stand-by mode. This would cut connection to the 230V power-system without any user action and causes 0 Watt stand-by consumption. Energy costs may drop significantly!

This could prove to be beneficial for private households as well as for schools and other public environments operating large amounts of computers and information technology.

4,157 companies from 68 countries exhibited at CeBIT 2010. One in every five CeBIT visitors was from outside Germany. A slight decrease in attendance from America was offset by larger numbers from Asia in 2010. European attendance was on a par with last year's high attendance rates. The CeBIT conference successfully reinforced its profile as an international economic policy platform.

More information: [www.cebit.de](http://www.cebit.de)



**ICT Delta 2010.**

Prof. em. Dr. Wim A.G. Blonk, Close the Gap's Chairman, and Olivier Vanden Eynde, Close the Gap's Managing Director, attended the ICT Delta 2010 conference. Olivier Vanden Eynde was one of the keynote speakers in a session called "the World", lead by moderator Mr. Hennie Wesseling, ex CIO of TNT and member of WorldPC's Board of Directors.

At ICT Delta 2010, 1,600 European ICT experts, policy makers, and stakeholders met, while Mrs. Neelie Kroes, EU Vice-President, responsible for the Digital Agenda (and former member of Close the Gap Board of Recommendation) unveiled plans and priorities for the European ICT Agenda.



Mrs. Neelie Kroes, EU Vice-President, responsible for the Digital Agenda and former member of Close the Gap Board of Recommendation.

One of the important milestones of the visit was the participation in the global "the World" session. This was a live connection during the first BarCamp in Africa, online between Macha and ICT Delta 2010 in Rotterdam, The Netherlands. The Zambian team took time to learn from ICT developments in Europe and European participants learned from the Zambian team how telecentre developments impact the lives of the people in rural Zambia, including how to integrate the gender issue in ICT. Using the live webcam, information exchange on ICT between participants of the ICT Delta 2010 and Zambian team took place. The other significant exchanges during the visit were the important research models in ICT and how their outcome could impact rural livelihoods.

Close the Gap's Head of Projects David Leyssens is in touch with Macha Works about aligning the offer and demand with Close the Gap, so as to work together in the near future.

On top of this inspiring presentation on ICT4Development, it was an encouraging day filled with introductions to several alluring technological applications.

Meetingspot has won the ICTRegie Startersprijs 2010, which consists of €10,000 and a 3D printed trophy. Meetingspot is a Dutch company offering an online marketplace for temporary accommodation, events, and event locations. Mrs. Neelie Kroes rewarded the team of young ICT entrepreneurs.

More information: [www.ictdelta2010.nl](http://www.ictdelta2010.nl)

**Close the Gap Ambassador Day 2010.**

Close the Gap organised its "Ambassador Day" on March 31st in 's-Hertogenbosch in the Netherlands. This year's host was ICT Media, new Strategic Partner for Close the Gap. As usual, Close the Gap's Strategic Partners attended the event, but this year important donors were in attendance as well. Some of the guests included ABN AMRO, Pro Rail and NXP. Ambassador Day 2010 was an occasion for Close the Gap to look back on several achievements for 2009 and to present projects as well as objectives for the upcoming year.

**APRIL**

**ICT programme for 65 schools in Indonesia.**

In 1999, the Indonesian government mandated that each child must go to school for nine years. However, too many children drop out of school before they reach the end of junior high school, while some even quit in the primary grades.

During a Close the Gap mission in the first week of April 2010, a delegation from Close the Gap and Mr. De Ruyter, a volunteer from Double Dutch, visited the local education authorities from the District of Dinas Pendidikan Kabupaten Buleleng, namely the Pelaksana Pendidikan Kecamatan Sawan Unit. This district (Lovinia, Buleleng - North Bali, Indonesia) includes a total of 65 primary and high schools eligible to deploy public computer education rooms within the schools and the public libraries.

A first pilot project of about 40 PCs was successfully installed in the Banjar Dinas Dalem, Desa Kerobokan Kecamatan

Sawam school, with support from the principal and head ICT teacher. This pilot project has been accomplished with significant and valuable support from different partners, among others Heineken, Multi Bintang Indonesia (import, logistics), Ricoh Netherlands (multifunction equipment), KLM (transport), Metri BV (project management) and the local Dutch and Belgian authorities. As a consequence of this successful pilot project, Close the Gap is currently assessing, together with local authorities, how to best distribute a total of approximately 3,500 to 7,000 PCs within the 64 other schools and public libraries. Close the Gap also sat down with "Citra Usadha Indonesia", the local umbrella organisation for AIDS/HIV information centres, to discuss how the 10 national centres could be soon benefiting from digital education programmes.



"We believe that the value creation in our Corporate Social Responsibility will ensure PT Multi Bintang Indonesia's business sustainability. We believe that education is the most important aspect to improve people's welfare. Thus, we are committed to improving education quality by coordinating with several academic institutions, providing both scholarships and opportunities for interns."

Multibintang and Heineken Indonesia

## JUNE

### Close the Gap 3rd Strategic Partner trip - Tanzania and Uganda.

This year, Close the Gap's strategic partner trip took place in Tanzania and Uganda. The trip was organised from May 26th till June 4th by Close the Gap in close collaboration with DNS.be.

The destinations were chosen for a very good reason, as Close the Gap and DNS.be developed a 3 to 5-year project that aims to support activities that close the digital gap in the East-African community (Uganda, Tanzania, Kenya, Rwanda and Burundi).

In 2009, the main focus was on Uganda. The general goals of the Ugandan project are to continue reducing the digital divide, to support the integration of people in the knowledge society through access to information technology and to sustain capacity building programmes in the field of ITC4Development. More specifically, DNS.be wants to support digital inclusion programmes for education in Uganda. Supporting the ICT campaign for secondary schools from the Ministry of Education in Uganda is also a top priority for DNS.be, along with the sensitisation of the importance for schools to train teachers and develop a full-chain product solution for computer equipment.

How is this all possible? Close the Gap and DNS.be selected partner organisations for ICT-capacity building in education in Uganda. Together, they will distribute computers to secondary schools throughout the 3 to 5-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, knowing that Close the Gap and DNS.be collaborate on a large scale. ICT development projects target the distribution of at least 8,000 computers by the end of 2011.



On top of DNS.be projects, Close the Gap has a number of projects in Tanzania and Uganda that are also supported by its network of strategic and supportive partners.

Every 2 years, the objective of this strategic partner trip is to allow Close the Gap's strategic partners to visit the projects they supported through Close the Gap.

On the one hand, this visit to the projects in Tanzania and Uganda offered the possibility to evaluate the first results of the implementation of computers and on the other hand, this partner trip is always a welcome opportunity to bring together people from our project and business communities in order to share experiences and discuss future partnerships. On top of this, the delegation wanted to inform local Belgian and Dutch authorities (embassies) on the Belgian and Dutch involvement from private partners in these projects.

This year the delegation consisted of several partners. Among others, DNS.be, Deloitte, Flection, Ricoh Netherlands and France, PKF International, SAS Institute and Vrije Universiteit Brussel were part of the delegation, and they validated the results of the many projects.

The type of projects visited in Tanzania went from healthcare in St Elisabeth Hospital, to welfare in Mwereni School for Blind and Visually Impaired Children or to educational in the St Joseph Vocational Training centre.

In Uganda, the delegation visited the International Health Science University (IHSU), the Mountains of the Moon University and also Kichwambe girls' schools and Nyakasure Secondary School. H.E. Ambassador for Belgium in Kampala, Mr. Gedopt, also welcomed the delegation for a cocktail at the Belgium embassy. The Embassy of the Netherlands and the United States of America were also present on this Close the Gap evening.



## JULY

### Close the Gap, member of the United Nations Department of Public Information (UN-DPI).

It is not without pride that Close the Gap's team has been recognised as a member of the United Nations Department of Public Information (DPI). This means that as of now, Close the Gap can be considered as an NGO recognised by the United Nations. The Committee of Non-Governmental Organisations of the Department of Public Information met later in June to consider the new applications from non-governmental organisations for association with the UN-DPI. Close the Gap has been selected amongst several other worldwide organisations.

This association constitutes a commitment on the part of Close the Gap to disseminate information and raise public awareness about the purposes and activities of the UN. Indeed, associated NGOs are expected to focus a portion

of their communication activities on the work of the UN. Also, Close the Gap is expected to keep the UN-DPI's organisations informed of its activities.

Non-governmental organisations have been partners of the DPI since its establishment in 1947. Through associated NGOs, DPI seeks to reach people around the world and help them to better understand the work and aims of the United Nations. The DPI/NGO Section is part of the department's Outreach Division and acts as its liaison between the United Nations and NGOs and other civil society organisations. It oversees partnerships with associated NGOs and provides a wide range of information services to them. These include weekly NGO briefings, communication workshops, an annual NGO conference and an annual orientation programme for newly associated NGOs.

Currently, there are 1,588 NGOs with strong information programmes associated with DPI. In Belgium, only 26 organisations are members. In the Netherlands, 21 organisations are members and in France, 59.

More information: [www.undpi.org](http://www.undpi.org) and [www.un.org/wcm/content/site/dpingorelations/index.html](http://www.un.org/wcm/content/site/dpingorelations/index.html)

## SEPTEMBER

### Close the Gap with a brand new website!

We are experiencing a digital revolution; new technologies have given birth to new means of interaction. Every day, new digital tools open new ways of expression for brands - pure chaos.



Native to this world of complexity, Emakina fuses imagination and innovation and orchestrates relevant points of convergence to build brand experiences that engage consumers... brand experiences that combine stories and emotions to create attention, interest and, ultimately, desire.

In the context of a brand new strategic partnership with Close the Gap, Emakina Foundation created, developed and produced a brand new website for Close the Gap. The briefing was quite open in order to express Emakina's creativity. The final result is available on [www.close-the-gap.org](http://www.close-the-gap.org) More information: [www.emakina.com](http://www.emakina.com)

## OCTOBER

### 100 high-end tablet laptops used for educational projects in Zambia.

In order to meet the demand of Close the Gap's project partners as much as possible, the organisation is constantly looking for opportunities to extend its product proposition and test innovative applications on the market. Thanks to Microsoft, Close the Gap was able to meet the demand of its supportive partner IICD to deliver 100 Toshiba tablet laptops to two educational projects in Zambia.

The first project is called ENEDCO. The objective of this project is to enhance the visual presentation of educational content. The ENEDCO project is a collaborative project between different schools in the Copperbelt region for developing the capacity of teachers to enhance their visual presentation skills and also to produce and share improved teaching materials.

The second project is called ESnet project and was also supported by tablet laptops. This Education Support Network shows how ICT enhances the quality of existing local teaching material in the Zambian classrooms. The laptops were intended for practitioners and software developers in the field as well as organisations that would like to learn from the experiences of this project to implement similar activities.

### Close the Gap attended Henkel IT Day in France.

On October 19th, Henkel France organised its first IT Day with the objective to sensitise its employees to IT trades within the company. During this internal event, Henkel and Close the Gap enhanced their recent collaboration on the life extension of Henkel's computers to Close the Gap projects.

"For both social & environmental reasons, we are really proud of our commitment to donate computers to Close the Gap. Besides the fact that we believe it is important to help developing countries, who have right to education, this partnership allows us to extend the life of our equipment in a professional and environmentally-friendly manner."

Fabrice DHALENNE  
responsible for IT infrastructure at Henkel France

### Close the Gap participated in annual BRS conference in Leuven.

On October 27th, BRS (the Belgian Raiffeisen Foundation) organised its annual congress to share its recent activities with affiliates and supporters. This year, Close the Gap was given the opportunity to enhance the strong collaboration between BRS, KBC and Close the Gap via the donation of 500 KBC-computers shipped off to microfinance projects in Cameroon. More information: [www.brs-vzw.be](http://www.brs-vzw.be)



KBC-BRS-Close the Gap representatives with a delegation from CamCCUL

### Close the Gap participated in the UN Global Compact event in Belgium: "European trends in CSR development: Enhancing cross-border dynamics within the UN Global Compact Local Networks".

On October 29th, the Global Compact Network Belgium (GCNB) - in cooperation with the United Nations Development Programme and the Belgian Ministry of Foreign Affairs - gathered international participants to explore European trends in Corporate Social Responsibility development. In the presence of Mr. Soren Petersen, Head of the UN Global Compact Office in NY, the GCNB welcomed over 100 participants from over 15 countries including local and international experts. This event aimed to explore new ways of enhancing cross-border dynamics within the UN Global Compact.

The different panellists were from the private sector, academia, civil society, government and non-government as well as from international organisations, including members of the European Parliament and the European Commission in the area of CSR in Europe, the Western CIS and the Caucasus.

Close the Gap was very pleased to participate in one panel discussion and by this, to share its process and activities with the high-level audience.

This important event was the ideal context for Close the Gap to present its new awareness video made by its strategic partner Leo Burnett Brussels.

Video available on Close the Gap website:  
[www.close-the-gap.org](http://www.close-the-gap.org)

### Close the Gap invited to KLM inaugural flight to Kigali (Rwanda).

On October 31st, KLM invited Close the Gap to participate in the inaugural flight of the company to Kigali (Rwanda). As KLM is one of Close the Gap's most important strategic partners, Prof. em. Dr. Wim A.G. Blonk (Close the Gap Chairman) represented the organisation during this flight. The KLM-delegation was headed by Mr. Erik Varwijk, Executive Vice President Commercial. He was accompanied by Mr. Pierre Descazeaux, Executive Vice President and

area manager for Africa and the Middle East at Air France, Ramon Delima, commercial director for Africa and the Middle East at Air France and Vincent Coste, Air France KLM Belux general manager. Representatives of the Belgian and Dutch press were also part of the delegation.

The first KLM-flight to arrive at the Kigali airport received a warm and whole-hearted welcome. The Kigali airport fire brigade welcomed the KLM-plane with the traditional fire hoses. The delegation was then received by the Ministers of Finance and Transport. Traditional African music and dancers created a warm and special atmosphere.



Air France KLM delegation

The next day, the delegation participated in a work programme during which the Dutch Ambassador in Rwanda - Mr. Frans Makken - presented the country's main features. Representatives of the Rwandan Development Board gave an interesting overview of the investment possibilities in the country.

The workshop took place in the Thousand Hills Hotel and was followed by a visit of the Bralirwa (Heineken) bottling plant in Kigali.

For Close the Gap, the participation in this inaugural flight was of great importance for two reasons. First of all, Close the Gap decided to set up several computer projects in Kigali and, as KLM is now flying to this country, this will allow Close the Gap to send its computers free of charge. Secondly, as representatives of Air France took part in the inaugural flight, this was an ideal opportunity to discuss the possibility of an agreement with Air France similar to the one established with KLM, regarding the transport of small computer shipments to destinations in developing countries.

## NOVEMBER

### Close the Gap visited several partner projects in Johannesburg and the Western Cape (South Africa).

In the light of the Belgian Trade Mission to South Africa, Close the Gap organised partner project visits in Johannesburg and the Western Cape. It was a good occasion to catch up with some privileged long-standing local partners and beneficiary partners of Close the Gap in South Africa. Following projects and strategic partners were involved in the various discussions to identify further common opportunities:

- **Hou Moed Youth & Community Center in the Western Cape:**

The Yomelelani Pre-School/Care Centre is an autonomous and registered NGO open each weekday. Children are provided with daily breakfast and lunch. Close the Gap delivered many laptops to this youth centre, which are used by the youngsters to facilitate their job seeking task.

- **YMCA Mamelodi in the Mamelodi township nearby Pretoria:**

The YMCA is an international organisation providing guidance to locally-applicable centres, where volunteers and local employees run the individual YMCA associations. In collaboration with its strategic partner Essent, Close the Gap aimed to install a fully operational ICT laboratory with internet access in a public computer room at the YMCA Mamelodi. This digital project will provide unemployed young people with access to educational and employment readiness programmes via the new communication technologies.

- **Desmond Tutu HIV Foundation in Cape Town:**

Close the Gap, together with its strategic partner Ricoh Netherlands, have installed 100 computers at several high schools. The computers will be used for the different "Kethuphila" programmes, which challenge young people by educating and empowering them to make responsible life choices. The purpose is to teach primary school and preadolescent children to delay sexual relations.

- **Medical Knowledge Institute (MKI) in Cape Town:**

MKI offers a platform for the delivery of and easy access to high-quality healthcare education and information while supporting the development and the humanitarian goals of healthcare programmes. For several years, Close the Gap has been partnering with MKI in deploying several computer systems in the various townships where MKI operates. During a visit to one of these townships, Close the Gap was able to see how the digital technology is used on a day-to-day basis and how it really makes the difference for many health practitioners in terms of efficiency and learning.



"Close the Gap is a well respected organisation that we are very proud of being associated with. The ICT opportunities of Close the Gap are very instrumental for our activities in Southern Africa. We are proud to be partners."

Prof. h.c. Dr. Harold E. ROBBLES  
Founder and President Medical Knowledge Institute (MKI)  
& member of Close the Gap Board of Recommendation

### UNIDO Vienna - Close the Gap participation in the workshop for "Developing Green Industries for Responsible End of Life Solutions for Electronic & Electric Equipment in Africa".

The main objective of the workshop was the elaboration of a coordinated strategy on e-waste management in developing countries and the scoping of concrete activities to provide technical assistance to developing countries on integrated and environmentally-sound management of e-waste.

The event gathered many different players from the development sector: specialised UN agencies (e.g. UNIDO, UNEP), industries (e.g. Microsoft, Dell, Hewlett-Packard, Umicore), academia (e.g. EMPA, Öko Institute, UNU), civil society (e.g. Close the Gap), international initiatives and frameworks like "Stop the E-waste Problem" (StEP), Basel Convention, the Strategic Approach to International Chemicals Management (SAICM) and the Partnership for Action on Computing Equipment (PACE).

Several players testified on their experience and expertise in successful pilot projects. The objective of the meeting was to develop a joint strategy and technical assistance on e-waste projects to clearly define roles and responsibilities and also to define the focus on countries/regions. The coordination for funds mobilisation was most certainly the ultimate objective in order to translate e-waste management challenges into sustainable business models and to promote the dissemination of relevant technologies and best practices.

More information: [www.unido.org](http://www.unido.org)

### Close the Gap attended CIO Days in the Netherlands.

With over 800 participants from all over the world, the 6th CIO Day 2010 was this year's largest IT Executives event in the Netherlands. Several IT professionals, visionaries and industries took centre stage on the 15th & 16th of November to enlighten and inspire this community.

On the 15th, the exclusive pre-conference programme, the CIO VIP Diner and entertaining after dinner party were planned on the programme. It was a prestigious dinner where Close the Gap reported on its current activities. Close the Gap Managing Director Olivier Vanden Eynde gave a speech on the current realisations made by Close the Gap thanks to the several donations of IT assets from Dutch companies like ABN Amro, Prorail, Aegon, Essent... Since the collaboration with the Dutch IT community started in 2009, Close the Gap received approximately 30,000 assets. The CIO community supported two important educational projects in Uganda and South Africa.

During his speech, Olivier Vanden Eynde also testified on the importance of the e-waste agenda. This is becoming a

more and more central theme in the context of refurbishing material sent to developing countries.

More information on: [www.cioday.com](http://www.cioday.com).

### RABO Bank-Group ICT donated € 2,000 to Close the Gap's projects

On November 18th, RABO Bank organised a VIP session for 100 interested employees at their headquarters in Utrecht. The theme of the session was "development cooperation, with a different approach".

Close the Gap Managing Director Olivier Vanden Eynde was the second guest speaker and he gave a lively and interactive presentation on the challenges of "ICT4Development". Among others, Close the Gap showcased some accomplishments of larger projects in the East-African community with key messages of success and failure, as well important lessons learned.

All speakers elaborated on the importance of new technologies as enablers for education, as RABO Bank's CSR policies closely link with these kinds of activities. RABO Bank sees bridging the digital divide as a must for sustainable development. Therefore, both RABO Bank and volunteering employees are closely involved in developing countries, assisting many local cooperative banks in reaching their next steps by making use of new technologies available (such as computers but also ATM machines.)

On a closing note, the CIO of RABO Bank, Mr. René Steenvoorden, donated a check for €2,000 to each speaker, including Close the Gap.

### Belgium HR Awards: Close the Gap winner of best HR contribution.

On November 18th, Close the Gap received the Belgian HR award for the best HR contribution.

For the first year, the Belgian world of HR united to celebrate the best in HR service and product delivery. As such, the HR Excellence Awards recognise the best in-class HR suppliers whose performance excels in terms of quality, delivery, achievements, value, innovation and great customer service.

The Awards are open to all HR providers, whether they are service providers, consultants, product developers or another organisation providing HR services. Large or small organisations, local or international, start-ups or well established, the single condition for a supplier to be nominated is to deliver services from a local office.

The results attained by Close the Gap's "Friends of" programme managed to seduce the jury, which was composed of an independent judging committee and brought together nine senior HR Directors, who each represent significant employer organisations from the Belgian market (ING, UCB Group, Godiva, Microsoft, Besix Group, SPE Luminus, Belgacom, Coca-Cola and Umicore). This award is a great recognition for Close the Gap but also for its long-time partners. It is also a mark of trust for the supported projects in developing countries.  
More information: [www.hrexcellenceawards.be](http://www.hrexcellenceawards.be)



Mrs. Aurélie Dupont (Close the Gap Operations Director) receiving the Best HR Contribution Award

**Partnership with Ukengee Foundation: Successful implementation of 2 solar-powered, low energy computer labs (Tanzania).**

In partnership with Close the Gap, the Dutch Foundation Ukengee recently installed low-energy Inveneo computers in two rural schools in the Lindi region (Tanzania). These computers consume only 30 watts, which makes it possible to install them on a solar power grid. Close the Gap funded the purchase of the computers for Lindi School and Ilulu Girls School in order to learn more on innovative approaches to tackle the digital divide in rural, low-energy areas.

Ukengee is mainly looking for school projects in areas without electricity-grid and heavy weather conditions, due to the fact that conditions like dust, moisture and high temperatures complicates the installation of computers and the connection to Internet.

At present, Ukengee has developed four projects in the Lindi-district in South Tanzania. The first secondary school was in Kilma Masoko (850 students, 20 PCs incl. five internet connections) in 2009.

Afterwards, the Mpunyule Secondary School in Mandawa (325 students, 12 PCs incl. three internet connections), Lindi (800 students, 18 PCs incl. four internet connections) and Ilulu girls' school also installed computer labs. More than 5,000 students in this area benefit from the facilities.  
More information: [www.ukengee.org](http://www.ukengee.org)



Lindi secondary school

**DECEMBER**

**United Nations GAID Global forum, Abu Dhabi (Arab Emirates).**

Close the Gap was present at the UN GAID Global forum, as a member of the UN GAID. The Global Alliance for Information and Communication Technologies and Development (GAID), an initiative approved by the United Nations Secretary-General in 2006, was launched after comprehensive worldwide consultations with governments, the private sector, civil society, the technical and Internet

communities and academia. With its multi-stakeholder approach, the Alliance reaffirms the belief that a people-centred and knowledge-based information society is essential for achieving a better life for all.

Close the Gap was invited to the forum and was given the opportunity to present its concept and flagship projects to the broad community of ICT4Development partners. The congress opened with a keynote speech by H.E. Sheikha Lubna Bint Khalid Al Qasimi, Minister for Foreign Trade, UAE on "ICT has great potential for advancing development - but why have we not achieved more? What is missing? How do we fill this gap and move decisively from advocacy to action?"



UN Gaid representatives

After the plenary discussion - "Reality Check - Information and Communication Technologies for Development: what is holding us back?" - Close the Gap's delegate participated in the interactive solution salon "ICT for Education" lead by Mr. John Davies (Intel) and Mrs. Janis Karikins (UNESCO). Other salons covered all main areas of ICT4Development topics, namely:

- ICT for Poverty Alleviation and Hunger
- ICT for Persons with Disabilities
- ICT and Governance
- ICT for Financing Development and the MDGs
- ICT for Gender Equality
- ICT for Sustainable Development/Climate Change
- ICT for Disaster Relief and Post-Conflict Zones
- ICT for Entrepreneurship

Besides the great networking with interesting stakeholders from corporate, civil society and non-profit organisations in addition to various governments, the added value of being present was significant for Close the Gap in terms of validating the ongoing way of working and key principles in ICT4Development. Main findings noted during the forum will be key for Close the Gap's upcoming strategic planning.  
More information: [www.un-gaid.org/](http://www.un-gaid.org/)

**Ricoh Colour Rally: new project adoption for Ricoh Europe.**

On December 7th, Ricoh Europe (Mr. Olivier Vriesendorp, Director Product Marketing Centre, Ricoh Europe (Netherlands) B.V. and Mr. Javier Diez-Aguirre, Director, Corporate Communications Office, Ricoh Europe PLC) offered Close the Gap a voucher for € 23,500 to support educational projects in the East-African community.

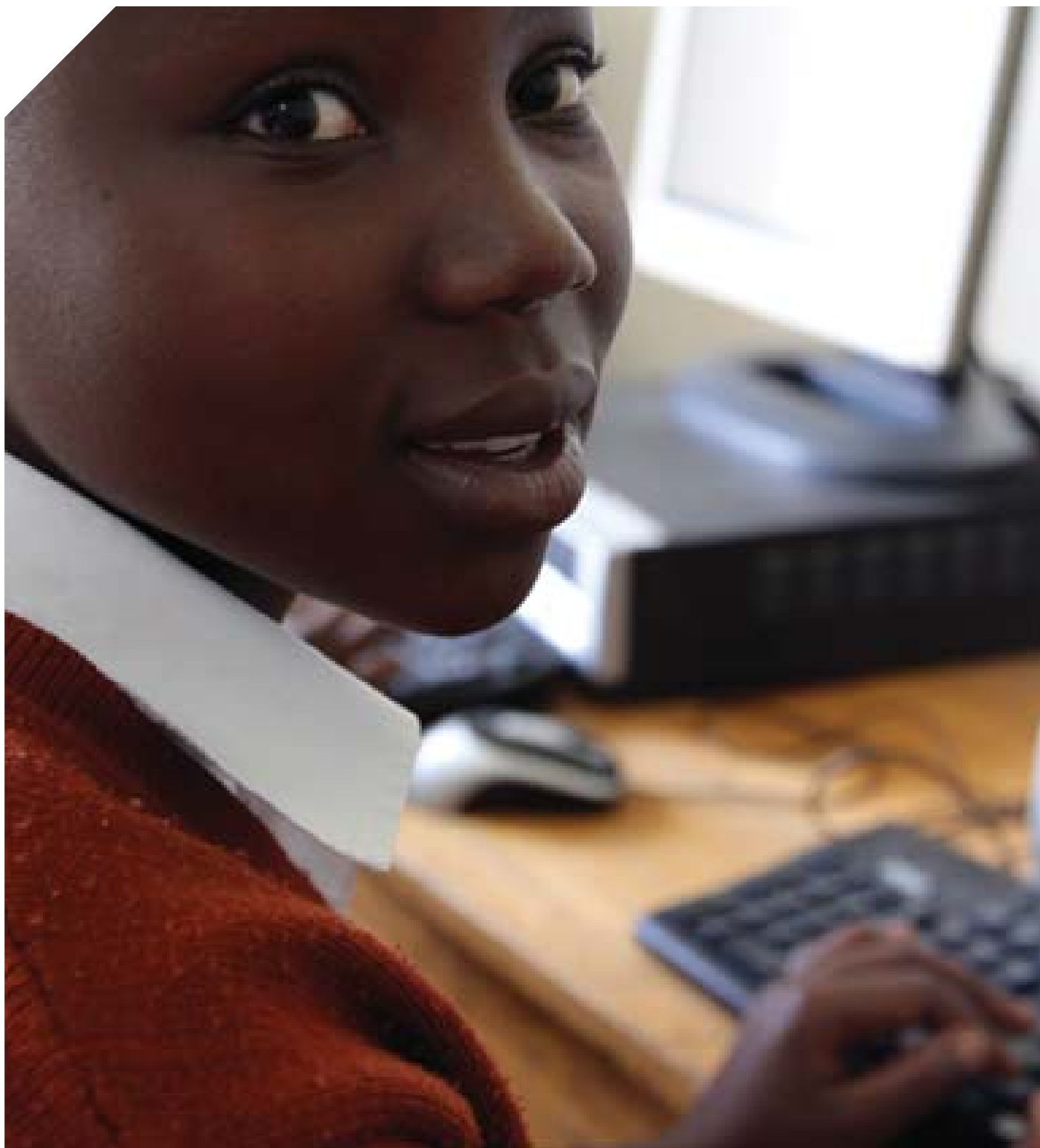
The colour rally, from which the donations stem, is a campaign that was developed by Mr. Olivier Vriesendorp 's group. This donation has been collected by Ricoh EMEA employees and demonstrates once again the wonderful partnership/collaboration between Close the Gap and Ricoh's offices in Europe.

More information: [www.ricoh-europe.com](http://www.ricoh-europe.com)



Mr. Olivier Vriesendorp, Director Product Marketing Centre, Ricoh Europe (Netherlands) with Prof. em. Dr. A.G. Blonk (Close the Gap Chairman) and Mr. Olivier Vanden Eynde (Close the Gap Managing Director and Founder)

# COLLABORATION WITH DNS.BE



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.

A large part of the population still does not have access to or knowledge of the Internet. DNS.be is convinced, however, that the general evolution of society progresses if everyone is given the same opportunities. Ever since our foundation, we have continued to provide these opportunities through smaller initiatives. In 2008, however, we entered into a significant partnership with the international non-profit organisation "Close the Gap".

Within this partnership, Close the Gap is an outsourcing partner of DNS.be, who transforms the "Corporate Social Responsibility" - division of our mission into a strategic and operational plan, and carries it out meticulously. What is more, Close the Gap's programme is sustainable due to the creation of WorldPC, which recycles everything 100%.

Close the Gap's evolution has now reached cruising speed. Employees and members of the board are incredibly dedicated to the organisation's mission and do their very best day after day. This dedication inspires the employees at DNS.be. The results that Close the Gap attains motivate DNS.be to consolidate their partnership even more.

Mr. Philip Du Bois, CEO DNS.be

**dns.be**



"In the meantime, we have hit the 10,000 PC during our collaboration and DNS.be is very excited about the professionalism and autonomy that Close the Gap has displayed. We have therefore decided to extend our partnership until the end of September 2012. That said, we aim to launch new initiatives beyond this date that will help Close the Gap bridge the digital divide."

Philip DU BOIS  
CEO DNS.be

## 3.1 PROJECT OVERVIEW

### 3.1.1 ACTIVITIES IN DEVELOPING COUNTRIES OF THE EAST-AFRICAN COMMUNITY

Since the start of the partnership with DNS.be in 2008, a total of 4,295 computers have been implemented in educational institutions in the East-African community. These tools support locally-owned ICT-programmes aiming to give African youth access to information and knowledge.

In 2010, around 1,350 computer systems were sent to support the Ugandan ICT programme and 955 units were distributed in other East-African community countries (Rwanda, Burundi, Tanzania, Kenya).

The main focus of the Ugandan programme in 2010 was on the further execution of the Secondary School Programme carried out since 2008, in partnership with the Ugandan Ministry of Education and with Close the Gap service partners: Computers for Schools Uganda, Schoolnet and Uconnect. The Close the Gap-DNS.be programme has harmonised with ongoing educational projects in the tertiary education sector supported by Belgian Development Cooperation. In this context, computer-related activities were executed for the TVET (Technical and Vocational Education and Training) -sector and an IT-project has been managed in partnership with Mountains of the Moon University in Fort Portal.

In 2010, Close the Gap also started its collaboration in Rwanda and Burundi. In partnership with VVOB (in Rwanda) and with BTC-CTB (in Burundi), the objective was to support 2 projects for professionalisation of tertiary education in the TVET (Technical and Vocational Education and Training)-sector.

In Tanzania and Kenya, DNS.be projects provide service partner networks with ICT equipment for the implementation of ICT in educational institutions.

### 3.1.2 ACTIVITIES IN BELGIUM - PC SOLIDARITY

With the support of DNS.be, the PC Solidarity project was officially launched at the beginning of 2009 with the aim to counter the digital divide existing in Belgium. According to recent European research, almost one fifth of the Belgian population between 16 and 74 years old has never used Internet and most live in a disadvantageous environment.

The aim of PC Solidarity is to reach out to local organisations that help these disadvantaged people to develop their talents. Through strong partnerships, PC Solidarity wants to strengthen the ICT capacities of these organisations both on an infrastructural and pedagogical level.

In 2010, more than 2,000 computer systems were distributed to 158 organisations throughout Belgium, in collaboration with either the King Baudouin Foundation or the Network for training Entrepreneurship (NFTE)

"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 access to organisations and schools in need."

Peter PIOT  
Chairman King Baudouin Foundation  
& member of Close the Gap Board of Recommendation

## 3.2 PROJECT EXAMPLES

### 3.2.1 IN EAST-AFRICAN COMMUNITY

#### PROJECT EXAMPLE : AESTP (BURUNDI)

**Project Date**  
October 2010  
**Local Partners**  
BTC-CTB Burundi  
**Equipment**  
100 computers

#### Project background

The project AESTP works on two levels to ameliorate technical school education in Burundi: a hard level with regards to infrastructure and equipment and a soft level that focuses on pedagogy and training.

- With regards to the infrastructure, AESTP wants to rebuild some schools and to create extensions to avoid overpopulation. In 2010, the infrastructural work ended with the building of a new technical school in Rugombo. In total ten schools have been rebuilt and can now enjoy new classrooms.
- With regards to the equipment, these schools have been re-equipped with the necessary didactic and technical equipment for a total value of 4 million €. Close the Gap contributed by sending computer equipment.

#### PROJECT EXAMPLE : SEED SAMBURU (KENYA)

**Project Date**  
April 2010  
**Local Partners**  
SEED Samburu, Kenya Ministry  
of Education and World  
Population Foundation  
**Equipment**  
80 computers

#### Project background

In eight secondary and two primary schools in Samburu Central District, SEED Samburu is implementing a computer program called "The World Starts with Me". This computer program gives youths the opportunity to learn about sexual and other (health-) related topics in an interactive way. SEED Samburu installed computers already containing the program at the schools. Per school, two teachers were trained to assist with the program.

#### PROJECT EXAMPLE : ECLT HEALTH CARE (TANZANIA)

**Project Date**  
February 2010  
**Local Partners**  
ELCT, 7 Hospitals, 1 Health  
Care Centre, 1 dispensary  
**Equipment**  
200 computers

#### Project background

IICD is a supportive partner of Close the Gap, active in ICT Health projects in Tanzania. In Arusha, a Health Management Information Systems Project has been implemented. Through DNS.be support, a donation of ICT equipment was made to assure presence of the necessary hardware. This project will increase administrative use of ICT in hospitals, TeleMedicine and E-learning to train health workers.



### 3.2.2. PC SOLIDARITY

#### PROJECT EXAMPLE: VORMINGPLUS MIDDEN EN ZUID-WEST-VLAANDEREN

**Project Date**  
December 2010

**Local Partners**  
Mentor VZW, local elementary schools, CAW and youth care centres

**Equipment**  
56 computers

#### Project background

This project - set up by Vormingplus - is specifically targeted at parents of young children and adolescents with a disadvantageous background already involved in one of the partnering organisations' welfare programmes. Vormingplus offers those parents - and their mentors - a basic ICT-training where the goal is twofold: on one hand, it gives the parents the opportunity to enhance their skills with regard to their own development and on the other hand, the parents learn to stimulate and to monitor the computer usage of their children, which has become a necessity in today's curricula. Afterwards, Vormingplus continues to offer guidance to the parents through their mentors and through computer access in one of their centres.

#### PROJECT EXAMPLE: EDIT ASBL

**Project Date**  
June 2010

**Local Partners**  
Forem Formations and Technifutur

**Equipment**  
15 computers

#### Project background

The objective of Edit asbl is to create new opportunities for people in a difficult socio-economic situation by coaching them towards a new job. Edit asbl provides long-term coaching together with training and internships to acquire necessary skills. Since its creation in 1987, the organisation has received a lot of recognition from important players in the field such as the FOREM or the King Baudouin Foundation. With the support of PC Solidarity, they were able to replace their outdated ICT infrastructure with high-quality refurbished PCs, which helped to increase the performance and quality of their activities in the field of ICT.

## 3.3 PARTNERS

### 3.3.1 IN EAST-AFRICAN COMMUNITY

DNS.be projects in the East-African community would not be possible without the support of partners. Therefore, Close the Gap is grateful to its network of strong local and European partners:

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

**Computers for Schools Uganda, Schoolnet Uganda and Uconnect:** project execution partners for distribution, installation, maintenance, teacher trainings and take-back of e-waste in Uganda.

**Flection International:** takes care of the reconditioning of the computers.

**IICD:** training partner in Uganda and Tanzania.

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

**KLM Cargo:** logistic partner.

**Political partners:** Ministries of Education, Belgian and Dutch Embassies.

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

**VVOB Rwanda and BTC-CTB Burundi:** project partners.

### 3.3.2 PC SOLIDARITY

Besides DNS.be as main partner, PC Solidarity is supported by a large number of other partners, namely:

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

**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 selected projects the possibility to receive donations from CISCO (network applications), Symantec (antivirus) and Microsoft.

**Ricoh Belgium:** donates printers to the selected projects.

**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 & TechnofuturTIC:** provides educational content and train-the-trainer courses.

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

# PROJECTS & ACTIVITIES IN DEVELOPING COUNTRIES



2010 was a crucial year for Close the Gap. The ICT4Development activities of the organisation can be summarised in three main points:

- **The delivery of cost-efficient and high-quality refurbished ICT equipment to socio-educational projects:**

As mentioned in "The green perspective" chapter of this report, Close the Gap values the role of quality reuse as part of the lifecycle of products. In this context and thanks to the numerous donations from its private partners, in 2010, Close the Gap successfully distributed 15,360 ICT assets to projects. This represents a 50% increase compared to 2009. Out of the 15,360 ICT assets distributed, 58% of these products were implemented in DNS.be co-funded projects in the East-African community.

Despite stricter regulations on import of refurbished computer equipment in some of its focus countries (amongst others Uganda), Close the Gap did not experience a single problem related to logistics and customs clearance. The exemptions obtained by Close the Gap for import of second-hand equipment validate the constant focus of Close the Gap on quality product management and the quality of the logistical services offered by the organisation to its project partners abroad.

- **ICT Product Innovation:**

Close the Gap works along a demand-driven approach, which implies a constant need to follow new trends and innovations in the sector of ICT4Development. Together with some of its supportive partners, Close the Gap implemented some innovative pilot projects in the following areas:

- Low-energy products (solar computer lab in rural Tanzania in partnership with Ukengee Foundation and Inveneo);
- Toughbooks for mobile usage of ICT in extreme climate conditions;
- Cost-efficient new netbooks provided to end-users via alternative funding schemes.

- **Development of service partner network:**

In 2009, Close the Gap started developing a strong network of local service partners that can offer all-inclusive ICT solutions to social and educational institutions in the developing world. These solutions include a product component offered through Close the Gap's network and a service delivery component in installation, maintenance, training and e-waste management. Close the Gap values the important role these partners play in the project execution. They are the players that have local project management expertise on making ICT4Development sustainable and successful.

In 2010, Close the Gap further consolidated this network and welcomed some new service partners. By adding these partners to its network, Close the Gap was happy to see some links emerging between those service partners, Close the Gap's private partners (such, for example, Essent) and Close the Gap supportive partners (such IICD).

A transparent overview of all Close the Gap realised projects is available on the project page of Close the Gap's website: [www.close-the-gap.org](http://www.close-the-gap.org).

Mr. David Leysens  
Close the Gap, Head of Projects



David Leysens  
Close the Gap, Head of Projects

## 4.1. PROJECT EXAMPLES

### PROJECT EXAMPLE 1: UGANDA

**Beneficiary project**  
Secondary schools  
**Project date**  
January - October 2010  
**Supportive Partner**  
IICD  
**Service partner**  
Computers for Schools Uganda  
**Project adopter**  
Essent

#### Project background

The aim of this specific project is to support up to 10 schools a year with IT equipment and services, over a period of 3 years. The selected schools for this project are underdeveloped and thus, unable to facilitate the students' training with practical IT classes and equipment. In 2010, some 180 computers were distributed in different educational institutions as supporting mechanisms for implementation of ICT in education in Uganda. Head-teachers, school administrators and ICT teachers of the schools were trained. Computer classes were installed and preventive maintenance programmes were implemented. Upon installation, 368 computers and 178 computer screens were collected as e-waste assets ready for recycling. In June 2010, a delegation of four Essent employees visited the support projects. During their stay, they organised a training programme together with Computers for Schools Uganda to support this local organisation in writing their business plan for the coming years.

### PROJECT EXAMPLE 2: KENYA

**Beneficiary project**  
UNITID department  
at the University of Nairobi  
**Project date**  
June 2010  
**Service partner/Project adopter**  
VLIR-UOS

#### Project background

Every year, Close the Gap/VLIR-UOS ICT call provides two components: ICT infrastructure support for the partner university and ICT infrastructure support for the collaborative partner.

This year, the partner university proposal agreed to support the UNITID department at the University of Nairobi. The support consists in 90 high-quality computers. This institution focuses on training and research on infectious and tropical diseases. The provision of ICT equipment for offices, classrooms and a laboratory is perceived as a very critical and turnkey input from the Belgian Development Cooperation.

The collaborative partner ICRH (International Centre for Reproductive Health) combines biomedical and social research with community interventions in the area of reproductive health. This Centre works with public sector health facilities, with youth organisations and with marginalised groups. Thanks to the support of Close the Gap/VLIR-UOS ICT call, the request for additional computers within the organisation and the partner groups has been tackled.

### PROJECT EXAMPLE 3: INDONESIA (BALI)

**Beneficiary project**  
Secondary schools  
**Project date**  
June 2010  
**Service partner**  
within the secondary schools  
**Project adopter**  
Dutch CIO Community

#### Project background

With the support of the Dutch CIO Community - as well as Heineken for the logistical aspect - Close the Gap set up two computer classes with 15 computers for primary schools in Lovinia, one of the poorest regions in the North of Bali (Indonesia). Multibintang - a local partner of Heineken - took care of the import and distribution of the computers after their arrival in Medan. As soon as the classes were installed, hundreds of young children received access to the information society through IT material.

### PROJECT EXAMPLE 4: ZIMBABWE

**Beneficiary project**  
Ten Foundation  
**Project date**  
March 2010  
**Service partner**  
Just Children Foundation

#### Project background

Ten Foundation helped to establish a children's home in Karoi, Zimbabwe, in 1998. It continues to support the home, focusing on food and water, education, and play. The home currently cares for 64 children, aged between zero and 18, and is run day-to-day by a local partner organisation: the Just Children Foundation (JCF). Ten Foundation is trying to upgrade the home's structures and resources. This includes a learning & play project. Ten Foundation secured computers equipped with e-learning software from Close the Gap and E-Learning for Kids. Software was also donated by Microsoft and a contribution made from the Fiep Westendorp Foundation. Thus there was enough support for the set-up of the computers and their use to achieve the following goals:

- Developing education: Access to computers and resources such as e-learning for kids will develop children's information technology skills, reinforce their learning and overcome some of the disadvantages they face at school (due to limited resources and large class sizes for example).
- Developing skills for the future: Access to information technology will provide the children with skills that can serve them, their futures, and also contribute to the wider community. Teaching and inspiring the children with skills and activities will aid their maturation and transition into independent adults.
- Developing play and social skills: Through supervised use of computers, the children will be able to bridge the gap between learning and play. They will become able to learn more independently - and to take charge of building on their own interests and knowledge. The children will also benefit from having a source of entertainment. The children will be able to develop their communications and interactions with wider horizons. The children can learn technical skills, but also creative and social skills - sharing their interests, stories and ideas. Thus the home can support children in their practical and communicative development, creating a culture of sound values to be passed on.

### PROJECT EXAMPLE 5: DEMOCRATIC REPUBLIC OF CONGO

**Beneficiary project**  
RDC Entreprises Développement  
**Project date**  
September 2010  
**Supportive Partner**  
IICD  
**Service partner**  
IECD  
(Institut Européen de Coopération)  
**Project adopter**  
IECD  
(Institut Européen de Coopération)

#### Project background

IECD is a registered charity established in 1988, committed to supporting social and economic development in emerging and developing countries. Through their project they want to provide people with sufficient and adequate means to play an active and responsible role in the development of their countries.

In the Democratic Republic of Congo they have set up a programme to support starting entrepreneurs. To develop their skills, IECD organises trainings given by professionals in their field (law, tax, accountancy,...) as well as a computer literacy course. Furthermore, they have created a resource centre with a library, computers and internet connection to create access to all sorts of information. By creating stronger entrepreneurs, the local economy can be further developed and can stimulate employability.

## 4.2. PROJECT OVERVIEW 2010

### PROJECTS 2010

Destination	Project Name	Computer Assets
Burundi	Appui à l'enseignement secondaire technique et professionnel	200
Congo	Projet d'Appui à la Réinsertion Socioéconomique des Groupes Défavorisés	212
Cuba	Instituto Superior Politécnico "José A. Echeverría"	26
Cuba	Universidad Central de Las Villas	388
Ethiopia	Jimma University	630
Ethiopia	Mekelle University	396
Indonesia	Bali School Project	76
Kenya	Computers For Schools Kenya	800
Kenya	Seed Samburu	160
Kenya	University of Nairobi	346
Madagascar	IECD - Promès	66
Mali	EduLink	104
Mali	Université Mande Bukari	49
Niger	Centre de services en appui aux organisations coopératives et paysannes	21
Niger	Fédération des Coopératives Maraîchères du Niger	28
R.D. Congo	Bondeko Ya Sika	81
R.D. Congo	CDI Bwamanda	35
R.D. Congo	Sisters of Charity	674
RDC	Bondeko	82
RDC	Mission St Paul	52
RDC	Université Officielle Bukavu	23
Rwanda	VVOB Rwanda	171
South Africa	Belgium Campus	504
South-Africa	St-Josephs Hospital	40
Tanzania	ELCT - Health	400
Tanzania	Hivos	30
Tanzania	Leguruiki King Ori Education Centre	31
Tanzania	Msandaka projects	122
Tanzania	Sokoine University of Agriculture	280
Thailand	Fatimacenter	24
Thailand	Fund Isaan	96
Togo	Ex-Change	20
Uganda	Business Technical Vocational Education and Training	600
Uganda	Computers For Schools Uganda	1,610
Uganda	International Institute for Communication and Development	140
Uganda	Mountains of the Moon University	300
Uganda	New Vision	80
Uganda	Uconnect	600
Uganda	Youbridge International Health Sciences University	38
Zambia	International Institute for Communication and Development	100
Zambia	Volens	102
Zambia	VVOB Zambia	550
Zimbabwe	Just Children Foundation	56
Zimbabwe	WorldLinks	630

**TOTAL** **10,973**



### PC SOLIDARITY<sup>5</sup> PROJECT 2010

#### 4,170 computers

An extended overview of the projects initiated is available on the King Bouduin Foundation website: [www.kbs-frb.be](http://www.kbs-frb.be).

### MICRO-PROJECTS 2010

Micro-projects are projects requiring less than 30 PC configurations. Even if these projects are not always the easiest in terms of management and logistics, Close the Gap aims to provide the best possible support.

**217 computers in the following countries:** Bangladesh (YouBridge), Burkina Faso (SIL International), Ghana (Better Future), Kenya (Edukans, Slum Cinema, ICRH), Malawi (St Josephs Hospital), Namibia (Hope Village), R.D. Congo (APPUI, Collectief Kanaga, Kolwezi, 3 Giraffes, Fondation

Abeo, ATOL, DISOP, IECD, Missiefonds Annuntiaten, Centre Universitaire de Bukavu, Université de Kisangani), Rwanda (Kabgayi Hospital), South Africa (HOKISA), Togo (EFE, Solar Zonder Grenzen), Uganda (Warchild), Zimbabwe (Pamuhacha)

<sup>5</sup>More informations on PC Solidarity in chapter "Collaboration with DNS.be"

## 4.3 PARTNERS

All these projects could not have been developed without the support of strong partners. Therefore, in the context of projects in developing countries, Close the Gap identifies three different types of partners:

- **Service partners:** providing transport, import, technical training, maintenance, refurbishing and e-waste solutions to beneficiary projects; (example of service partner: CFSU)
- **Supportive partners:** providing specific training (for example educative training) as well as content beneficiary projects/partners; (example of supportive partner: IICD)
- **Beneficiary projects/partners:** sustainable social added value projects in need of ICT (example of beneficiary project/partner: schools)

Thanks to its numerous partnerships, Close the Gap has been able to continue to provide project partners with all-inclusive IT solutions to ensure the sustainability of the projects.

### 4.3.1 SERVICE PARTNERS 2010

#### Computers for Schools Kenya Kenyan project execution partner



Computer for Schools Kenya facilitates the development and capacity of ICT infrastructure in educational and training institutions. They also facilitate the community information access and the resource centres access. The organisation 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.

#### Computers 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 BAGOUA  
Executive Director Computers For Schools Uganda

#### SchoolNet Uganda Ugandan project execution partner



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

#### UConnect Uganda Ugandan project execution partner



The object of Mission Mobile Education's Uganda Connect project is the advancement of public education in Uganda. To do so, they are using Information and Computer Technology (ICT) for education to improve the quality and efficiency of communications through the provision of necessary hardware and software. They are also active in training teachers and managers in the use of software communications, especially electronic mail and the World Wide Web, for education, health, agriculture and other sectors.

#### Viafrica Tanzania Implementation and consultancy partner for local advice in Africa



Viafrica aims to stimulate the use of ICT in Tanzania within the educational sector. To do so, they are giving information, advice, training and support to users on top of the realisation of concrete projects with local partners. 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 is also active in Kenya and Sierra Leone.

#### World Links Zimbabwe Zimbabwe project execution partner

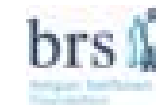


World Links began mid-1997 as an initiative of Mr. James D. Wolfensohn, President of the World Bank. In 1999, World Links spun off from the World Bank as an independent non-profit organisation based in Washington, DC. Since then,

World Links expanded to over 30 developing countries in Asia, Latin America, Africa, Central/Eastern Europe, and the Middle East, reaching over 560,000 youth in over 1,400 schools and telecentres. World Links created a comprehensive model that integrates all aspects of technology into the education system. Through the creation of public-private partnerships, World Links works with Ministries of Education to provide programmes that show teachers how to integrate technology into their lessons. The teachers, in turn, will impact youth by enhancing the quality of education they provide.

### 4.3.2 SUPPORTIVE PARTNERS 2010

#### BRS Consultancy partner for microfinance projects



Active in developing countries, the Belgian Raiffeisen Foundation (BRS) supports disadvantaged people 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.

#### BTC-CTB 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 20 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.

BTC-CTB specifically supported Close the Gap in realising a comprehensive feasibility study on assessing the creation of an integrated sustainable e-waste management solution for the East-African community.

**E-learning for kids Foundation**

**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 into 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 an UN millennium goal to provide all children around the world with access to a full curriculum primary education”.

Nick VAN DAM  
Founder and Chairman of The e-Learning for Kids Foundation

**Ex-Change**

**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.

**IICD - International Institute for Communication and Development**

**Knowledge partner and Training partner in Uganda and Tanzania**



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 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.

“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 in other areas. We exchange knowledge and experience of several technological innovations by working on practical solutions for the e-waste problem, for example.”

Caroline FIGURES  
IICD General Manager

**Learning Guide Solutions**

**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 healthcare information. It acts from 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 training and workshops to local healthcare workers and can draw from a worldwide pool of medical experts.

“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 life-loving work!”

Archbishop em. Desmond M. TUTU  
Nobel Peace Prize 1984 & member of Close the Gap Board of Recommendation

**SOCIALware**

**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.

### Ukengee 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 world via Internet.

### UNESCO

#### 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.

### VOLENS

#### 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. So this agreement can also serve as a medium for knowledge and experience exchange concerning the South.

### VLIR-UOS

#### Academic/University partner



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 five 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 and 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.

### VVOB

#### High school partner (networking and consultancy)

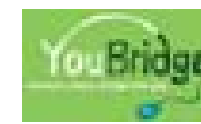


The VVOB is the Flemish Association for Development Cooperation and Technical Assistance, a non-profit organisation. By order of the Flemish and the Belgian

government, VVOB 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 VVOB makes a major contribution to local capacity development, a means to stimulate sustainable development and poverty reduction.

### YouBridge

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

## 4.4. PROJECT EVALUATION

By means of a yearly survey amongst its project partners, Close the Gap tries to follow-up on the quality of its products and services. On top of that, the organisation also uses these contact moments as an opportunity to obtain more information on the projects themselves - the current and future needs - to remain focused on the development of evolving trends. Last year, Close the Gap decided to direct the survey at the most important project partners in order to receive more in-depth and qualitative feedback. The results for 2010 are in line with those received from previous years. First of all, the quality of the products is still evaluated very positively by the project partners:

“All the computers were in a good condition and are usable. It is a very big help for us. Close the Gap also works efficiently to deliver the computers once they are prepared. I can say, on behalf of the University and beneficiaries of the collaboration, we are highly satisfied with the current collaboration.”

Girum KETEMA  
Director, ICT Development Office Jimma University

Close the Gap learned that partners are also satisfied with the offer of extra services even if there is always some room for improvement on this aspect. The organisation of transport and customs clearance for the computers still proves to be a challenge, mostly on the administrative level. Moreover, there is a growing demand for training and maintenance programmes amongst the project partners. Close the Gap already acted on those issues in 2010 by creating a network of service partners in several countries to support our project partners in 1 or more of these areas. Based on the lessons learned from those first partners, Close the Gap promised to further extend this network throughout 2011.

“The current collaboration between Computers For Schools Uganda and Close the Gap is excellent. It has enabled CFSU to move to greater heights in providing ICT-related services to the community of Uganda in addition to supporting the improvement of management capacity of CFSU.”

Grace BAGUUMA  
Executive Director Computers For Schools Uganda

In contrast with previous years, Close the Gap also identified that a growing concern of project partners around the e-waste question, which was noted in different countries throughout Africa. Nevertheless, this negative aspect can be seen as a challenge and an opportunity when considering the recent activities developed in the e-waste field in the East-African community.

Apart from this organised survey, Close the Gap also regularly receives feedback from its project partners throughout the year. The general trend for the feedback received during 2010 was completely in line with the outcome of this survey.

# PROJECTS & ACTIVITIES IN EUROPE



As far back as the end of November 2008, ABN AMRO heeded a call by Close the Gap Managing Director Olivier Vanden Eynde among others to commit the bank to the Pledge for 30,000 PCs from Dutch CIOs". Working closely with the CIOs of the Netherlands' largest companies, we made good on the pledge in 2009 and again succeeded in doing so in 2010.

Making the difference: that was one of ABN AMRO's key considerations for donating superfluous PCs to Close the Gap. And make the difference they do, these computers and peripherals that have become obsolete in Europe - they are put to very good use in countries in which Close the Gap operates. Close the Gap adapts the PCs on site, getting them ready for immediate local use in projects in such areas as education and health care. The PCs provide access to knowledge and information as well as offering networking opportunities to people in countries including Kenya, Malawi or Afghanistan, to name but a few - putting them in a position where they in turn can make the difference.

We are really pleased with Close the Gap's so-called full-chain product solution for IT equipment: people on site are trained to responsibly adapt the PCs and peripherals, and make them fit for use. This approach perfectly captures the spirit of the age, in which sustainability and going green can rightly count on everyone's attention.

Donating "old" PCs, as we so often call them, makes a very modest contribution to a better world. I am happy to pledge ABN AMRO's continued commitment to the project and our intent to continue our partnership with Close the Gap.

Mr. Frans Woelders, CIO ABN AMRO



Frans WOELDERS  
CIO ABN AMRO



## 5.1. 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 is supplied at all times.

The "refurbishing" procedure consists of four important steps:

- check-in and registration
- reconditioning of the PCs/monitors/other IT material;
- final inspection;
- logistics

During the **check-in**, the status of the received equipment is checked, the computer's serial and asset numbers are registered and each asset is given a unique bar code to enable an easy track and trace. The **reconditioning** 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 reconditioning process, Close the Gap is able to use more than 60% of the computers that have been donated by donors.

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

Joep VAN LOON  
CEO Flection

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.



Flection warehouse in Culemborg in The Netherlands

All partners and donors of Close the Gap receive a complete overview of the computer examination and refurbishment process. 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, 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.

## 5.2. CORPORATE SOCIAL RESPONSIBILITY

"Corporate Social Responsibility is the standard for entrepreneurship of the 21st century. CSR reaches out to 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)

### 5.2.1 "FRIENDS OF" PROGRAMME

Close the Gap's success largely depends on the generosity of its donors and strategic 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 created the "Friends of Close the Gap Programme", where its most committed partners are encouraged to contribute their niche expertise rather than just IT assets or cash. Indeed, the "Friends of" programme allows to support Close the Gap in four different ways:

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

As a consequence of the creation of the WorldPC platform, a fifth medium will be added in 2011:

- E-waste contribution

This will allow corporations to actively support IT material recycling in developing countries and take-back of several damageable components in Europe.

(cfr next chapters on "Green perspective" and "WorldPC, a global platform in ICT4Development")

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

Henk BOTHOF  
ProRail Director ICT Services

This programme is interesting for corporations as it creates win-win situations at the following levels:

- the **CSR** level (Corporate Social Responsibility) 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;
- the **logistical** level for the end-of-life ICT hardware by the advantage of one single point of contact;
- the **project** level by the selection and the follow-up of social projects from A to Z knowing that this aspect also allows employees to become directly involved in a project;
- the **visibility** level by the extended network and business opportunities for partner companies and
- the **communication** level by the availability of "ready-to-use" communication material, for internal (employee awareness) and external (various stakeholders) communication

“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 can adopt within their CSR programmes in order to grow on both social and ecological levels”.

Sabine DENIS  
Managing Director Business & Society

Close the Gap has two types of partnerships available. A company becomes a **“Friends of”** as soon as its structure supports Close the Gap by giving IT assets to the organisation. If this same company wants to financially support Close the Gap or to adopt a specific project in a developing country, this company becomes a **“strategic partner”**.



YOU RECEIVE	Support Close the Gap with core activities STRATEGIC PARTNERS	Donate computers FRIENDS OF
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	•	•

The awareness communication campaign 2009-2010 “I LOVE MY PC” was 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”.



STICKER



TRAYMAT



BROCHURE

The communication agency of Close the Gap – Leo Burnett Brussels – is currently working on a new campaign for 2011 and 2012.

“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 are always on the lookout for new communication opportunities.

Barbara VANGHELuwe  
General Manager Leo Burnett Belgium

## 5.2.2 STRATEGIC PARTNERS

An organisation like Close the Gap would not exist without the strong, supportive and dedicated commitment of "Strategic Partners" helping the organisation on a daily basis via their core business or specific niche.



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 in every step of their 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 1,300 employees in 29 offices in Flanders, Brussels and Wallonia. In 2010, the Acerta Group's revenue exceeding 144 million Euro. More information: [www.acerta.be](http://www.acerta.be)



As a responsible company, Belgacom aims to be the preferred provider of intuitive end-to-end solutions combining fixed and mobile telecom, IT and media, thereby empowering its customers to master and enrich their professional and private lives in a sustainable way. They have translated their sustainability and CSR strategy into six commitments:

- Access to telecommunications
- Environment
- Electromagnetic fields & health
- Community support
- Ethical supply chain
- Working culture

Their partnership with Close the Gap is fully in line with their CSR strategy and with their core business. In 2009, Belgacom donated more than 700 computers each year to schools and associations in Belgium. Since 2010, they are pleased to do this in collaboration with Close the Gap.

More information: [www.belgacom.com/group/8/CSR/en/Corporate-social-responsibility.html](http://www.belgacom.com/group/8/CSR/en/Corporate-social-responsibility.html)



CTG is an IT solutions company, with over 40 years of experience of helping our clients achieve their business goals. They are specialised in services that improve the management and delivery of both business and IT projects and deliver measurable business benefits. CTG was founded in 1966 in the USA and expanded to Europe in 1976. Their IT professionals provide services through a network of ISO 9001-certified sites in North America and Europe.

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

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. They offer IT service solutions that take your business to a higher level. They know how to lower your TCO and boost your ROI. They listen to your needs and develop technology solutions that support your business development. In other words, they adapt their business model to your changing IT requirements.

CTG focus on: Application Solutions, IT Service Management, Regulatory Compliance, Healthcare Services, Management Consultancy and Testing. CTG manages all network services for Close the Gap.

More information: [www.ctg.eu](http://www.ctg.eu)



The aim of the CharITy foundation is to involve 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.

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

More information: [www.stichting-charity.nl](http://www.stichting-charity.nl)

"Close the Gap is now one of the preferred partners of the Dutch CIO community and CharITy 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 ICT4Development future of educational projects in developing countries. CharITy will stay committed to facilitating the Dutch CIOs and to get them truly involved in CSR, and make sure it goes beyond 'marketing'!"

Rob BEIJLEVELD  
CEO ICT Media BV & Founder CharITy

## Deloitte.

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.

More information: [www.deloitte.com](http://www.deloitte.com)

"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.

Deloitte Netherlands started collaborating with Close the Gap in November 2006. Specifically, Deloitte Netherlands 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 ongoing by a project adoption programme for the Deloitte Fair Chance Foundation.

More information: [www.deloitte.com](http://www.deloitte.com)



The mission of DNS.be is to register .be domain names, to facilitate Internet access and to stimulate its use.

DNS.be has currently been supporting Close the Gap financially for a period of four years. The partnership between both organisations started in September 2008 and focuses on "ICT for Education". In total, DNS.be has provided an allocated fund for ca 20,000 computers to invest in educational projects in Belgium and the East-African community.

More information: [www.dns.be](http://www.dns.be)



We are experiencing a digital revolution; new technologies have given birth to new means of interaction. Every day, new digital tools open new ways of expression for brands - pure chaos. Native to this world of complexity, Emakina fuses imagination and innovation and orchestrates relevant points of convergence to build brand experiences that engage consumers... brand experiences that combine stories and emotions to create attention, interest and ultimately desire.

In the context of a brand new strategic partnership with Close the Gap, Emakina Foundation created, developed and produced a brand new website for Close the Gap. The briefing was quite open in order to express Emakina's creativity. The final result is available on [www.close-the-gap.org](http://www.close-the-gap.org). More information: [www.emakina.com](http://www.emakina.com)



Essent is the largest energy company in the Netherlands and also has operations in Germany and Belgium. 2.6 million private and business customers purchase gas, electricity, heat and energy services from the company. Essent is the Netherlands' leading producer of sustainable energy.

For Essent, corporate social responsibility is a natural feature of the way it does business. Its definition of corporate social responsibility is "An approach to conducting business in which the company, when weighing up its interests, takes its positive and negative effects on society in general and on its stakeholders in particular into account, in order to make carefully considered decisions that contribute to the resolution of societal issues". 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 1,500 Essent computers extended their lifespan during 2010. Apart from the computer donation in 2010, an internal Young Essent CSR Programme also supported ICT4Education programmes in another six Ugandan schools with financial, material and project management support through Close the Gap's partner Computers for Schools Uganda. Also, a new project has been initiated in South Africa in cooperation with Close the Gap and YMCA.

More information: [www.essent.nl](http://www.essent.nl)

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

Marga EDENS  
Corporate Social Responsibility Manager Essent N.V



Initiated in 2002, the Executive's Circle brings the foremost business leaders and the intellectual elite together within an exclusive forum that addresses today's key management, leadership and societal challenges.

Under the motto "management and leadership in motion", the Executive's Circle aims to bridge the key corporate functions -general management, finance, HR, IT, marketing...- to enable interoperability, understanding of

visions and alignment of agendas between top decision-makers in the enterprise.

The Executive's Circle also intends to be an influential platform to stimulate business governance, corporate leadership and management ethics.

The Circle and its sister activity, the IT Executive Circle, are committed to supporting Close the Gap through top-level networking activities and by sensitising CEOs, CFOs, CIOs, CMOs, COOs and other corporate functions on the digital divide.

More information: [www.executivescircle.org](http://www.executivescircle.org)



Flection Group 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 services. 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.

More information: [www.flection.com](http://www.flection.com)



Hostbasket - a Telenet company - offers a complete range of hosting solutions for companies, organisations and SOHO that 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.

More information: [www.hostbasket.com](http://www.hostbasket.com)



KBC is an integrated bank insurance group that focuses on its six home markets in Belgium, the Czech Republic, Slovakia, Poland, Hungary and Bulgaria. Its head office is located in Brussels (Belgium), the heart of Europe. The group employs some 53,000 FTE and caters for approximately 12 million customers, primarily private individuals, private banking clientele, the self-employed, members of the liberal professions, SMEs and midcaps. KBC Group NV is listed on NYSE Euronext Brussels (ticker symbol "KBC").

More information: [www.kbc.be](http://www.kbc.be)



Besides donating several thousands of computers, KLM Cargo offers transport facilities and logistic support for Close the Gap computers to several destinations within developing countries. The fact that KLM offers an extensive network and local expertise within Africa makes Close the Gap's work in this area a whole lot easier. Since 2003, Close the Gap has also been partner of KLM AirCares, the charitable programme of KLM for the wellbeing of a larger world.

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

More information: [www.klm.com](http://www.klm.com) and [www.airfrance.com](http://www.airfrance.com)

"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

*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 communication. In practice this means going through the process of identifying communication opportunities as well as allowing their creative team the time to convert these opportunities into broad-ranging, smart and innovative ideas for Close the Gap.

More information: [www.leoburnett.be](http://www.leoburnett.be)



Microsoft has a long tradition of taking on tough challenges on a global scale. They see their CSR strategies and business strategies as complementary, creating shared value for Microsoft shareholders, employees, stakeholders, and society. It started with their original vision of a computer on every desk and in every home. It continues with their current mission, which is to help people throughout the world realise their full potential.

The mission of Close The Gap, bridging the digital divide and fostering education, is clearly in line with Microsoft CSR programmes. In Belgium specifically, Microsoft works on education projects and responsible business practices. They invest in different projects, partnerships and employee volunteering to help face societal challenges in Belgium.

More information: [www.microsoft.be/citizenship](http://www.microsoft.be/citizenship)



PKF Belgium 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.

More information: [www.pkf.com](http://www.pkf.com)

## RICOH

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.

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.

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

Carol Dona  
CEO Ricoh Netherlands

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.

"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 GRYSOON - CEO Ricoh Belux

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). The French branch of the group recently helped promote the organisation by producing the new Corporate Movie of Close the Gap.

More information: [www.ricoh.com](http://www.ricoh.com)

"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 French territory. The success of this project lies in uniting our clients around this humanitarian adventure, which is crossing over our borders!"

Michel De Bosschere  
President & CEO Ricoh France - Chairman Ricoh Belgium



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.

More information: [www.sas.com](http://www.sas.com)

"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 with the unique opportunity to make a difference in the world.

Patrick VAN DEVEN  
Country Manager at SAS Institute Belgium & Luxembourg



"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 PC Solidarity and WorldPC's websites. Hosted by Vintage and backed by a custom-built authoring environment, those sites serve as an easy-to-use, professional and flexible online hub for all PC Solidarity and WorldPC audiences.

More information: [www.vintage.eu](http://www.vintage.eu)



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 and 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.  
More information: [www.vlir-uos.be](http://www.vlir-uos.be)



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 Vrije Universiteit Brussel.

Recently the VUB invested in a new office building, named "The Karel Van Miert Building". It has more than 10,000m<sup>2</sup> office space and brings together everyone at the Vrije Universiteit Brussel who is concerned with internationalisation. Close the Gap will also be moving its offices to this highly international environment as of 2011.

The new building will accommodate the International Relations and Mobility Office (IRMO), the Institute for European Studies (IES), the Brussels Institute of Contemporary China Studies (BICCS) and the Vesalius College. The Sociology and Political Sciences Research Groups, the University Centre for Overseas Development (UCOS) and Close The Gap will also move to Pleinlaan 5, as will the Applied Linguistics department of association

partner Erasmus University College Brussels.  
More information: [www.vub.ac.be](http://www.vub.ac.be)

### 5.2.3 "FRIENDS OF" CLOSE THE GAP: MATERIAL DONORS

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

"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

Originally the donations mainly came from Belgium and the Netherlands, but for a few years now, Close the Gap regularly receives material collection requests from countries such as France, Germany, Luxembourg, Spain or even East European countries.

For this particular reason, Close the Gap initially focused on developing its activities in France, mainly thanks to the support of Ricoh France. The first structural collection in France started mid-2010 with donors such as **Goldman Sachs, Henkel, Steria** and **Ricoh**. Close the Gap also organised pilot projects with firms like **GDF SUEZ** and **LCL**. French donations are expected to increase further in 2011 thanks to donors such as **Adecco** and **Air France KLM**.

For all these reasons - and also because without material, Close the Gap would not be able to go ahead with its mission - the organisation is most grateful to its donors and would like to thank all of them for their generous donations over the year 2010. Close the Gap also thanks its numerous "silent" donors.

"Our partnership with Close the Gap allows us to give our IT material a more responsible and people-oriented second life. It also helps us to support the values of our firm through our actions. For those reasons, we are really proud of our partnership with Close the Gap, which we consider a long-term commitment."

Lionel BACCI  
head of IT infrastructure at Adecco

"When I was in charge of CSR and strategic relationships for Ricoh France, my first contact with Close the Gap in 2008 was a beautiful discovery. I was really impressed by their commitment to provide African countries with access to education. I am convinced that France will be a big contributor to the success of such a beautiful project. Close the Gap offers French organisations a real opportunity to participate in a concrete and sustainable action, or better said, in a human adventure."

Corinne GRAPTON  
Business Excellence & Strategic Relations Director

BELGIUM	NETHERLANDS
<b>Acerta</b>	<b>ABN AMRO</b>
<b>BTC-CTB</b>	<b>Aegon</b>
<b>Caridian BCT Europe</b>	<b>Academisch Medisch Centrum</b>
<b>CHU Brugmann</b>	<b>BCC</b>
<b>Combell</b>	<b>Centraal Orgaan opvang asielzoekers</b>
<b>Deloitte</b>	<b>Cofely</b>
<b>Ernst &amp; Young</b>	<b>DAF Trucks</b>
<b>Fabricom</b>	<b>Epcor</b>
<b>HIVA</b>	<b>Essent</b>
<b>KBC</b>	<b>Exact</b>
<b>Leaseplan</b>	<b>Fokker Services</b>
<b>Mobistar</b>	<b>Gemeente Heerlen</b>
<b>Nationale Bank van België</b>	<b>KLM</b>
<b>Numericable</b>	<b>Koninklijke Ahold</b>
<b>Pietercil</b>	<b>Microsoft</b>
<b>Provincie Vlaams-Brabant</b>	<b>Nederlandse Spoorwegen</b>
<b>Ricoh</b>	<b>NXP Semiconductors</b>
<b>SD Worx</b>	<b>Prorail</b>
<b>Sidegis VZW</b>	<b>RDC</b>
<b>Sipef Group</b>	<b>Ricoh</b>
<b>Stad Hasselt</b>	<b>RWE</b>
<b>Stad Leuven</b>	<b>Stork Industry Services</b>
<b>Toyota</b>	<b>WE Europe</b>
<b>Universiteit Gent</b>	<b>Winkelman en Van Hessen</b>
<b>VLIR-UOS</b>	<b>Wonen Zuid</b>
<b>Wolters Kluwer</b>	

#### DONATED ASSETS IN 2010

Product	# assets (sum)	percentage value
<b>MONITOR CRT</b>	950	4.34%
<b>MONITOR OTHER</b>	88	0.40%
<b>MONITOR TFT</b>	4,023	18.37%
<b>NOTEBOOK</b>	2,989	13.65%
<b>OTHER</b>	2,942	13.43%
<b>PC</b>	8,591	39.22%
<b>PRINTER</b>	1,562	7.13%
<b>SERVER</b>	758	3.46%

#### GRADES GIVEN IN 2010

Grade	# assets (sum)	percentage value
<b>A</b>	11,462	52.39%
<b>B</b>	2,217	10.13%
<b>C</b>	1,850	8.46%
<b>E</b>	533	2.44%
<b>NEW</b>	1	0.00%
<b>T</b>	5,815	26.58%
<b>PRINTER</b>	1,562	7.13%
<b>SERVER</b>	758	3.46%

- A:** Excellent quality
- B:** Excellent quality with esthetical defaults
- C:** Reuse as spare parts
- E:** Positive printer check
- T:** Scrap to recycling



# 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 became increasingly aware that the organisation had to take responsibility and play a part in fighting this crisis.

Close the Gap highly values the three R's of e-waste management: Reduce - Reuse - Recycle. For its projects, the organisation wants to ensure that end-of-life equipment is handled in an environmentally-friendly and cost-effective manner.

## 6.1. RESOURCE CONSERVATION

Before starting the recycling process it is important to lengthen the lifespan of e-IT equipment. Close the Gap 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.

## 6.2. ENVIRONMENTAL COMPLIANCE: THE THREE R'S OF E-WASTE

Extending the lifespan of IT-equipment however does not 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 to 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 minimise the movements of hazardous waste between nations and to prevent the transfer of hazardous waste from developed to less developed countries.

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

### 6.2.1. REDUCE AND REUSE

As mentioned before, IT equipment ages quickly. However, this does not necessarily mean that the hardware is "old". A computer does not 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.

In short, the following measures and controls are in place<sup>6</sup>:

- 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

<sup>6</sup>For detailed overview on this process, please see Chapter 5 "Projects and Activities in Europe".



just “old” or really worn-out. After collection, the “old” equipment is refurbished by Flection (Close the Gap’s refurbishing and logistical partner);

- The refurbishing partner of Close the Gap has all required permits and audit controls to support, to prevent and to facilitate e-waste minimisation.

Flection is also an active member of the StEP Initiative (Stop 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.

### 6.2.2 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.

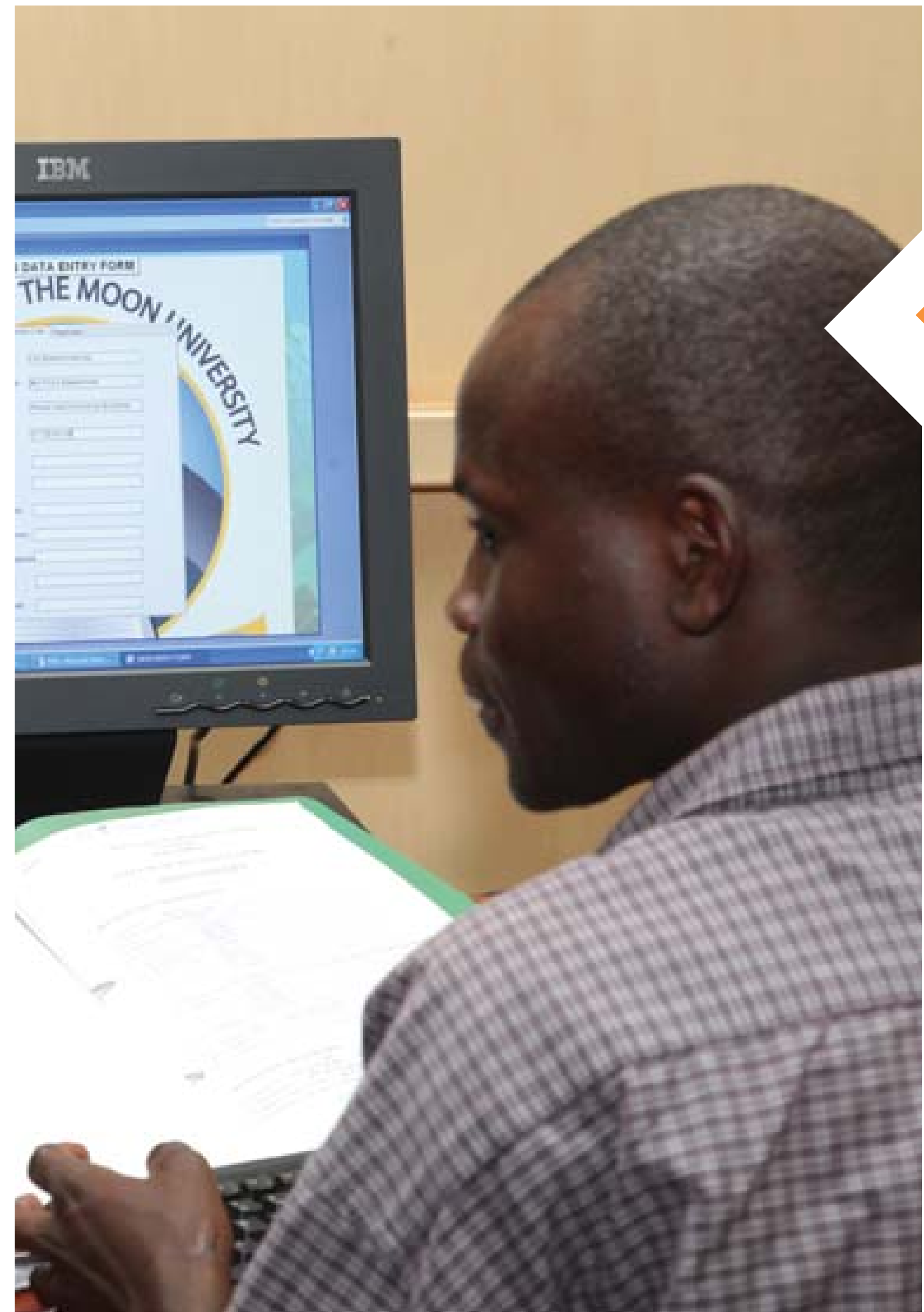
This way, Close the Gap and Flection implement a 0% landfill policy and will never ship malfunctioning equipment or hazardous waste to their projects.

## 6.3. END-OF 2ND LIFE MANAGEMENT

Once equipment reaches the end of its second life cycle in the developing countries, it is important to arrange recycling 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 - lead by different entities - were carried out and many initiatives were developed. It is, however, also true that in developing countries there is still a great need for even modest projects that aim to set up dismantling and recycling plants, as well as vocational training centres for hardware maintenance, refurbishment and recycling.



# WORLDPC<sup>7</sup>: A GLOBAL PLATFORM IN ICT4DEVELOPMENT



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.

In 2010, with the support of the BTC-CTB (Belgian Development Agency), Close the Gap coordinated the development of a study on an integrated sustainable e-waste management solution for the East-African community. The study aimed to provide a framework and recurrent funding system for the collection, dismantling and recycling of e-waste. From the study results, a business plan has been drafted.

WorldPC, more in general, has the ambition to become a network organisation linking members with an interest in sustainable use of ICT4Development. Execution of a sustainable e-waste management solution is a first and important programme line to be further developed by WorldPC. In this programme the local context, social impact and the aim of sustainable business creation are taken into consideration. Furthermore, the e-waste component of WorldPC draws up a collection system to ensure that all waste owners deliver their e-waste to the entities in charge of proper and environmentally-friendly treatment. Lastly, the programme also examines how a conducive environment can be created enabling the successful implementation of the system.

WorldPC is very happy with the commitments made by its founding member Close the Gap. Thanks to an initial investment of € 150,000 by Close the Gap, WorldPC was able to kick-off in 2010. The basis created in 2010 should enable WorldPC to already bring about a breakthrough in e-waste management in Africa in 2011. This will also be the visible starting point for the outside world of WorldPC as a network organisation in the landscape.

Mr. Hennie Wesseling  
Former CIO TNT and member of WorldPC Board of Directors



Hennie Wesseling  
Former CIO TNT and member of WorldPC Board of Directors

<sup>7</sup> WorldPC vzw/asbl is a global platform in ICT4Development. This organisation was created by Close the Gap as a separate legal entity in 2009. Currently, the role of Close the Gap is to make WorldPC vzw/asbl self-sustainable in the coming years. .

## 7.1. MISSION

The ultimate vision of all members of WorldPC is to reduce the digital divide and thereby to contribute to the creation of an all-inclusive society with equal opportunities for all people to have access to and use knowledge and information to improve their lives.

The mission of WorldPC is to become the standard of excellence for an evolving network of non-profit, civil society, public and commercial organisations, who share common objectives in realising the transformative potential of knowledge, communication and information technologies to improve lives, reduce poverty and empower people throughout the world.

## 7.2. OBJECTIVES

### Sharing, Learning and Connecting

WorldPC strives to connect and link its members with each other, to stimulate all members in the process of sharing and learning best practices, vision, contacts, experiences and driving all members to the top of their capabilities by helping them to become more effective organisations. This process will no doubt create significant leverage to each of the members individually, as well as to the network of World PC as a whole.

### Quality management

In this networking process WorldPC intends to act as a quality label towards its partners. By doing so WorldPC members will be able to validate their quality management efforts in areas like quality production/refurbishment, recycling, data wiping etc...

### Product sourcing and innovation

WorldPC hopes to leverage the power of its members to source volumes of hardware (new or quality-used) or financial donations. Furthermore and through the network, best practices in the field of product innovation for ICT4Development can be shared.

### E-waste solutions - Sustainable product management and resource efficiency

E-waste is posing a huge challenge in developing countries. Members of WorldPC will share a mutual interest in the sense of wanting to warrant closing the supply chain of ICT products. With respect to e-waste, sustainable collection schemes as clean and safe environmental treatment of end-of-use ICT hardware on the African continent should be obtained.

Other objectives will include identification and qualification of funding opportunities for project development initiatives for members or even connection with international institutions etc.

"The field of information and communication technology (ICT) will play an ever-increasing role in the development of the world.

Some even boldly declare: "Africa cannot afford paper", several pilot projects endorse this statement, but they also demonstrate that serious efforts are required to guarantee the success for our colleagues of the South."

The WorldPC platform aims to contribute to this development, by linking up academic, institutional and private partners.

The vision underlying WorldPC is the recognition of the fundamental role of the academic strengthening and capacity building as a pre-condition for successful development of ICT in the South."

Prof. Marc Nyssen,  
Vrije Universiteit Brussel

## 7.3 ORGANISATION

### WorldPC - Board of Directors

The Board is responsible for providing oversight, guidance and support to the Executive Director who leads the implementation process.

### Composition (at this moment):

Prof. em. dr. Wim A.G. Blonk, Chairman

Mr. Hennie Wesseling, Board Member

Mr. Olivier Vanden Eynde, Founder WorldPC

Close the Gap, represented by a Board Member of Close the Gap

## 7.4. MEMBERS

### 7.4.1. THE ADVANTAGES OF BEING A MEMBER

Members of the WorldPC network are not-for profit organisations active in the field of provision of cost-efficient IT solutions to their partners in developing countries. The added-value for WorldPC members and partners includes:

- E-Networking
- Getting a quality assurance label in the field of "ICT4Development"
  - Quality production and refurbishment
  - Operational and internal system audits
  - Data wipe best practices and licensing
- Upstream sourcing of ICT equipment
  - Leveraging the volume of hardware donations (new and used equipment)
  - Integrating affordable solutions for green IT tools
- Sharing of best practices in product innovation
  - Netbooks, multi-usage systems, low-energy ICT equipment etc.
- Guarantee of closing the supply chain with respect to e-waste collection and environmental treatment of end-of-use ICT hardware on the African continent
  - Best option (actually only for the East-African region): Public Private Management of (several) e-waste Disassembly plant(s) per region in Africa (East-Africa, Central Africa, West-Africa and Southern Africa). Each WorldPC member will be

able to guarantee a best-practice end-of-life e-waste treatment of the end-of-life equipment handled by the member.

- 2nd Best option: Offsetting of e-waste footprint by acquiring WorldPC e-waste certificates:
  - Every organisation that feels responsible for e-waste recycling in developing countries and wants to reduce this e-waste can from now on outsource the practical consequences of this responsibility by buying WorldPC e-waste neutral certificates.
  - Because these certificates are released on a per item basis, our transparent and innovative financing model is innovative and appealing to many of our members.
- Various other added values:
  - Identification and qualification of funding opportunities for project development initiatives for members
  - Connection with international institutions: EIB, UN, EU

### 7.4.2. SELECTION CRITERIA TO BECOME A MEMBER

#### WorldPC Charter

Members subscribes to some basic principles of the WorldPC philosophy as summarised in the WorldPC Charter. This charter – available on the WorldPC website - contains environmental, social and sustainability commitments and respects life cycle approach of products.

#### Selection Criteria

- Membership is restricted to non-profit organisations with a vision dedicated to ICT and development
- Potential members subscribe to the WorldPC adherence form
- Requests for membership are evaluated by the WorldPC Board of Directors

A difference is made between Structural members and Sympathising members.

#### Structural Members

- ITC4Development is a core objective in the objective

- charter of the member
- The right to vote in the General Assembly
- Contribute to the WorldPC network financially or with in-kind contributions

**Sympathising Members**

- ITC4Development is not necessarily a core activity but can be a side activity of the organisation
- No right to vote in the General Assembly
- Voluntary membership (no financial contribution)

**7.4.3. CURRENT MEMBERS**

**Structural members**

- Close the Gap - [www.close-the-gap.org](http://www.close-the-gap.org)
- Digital Pipeline Africa - [www.digitalpipeline.org](http://www.digitalpipeline.org)

**Sympathising members**

- Computers for Development [www.computersfordevelopment.org](http://www.computersfordevelopment.org)
- YouBridge - [www.youbridge.org](http://www.youbridge.org)
- Ukengee Foundation - [www.ukengee.org](http://www.ukengee.org)
- Computers for Schools Uganda - [www.cfsk.org](http://www.cfsk.org)
- Computers for Schools Kenya - [www.cfsk.org](http://www.cfsk.org)

**7.5.PARTNERS**

**7.5.1. THE ADVANTAGE OF BEING A PARTNER**

WorldPC works closely with its members, but also with multiple partners, to enable the organisation to widen the reach, help support local institutions and build stronger, locally-owned networks.

Partners of WorldPC include organisations and corporations with an added value for the members of WorldPC, i.e.:

- Manufacturers of ICT hardware, solutions;
- Telcos and data infrastructure suppliers;
- Software developers (e-learning);
- Recyclers and WEEE organisations worldwide;
- Other involved stakeholders in the broad "ICT4Development" domain

The e-waste management programme offers WorldPC Partners:

- Pragmatic and tangible solutions to e-waste
- Compliance under control of e-waste responsibility
- Actual clean up of existing e-waste, hereby contributing directly to environment, health, job creation and sustainable ICT hardware in developing countries as this project "walks the walk"
- e-waste certificate warranting an e-waste neutral approach of the participating partner
- e-waste neutral certificates

The added value for WorldPC Partners can be summarised in the following chart:



**7.5.2. CURRENT PARTNERS**

Currently, WorldPC partners are mainly partners active in the field of e-waste management. Partners of the WorldPC e-waste management programme are institutions interested in closing the supply chain loop of ICT materials with a dedicated focus on collection and environmentally-friendly treatment of e-waste fractions into material fractions.

- Umicore - [www.umicore.com](http://www.umicore.com)
- Deloitte Belgium - [www.deloitte.com](http://www.deloitte.com)
- Ricoh Europe - [www.ricoh.com](http://www.ricoh.com)
- Leo Burnett Brussels - [www.leoburnett.be](http://www.leoburnett.be)
- Vintage Production - [www.vintage.eu](http://www.vintage.eu)

More information can be found on [www.worldpc.org](http://www.worldpc.org)

"Umicore supports Close-the-Gap's initiative to recycle obsolete electronics generated and collected in Kenya. In particular, Umicore Precious Metals Refining (UPMR) will in the near future handle a first container of printed circuit boards, collected and dismantled in Kenya. The cooperation between Close-the-Gap and Umicore will enable the Kenyan recycler to have their boards handled in an environmentally-sound manner and at the highest eco-efficiency level at Umicore's integrated smelting-refining operations in Hoboken, Belgium. In order to guarantee success for this trial shipment, Umicore will provide customised service and assistance.

A further expansion of this cooperation will enable the local e-waste recycling industry to grow and develop in a sustainable way."

Steven ARTS  
Sales Manager Electronic Scrap Recycling at UMICORE Precious Metals Refining

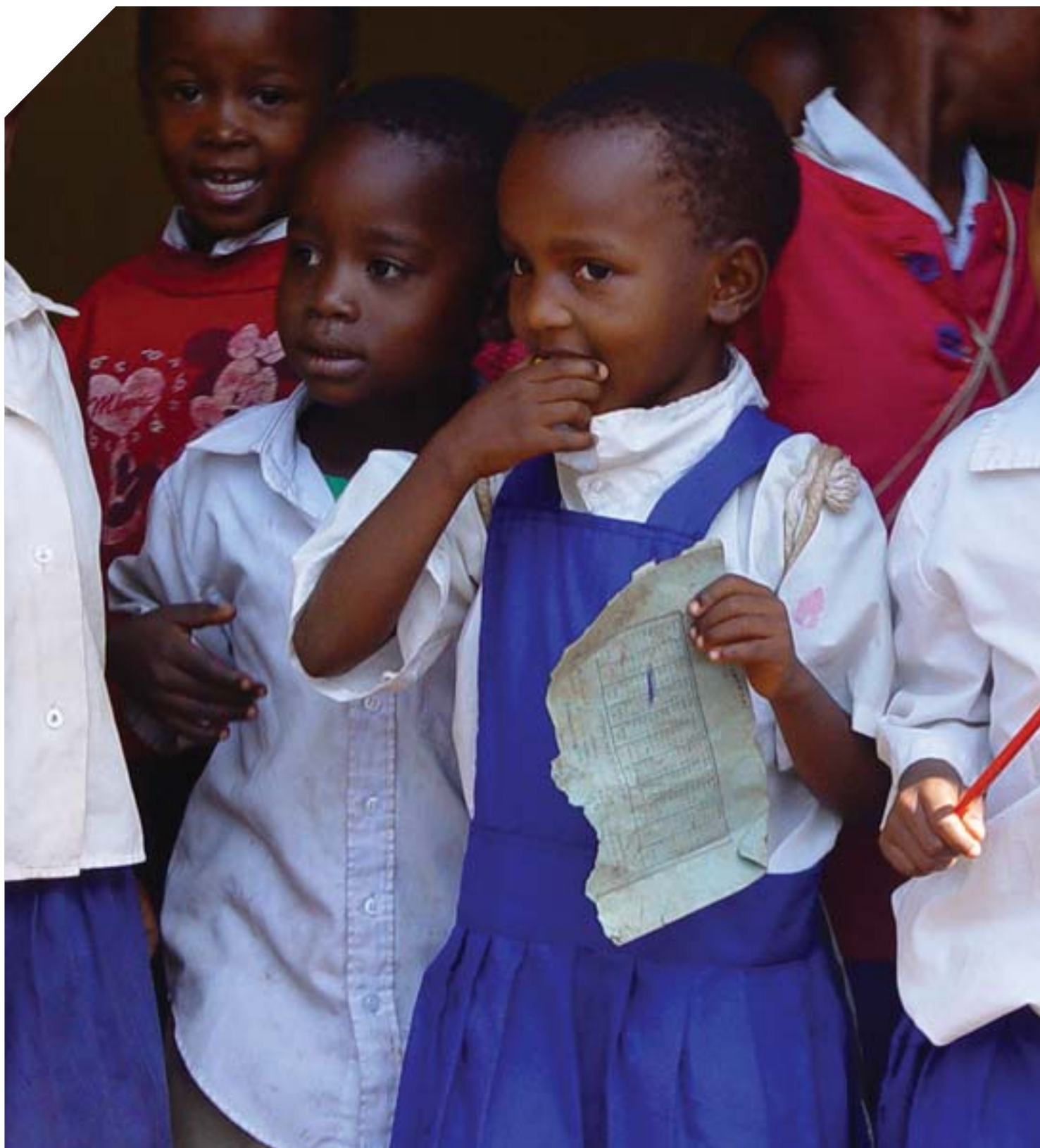
"Doing business with respect for the environment has become one of the big challenges of the future. WorldPC offers the Belgian ICT Industry a great opportunity to take up its green responsibility. The pragmatic approach of WorldPC is bringing to life development projects in Africa with lasting relevance for the environment and for ICT."

Christian VAN HUFFEL  
General Manager Agoria ICT

"Recupel is committed to coordinating the collection and correct treatment of electric and electronic waste in Belgium. Challenges related to sustainable treatment of so called e-waste fractions in the developing world are enormous. Through the WorldPC platform Recupel can add its know-how and expertise to support in helping to reduce the e-waste problem."

Peter SABBE  
General Manager Recupel

# NON-PROFIT 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 review 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. In 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 BRAUWER  
Close the Gap Board of Directors member

## Board of Recommendation

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

"ICT tools are one of the most important vehicles to access "Education for All" principles. Too many schools and universities in Africa do not 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  
& member of Close the Gap Board of Recommendation

## Counselors

Close the Gap's Counselors complement the Board of Directors and consist of a number of international people willing to support Close the Gap in terms of network and visibility. Some members take responsibility for specific tasks, while others provide valuable input in another way. Each counselor brings something unique to the organisation. Counselors 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. Counselors are active in many countries within different sectors such as development, education, health or microfinance sectors.

## Strategic Partners

Close the Gap could not exist without the daily support of its Strategic Partner network. All partners support the organisation through philanthropic activities in their specific field<sup>8</sup>.

## Managing Director

The Board of Directors of Close the Gap has entrusted the daily management to Olivier Vanden Eynde<sup>9</sup>, founder of the organisation, by means of a management agreement. On an annual basis, two members of the Board of Directors hold an evaluation session with the Managing Director as part of an ongoing, collaborative inquiry to explore the daily functioning of the Managing Director. During the evaluation 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.

In 2009, an Operations Director (also known as Mrs. Aurélie Dupont) was appointed. Thanks to this appointment, the Managing Director can invest more time and energy in the strategic future plans of the organisation.

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

<sup>8</sup>Detailed information on Strategic Partners can be found in Chapter 5 "Projects and Activities in Europe".  
<sup>9</sup>Via OKMGM bvba

**Close the Gap values**

Close the Gap's Board of Directors, management and employees deliver the organisation's five key mission values to counselors, 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 (counselors, strategic partners, supportive partners, service partners, donors and contacts in general)
- when promoting its "zero waste to landfill" policy with local partners

**External audit**<sup>10</sup>

Since transparency is a key component of a healthy 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 ensure a transparent and professional use of funds (raised by strategic partners, donors and subsidiary governments), Deloitte supports Close the Gap with internal audits, risk management and legal support, as well as by 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 carried out in the future. The next internal audit will occur in May 2011. Results will feature in the annual report 2011.

**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. Two guiding principles are the sustainability of the project as well as 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.

To enhance the long-term self-supporting nature 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 improve sustainable projects and to bring people together to exchange knowledge and experience. 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 team, 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.

**Social Entrepreneurship**

In the rapidly-emerging non-profitworld, it is important for an organisation to become self-sufficient rather than having to entirely or partly depend on contributions 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 Close the Gap's social and environmental mission will always stay central to all its activities.

**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. 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.

"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 that are more than significant in countries where access to medical care is not always automated."

Monique M.F. HEIJN EVERWIJN LANGE Ambassador D.G.O & Amsterdam Dinner & member of Close the Gap Board of Recommendation

<sup>10</sup> More information in Chapter 10 "Financial report"

# UNITED NATIONS



The year 2010 marked the follow-up of Close the Gap's recent collaboration with the United Nations.

## 9.1. UNITED NATIONS DEPARTMENT OF PUBLIC INFORMATION (UNDPI)

It is not without pride that Close the Gap's team is delighted to announce that in 2010, the organisation was recognised as a member of the United Nations Department of Public Information (DPI). This means, that Close the Gap can from now on be considered an NGO recognised by the United Nations.

Indeed, the Committee of Non-governmental Organisations of the Department of Public Information met in June 2010 to consider the new applications from non-governmental organisations for association with the UN-DPI. Close the Gap was selected amongst several other worldwide organisations.

This association constitutes a commitment on the part of Close the Gap to disseminate information and raise public awareness about the purposes and activities of the UN. Indeed, associated NGOs are expected to focus a portion of their communication activities on the work of the UN. Also, Close the Gap is expected to keep the UN-DPI's organisations informed of its activities.

The NGO Relations Cluster is the link to over 1,500 Non-Governmental Organisations (NGOs) associated with the Department of Public Information and supports their efforts to interact effectively with the United Nations in their areas of expertise.

The Cluster is also responsible for facilitating the exchange of information and developing partnerships with civil society. It plays a coordinating role within the UN Secretariat to reach out to civil society partners around the world and enhance their interaction with, and understanding of, the work of the UN.

The Cluster proactively reaches out to representatives of civil society who seek information about the UN and look for opportunities to support the Organisation at the international, regional, national and community levels.

The annual UN DPI/NGO Conference is the NGO Relations Cluster's premier event at the United Nations, attracting around 2,000 NGO representatives from approximately 70 countries.

In 2008, the conference was organised in partnership with UNESCO, the Office of the High Commissioner for Human Rights (OHCHR) and the Government of France to mark the sixtieth anniversary of the adoption of the Universal Declaration of Human Rights. It was entitled Reaffirming Human Rights: the Universal Declaration at 60. In 2009 the conference was organised in partnership with the United Nations Office for Disarmament Affairs (UNODA) and the Government of Mexico, on the subjects of disarmament, international peace and development.

In 2011, the conference will occur in Germany (Bonn) and Close the Gap – as new member of this network – will attend the workshops and activities of this three-days event.

Over the year, the Cluster sustains the partnership with the NGO community by providing:

- 33 weekly NGO Briefings;
- three-day-long DPI/NGO Communications Workshops;
- A two-day Orientation Programme for new NGO representatives;
- The NGO Resource Centre;
- The Annual Review of NGOs associated with DPI;
- A multifaceted NGO association and review process;
- The maintenance of two websites.

Currently, there are 1,588 NGOs with strong information programmes associated with DPI. In Belgium, only 26 organisations are members. In the Netherlands, 21 organisations are members and in France, 59.

More information: [www.undpi.org](http://www.undpi.org) and [www.un.org/wcm/content/site/dpingorelations/index.html](http://www.un.org/wcm/content/site/dpingorelations/index.html)

## 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 experienced 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, which offers 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 offers 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 UN's best properties, 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 that allows partners to share experiences, discuss methods of promoting sustainable development and learn from each other.

The spirit of the 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 the following ten principles of the Global Compact in its corporate policies:

- Human Rights
  - Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence;
  - They should also make sure that they are not complicit in human rights abuses
- Labour 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
  - 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
  - Encourage the development and diffusion of environmentally-friendly technologies
- Anti-Corruption
  - Businesses should work against all forms of corruption, including extortion and bribery

More information: [www.unglobalcompact.org](http://www.unglobalcompact.org)

This UN international initiative also has its branches at local levels: [www.globalcompact.be](http://www.globalcompact.be)

In November 2010, Close the Gap participated in the UN Global Compact event in Belgium: "European trends in CSR development: Enhancing cross-border dynamics within the UN Global Compact Local Networks".

"Challenges related to the Millennium Development Goals require a global and multi-disciplinary collaboration between active participants in the sector. As a member of Close the Gap Board of Recommendation, 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  
& member of Close the Gap Board of Recommendation

## 9.3. UNITED NATIONS GLOBAL ALLIANCE FOR ICT AND DEVELOPMENT (UNGAID)

In December 2009, Close the Gap was 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 of UNGAID is 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 the awareness of policy makers on ICT4Development 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 and the organisation participated in the UNGAID summit in Abu Dhabi in December 2010<sup>11</sup>.

More information; [www.un-gaid.org](http://www.un-gaid.org).

<sup>11</sup> More information in chapter 2 "Event Time Line 2010"



# FINANCIAL REPORT



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

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 helping 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 its 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 on 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 communication elements to web design development or material transport. In addition, Close the Gap receives support from a number of counselors who play a key role in the development of the organisation.

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 2010 financial statements, are published below.

A special announcement is related to the creation of the legal entity WorldPC vzw in September 2009. Close the Gap, as the founder of this new umbrella organisation, decided in 2010 to invest a total amount of € 150,000 as starting capital for WorldPC. This amount was donated to WorldPC from the allocated funds of Close the Gap. This transaction resulted in a significant decrease of Close the Gap's allocated funds.

BALANCE SHEET	31.12.2010	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
<b>ASSETS</b>						
FIXED ASSETS	12 239,74	11 455,24	11 188,20	6 864,07	8 123,16	3 954,35
Intangible assets	1 666,66	3 333,33				
Tangible assets	10 573,08	8 121,91	11 188,20	6 864,07	8 123,16	3 954,35
Plant, machinery and equipment	989,83	1 288,80	1 852,21	705,62	720,00	
Furniture and vehicles	7 099,25	6 833,11	9 335,99	618,45	7 403,16	3 954,35
Other tangible fixed assets	2 484,00					
CURRENT ASSETS	4 864 011,48	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	1,00	1,00
Stocks	1	1	1	1	1,00	1,00
Goods purchased for resale	1	1	1	1	1,00	1,00
Amounts receivable within one year	356 668,57	461 702,59	276 474,82	612 907,53	244 471,13	321 106,45
Trade Debtors	291 731,11	381 278,93	251 963,28	607 047,58	242 054,91	306 855,12
Other amounts receivable	64 937,46	80 423,66	24 511,54	5 859,95	2 416,22	14 251,33
Cash at bank and in hand	4 466 734,24	3 456 785,49	2 785 320,44	1 222 304,95	858 270,87	448 781,80
VLIR-ICT, DNS Fund	3 060 765,79	2 242 792,29	1 594 320,70	145 625,83	310 832,24	292 758,68
Own Cash	1 405 968,45	1 213 993,20	1 190 999,74	1 076 679,12	547 438,63	156 023,12
Deferred charges and accrued income	40 607,67	98 121,54	8 276,82	1 328,40	11 334,73	9 480,48
<b>TOTAL ASSETS</b>	<b>4 876 251,22</b>	<b>4 028 065,86</b>	<b>3 081 261,28</b>	<b>1 843 405,95</b>	<b>1 122 200,89</b>	<b>783 324,08</b>

BALANCE SHEET	31.12.2010	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
<b>LIABILITIES</b>						
CAPITAL AND RESERVES	1 851 128,12	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	9 461,62
Starting Capital	9 461,62	9 461,62	9 461,62	9 461,62	9 461,62	9 461,62
Funds allocated by Close The Gap	498 126,24	655 070,47	639 603,47	629 973,47		
Result carried forward	1 343 540,26	964 376,81	735 340,15	492 943,71	294 596,55	61 709,41
PROVISIONS	67 887,10	54 059,25				
Provisions for liabilities and charges	67 887,10	54 059,25				
CREDITORS	2 957 236,00	2 345 097,71	1 696 856,04	711 027,15	818 142,72	712 153,05
Amounts payable within one year	2 323 452,09	1 570 172,26	223 063,02	390 396,85	146 643,19	363 737,15
Financial Debts						1 379,55
Trade debts	288 932,96	270 058,57	164 102,89	353 629,39	88 075,48	265 611,67
Suppliers	288 932,96	270 058,57	164 102,89	353 629,39	88 075,48	265 611,67
Advances received on contracts in progress	1 999 412,06	1 247 341,65	0,00	0,00	27 610,45	68 790,09
Taxes, remuneration, and social security taxes	35 107,07	51 108,40	57 296,49	35 056,61	30 957,26	25 815,83
Taxes	3 651,60	6 081,94	31 315,30	4 524,07	1 664,27	9 428,18
Remuneration and social security	31 455,47	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	633 783,91	774 925,45	1 473 793,02	320 630,30	671 499,53	348 415,90
<b>TOTAL LIABILITIES</b>	<b>4 876 251,22</b>	<b>4 028 065,86</b>	<b>3 081 261,28</b>	<b>1 843 405,95</b>	<b>1 122 200,89</b>	<b>783 324,08</b>

INCOME STATEMENTS	31.12.2010	31.12.2009	31.12.2008	31.12.2007	31.12.2006	31.12.2005
Operating income	A 1 979 014,44	1 629 270,85	1 588 984,83	1 623 740,55	923 549,35	528 147,01
Turnover	1 512 524,03	1 136 135,82	1 112 344,89	692 919,69	772 485,91	416 078,22
Contributions, donations, grants, etc	406 743,55	483 514,67	449 774,88	927 798,58	151 052,89	110 640,62
Other operating income	59 746,86	9 620,36	26 865,06	3 022,28	10,55	1 428,17
Operating charges	(-) 1 778 996,59	1 347 811,89	1 359 899,65	808 104,48	699 132,86	515 120,60
Intermediate consumption	B 1 231 256,80	1 023 368,15	1 089 587,63	619 216,70	551 559,98	356 111,11
Raw materials, consumables and goods for resale	923 309,95	730 505,37	773 879,97	362 668,83	451 665,52	293 623,75
Purchases	600/8 923 309,95	730 505,37	773 879,97	362 668,83	451 665,52	293 623,75
Increase (-);decrease(+) in stocks						
Services and other goods	307 946,85	292 862,78	315 707,66	256 547,87	99 894,46	62 487,36
Gross Margin (Pos result)	A-B 747 757,64	605 902,70	499 397,20	1 004 523,85	371 989,37	172 035,90
Remunerations, social security costs and pensions	211 688,33	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	6 856,52	6 042,96	6 106,10	3 912,79	3 660,75	1 485,21
Provisions for Liabilities and charges:						
Appropriations (+/-)	13 827,85	54 059,25				
Other operating charges	329 194,94	115 787,50	76 907,17	35 080,67	4 701,15	38 649,04
Operating result	(+) 186 190,00	227 399,71	229 085,18	815 636,07	224 416,49	13 026,41
Financial income	39 253,90	18 184,42	26 072,49	13 450,71	9 483,91	5 432,13
Income from current assets	39 078,32	17 966,98	23 631,70	13 310,71	8 279,81	5 420,87
Other financial income	175,58	217,44	2 440,79	140,00	1 204,10	11,26
Financial charges	(-) -3 224,68	-1 080,47	-3 131,23	-766,15	-1 013,26	-1 102,88
Interest and other debt charge	1 924,72	22,21	205,92	14,16	74,38	77,34
Other financial charges	1 299,96	1 058,26	2 925,31	751,99	938,88	1 025,54
Result on ordinary activities	(+) 222 219,22	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	0,00	576,64
Write back of depreciations						576,64
Result for the year	(+) 222 219,22	244 503,66	252 026,44	828 320,63	232 887,14	17 932,30
Result for the period allocated to funds	(-) 15 467,00	15 467,00	9 630,00	629 973,47	0,00	0,00
<b>Result for the period to be carried forward</b>	<b>(+) 222 219,22</b>	<b>229 036,66</b>	<b>242 396,44</b>	<b>198 347,16</b>	<b>232 887,14</b>	<b>17 932,30</b>

Reviseurs d'entreprises

**PKF**  
Business solutions

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AUDITORS' REPORT TO THE ANNUAL MEMBERS' MEETING OF THE ASSOCIATION CLOSE THE GAP INTERNATIONAL, NV ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2010

In accordance with the legal and statutory requirements, we report to you on the performance of the audit assignments which have 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, 2010, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 4 876 251,22 and a profit balance for the year of EUR 222 219,22.

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, assessing 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 Reviseurs d'Entreprises / Institut van de Revisoren). These 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 to executing our audit procedures. We have exercised, on a test basis, the evidence supporting the amounts included in the financial statements.

We are not responsible for the preparation and the fair presentation of the financial statements. Our responsibility is to express an opinion on these financial statements based on our audit.

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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.

In our opinion, the financial statements for the year December 31, 2010 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 distributions undertaken or declared 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 10, 2011

PKF Revisoren (België) NV,  
Revisoren NV

Christine Luby  
Registered Auditor | Partner

# VISION OF THE FUTURE



As featured in this annual report, 2010 has been a very important year for Close the Gap in terms of continuation. 2011 will also be a year of continuation and consolidation of the previous years' efforts.

Given the acceleration of change in our rapidly evolving society, it is clear that predicting the future has become more difficult than ever. If we try to look ahead more than a decade or so, the crystal ball becomes cloudy. Nevertheless, in this chapter, a view on the future challenges and opportunities will be given.

Some antagonists might wonder why Close the Gap is still working intensively with second-hand equipment in developing countries and not more with new hardware?

Research shows that today, re-use is still 20 times better for the environment than recycling. This research was carried out by the United Nations at the UN University in Tokyo by Eric Williams and Ruediger Kuehr.

Therefore, Close the Gap still resorts to re-use, as it still proves to be a great socio-economic, solution-minded approach for many project partners in developing countries. As it only works on a demand-driven basis, Close the Gap always has the guarantee that its operational model still has a well respected basis with its beneficiary partners. Nevertheless, as Close the Gap continuously finds itself on the edge of new developments within "ICT4Development" environments, it is very much aware of all upcoming technologies, including, for example, low energy consuming hardware for developing countries. In this perspective, the feasibility of various pilot projects using new ICT hardware equipment is being assessed and some are being conducted – as we speak – to real implementation and future evaluation.

Some opportunities for the upcoming year are very tangible and relate to clear action plans developed by our management and operational team. Concretely, we will emphasise the DNS.be partnership while continuing the measurable output in this project, leveraging it to the various partners involved using a mechanism of co-funding by the end-beneficiary organisations. This way a

continuation of this programme can remain, even after the phasing out of the main financial contribution.

Furthermore, 2011 should be translated as the year we reach our milestones in the development of inbound donors in France. After having strong and loyal recurrent inbound donors in the Benelux, Close the Gap decided in its strategic growth initiative to increase its regional activities in France, Germany and Luxembourg. French development will be very concrete in 2011, with an expected inbound volume of several tens of thousands of donated IT hardware assets.

Knowing that in 2012 Close the Gap will be phasing out some partnerships from the past, the organisation is preparing itself with some new, key "project adoption" propositions for its partners. Rolling out the first key pilot projects will definitely be a great challenge in 2011. Running those programmes with identifiable win-win situations for all involved partners will be key in including innovative tools and communication targets. This means a second beginning for our respected "Friends of" Close the Gap programme.

In 2011, Close the Gap will move its offices to the "Karel Van Miert Building", a brand new international office owned by the Vrije Universiteit Brussel (VUB). This building has more than 10,000m<sup>2</sup> of office space and brings together everyone at the Vrije Universiteit Brussel concerned with internationalisation. The new building accommodates the International Relations and Mobility Office (IRMO), the Institute for European Studies (IES), the Brussels Institute of Contemporary China Studies (BICCS) and the Vesalius College. The Sociology and Political Sciences Research Groups and the University Centre for Overseas Development (UCOS) have also moved to this new, inspirational building.

Recently, the United Nations Development Centre in Bangkok issued a list of over 100 case studies addressing one or more of the following issues within ICT4 Development, namely:

- Access and Infrastructure
- Capacity building and Education
- e-Governance and e-Government

- Environment and Agriculture
- Free and Open Source Software
- Gender and ICT
- Health and Medicine
- Policy and Social Analyses
- Technical Innovation for Development

The optimists believe that progress, fuelled by scientific research and ICT, will continue to improve our life and conquer all problems. At Close the Gap, we are all optimists, but we retain a sense of reality. The recent start-up of the collaborative project WorldPC is a great manifestation of the statement above. Looking at the nine key issues for our stakeholder's core activities also mentioned above, a real collaborative approach will be the unique success factor in reaching for a satisfactory result in the coming years. WorldPC will guide Close the Gap and its partners and sister organisations to this higher level.

WorldPC will without any doubt be the red line throughout the coming year's activities. If Close the Gap wants to continue its work in a sustainable way, WorldPC will be the key vehicle to lead this growth.

Therefore, 2011 will focus on creating a sound and solid basis for WorldPC and on making it as independent of Close the Gap as possible in terms of governance and management.

Mr. Olivier Vanden Eynde  
Close the Gap Managing Director & Founder



Olivier Vanden Eynde  
Close the Gap Managing Director & Founder

"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  
Nobel Peace Prize 1984 & member of Close the Gap Board of Recommendation

## 12. CONTACT DETAILS

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

### Registered headquarters & postal address

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VAT number the Netherlands: NL8153.23.062.B01

## COLOPHON

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