

# CLOSE THE GAP

# ANNUAL

# REPORT

# 2015



**CLOSE  
THE  
GAP**  
BRIDGING  
THE DIGITAL  
DIVIDE



# 2015 CLOSE THE GAP ANNUAL REPORT



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# CHAIRMAN'S FOREWORD

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In the Chairman's foreword of the 2014 annual report, I noted Close the Gap's continued commitment to sustainable ICT for Development through a diversification of offerings, based on the foundation of win-win collaborations with corporations, development agencies and its network of highly valued global partnerships.

In 2015, Close the Gap received 72,259 computer assets from 95 companies. Although Close the Gap saw a decrease of 20 donating companies in 2015, total asset donations increased by almost 8%. This is partly due to the large number of asset refreshes planned by companies with a larger IT footprint in 2015 as opposed to a larger number of smaller companies managing a refresh in 2014. Many companies that did not have assets to donate in 2015 remained engaged and supported Close the Gap in other ways, including offering in-kind support or running innovative campaigns with their stakeholders.

Close the Gap was able to support 292 projects with more than 12,670 computers in 16 developing countries and 567 projects in Europe with almost 3,000 computers. In 2015, Close the Gap continued its commitment to cultivate and develop its service partner programme by offering a tailored entrepreneurship boot camp in partnership with Deloitte University EMEA. I am proud to report that 25% of the participants were women. This is a testament to the democratising role ICT can play in creating economic opportunities for entrepreneurial women.

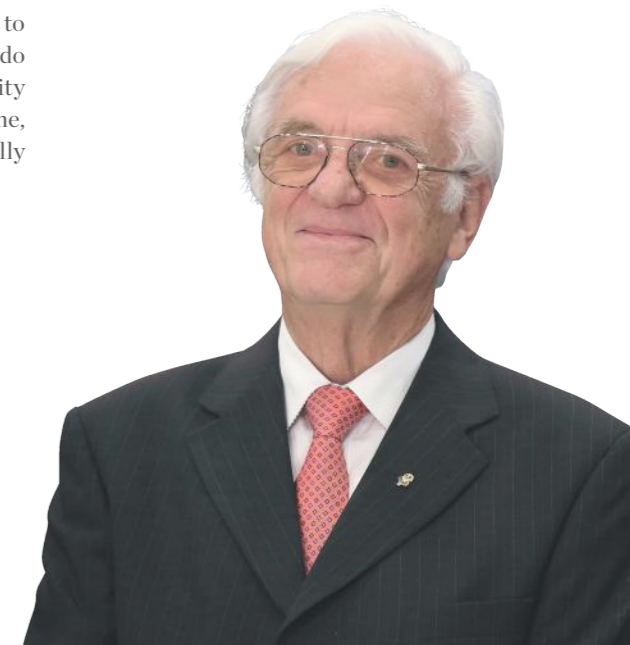
Diversification remains a focal point for Close the Gap, in addition to continuing to deliver its core activities. This includes continuing to facilitate a high-quality, end-to-end donation service for all facilities of globally distributed multinationals and bringing ICT access to vulnerable communities that currently do not have consistent access to an electricity grid. In 2015, the Digitruck programme, which was inaugurated in 2014, was formally launched in Africa.

The first Digitruck was deployed to Tanzania in 2015, with the support of Close the Gap's strategic partner Arrow Value Recovery and its parent company Arrow Electronics. In collaboration with Neema International and Hoops of Hope, a US-based NGO, Close the Gap's first Digitruck is now providing the Tuleeni Orphanage at the base of Mount Kilimanjaro with much sought-after electricity and basic IT courses to complement the standard academic curriculum provided. Seeing the success of this first Digitruck, Close the Gap secured support to build a second Digitruck in South Africa in 2015 for the Langa Township, Cape Town, and a third to be deployed in mid 2016 in Kinshasa, Democratic Republic of the Congo.

Close the Gap is steadfast in its mission to seek innovative national and international partnerships and offerings to support sustainable ICT for Development, recognising the growing power of strategic crowd-funding, local engagement and the need for environmental stewardship. These activities can enable local communities to adopt policies and actions that look at longer-term impact and growth, rather than short-term economic or individual gain.

As in previous years, I am extremely appreciative of the dedication and trust our strategic partners and sponsors continue to bestow on Close the Gap, of our service partners in Africa, of the members of the Board and of the Close the Gap team, working tirelessly behind the scenes to bridge the digital divide.

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





## BRIDGING THE DIGITAL DIVIDE

Access to ICT is a key driver for the development of any society in today's world. Improving access to information contributes to the elimination of poverty and disease, leads to better education and more gender equality. However, the cost of new equipment, limited infrastructure and the lack of IT knowledge and proficiency mean that many people still have no access to IT.

The digital divide is not only a divide between people who have access to ICT and people who don't. It's also a divide between people who have knowledge of ICT and those who don't, between people who realise the opportunities presented by ICT and those who don't. It consists of an infrastructure gap, a knowledge gap and a psychological gap.

High-quality reused IT equipment gives access to information at unprecedented levels, empowering poor and disadvantaged communities living in developing and emerging countries. At end-of-life, IT equipment does not have to be an environmental liability. Through responsible recycling it can present new opportunities in communities: creating green jobs, stimulating local economies and recovering precious materials that can be used in new IT equipment.

Through Close the Gap's e-waste offsetting programme implemented by WorldLoop, computer donors can support the responsible recycling of a similar asset in a developing country.

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



photos on page © Griet Hendrickx



ARCHBISHOP EM. DESMOND TUTU  
Nobel Peace Prize winner 1984

**“ICT4Development is empowering tomorrow's change-makers today, reaching millions of people. When we work and walk together we contribute to the creation of a more sustainable and inclusive society. When you put all of our contributions together, we become an irresistible tsunami of positive change.”**

# MILESTONES

**2013/1**

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

2009



**2012/2**

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



**2012/1**

Close the Gap formally launches NGO spin-off WorldLoop to provide sustainable e-waste recycling solutions in Africa. Read about it on page 23.

2008

**2009**

Launch of Close the Gap's PC Solidarity programme to bridge the digital divide in Belgium in the presence of King Philippe of Belgium (at the time Prince). Read about it on page 64.



2007 \*

**2008**

Close the Gap formalises local Service Partner programme to support beneficiary projects with IT installation, maintenance and training. Read about it on page 46.



2003

**2007 \***

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

**2003**

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

2012/1



2012/2



2013/1



**2013/2**

The Close the Gap Foundation is launched to support initiatives in sustainably bridging the digital divide.

**\*\* 2014**

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

2014 \*\*



2015/1



**2015/1**

Close the Gap's first Digitruck arrives in Africa, powered by Arrow Electronics to bring ICT literacy to orphans near Mt. Kilimanjaro, Tanzania. Read about it on page 66.

2015/2



**2015/2**

Close the Gap, together with Deloitte University EMEA, Middle East and Africa hold first ever Entrepreneurship Bootcamp in Dar es Salaam, Tanzania. Read about it on page 49.

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

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

# CLOSE THE GAP TEAM

Close the Gap is honoured and humbled by the hardworking, dedicated staff that brings their enthusiasm and energy to our mission.



from the left

**Ms. Inge Knapen**  
Operations Director

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

**Mr. Peter Manderick**  
Head of Projects

**Ms. Marie Verbreyt**  
Management Assistant, since Feb. 2016

**Ms. Barbara Toorens**  
External & Partner Relations Director

**Ms. Isabelle Servant**  
Communications Coordinator

**Ms. Aurély Luzolele (not pictured)**  
Project Manager

**Mr. Kris Goossenaerts (not pictured)**  
Internal Operations Manager, until July 2015

**Ms. Sabine Lebrun (not pictured)**  
Management Assistant, until Feb. 2016

**Mr. Yannis Derbali (not pictured)**  
Project Manager, until July 2015

# BOARD OF DIRECTORS

Close the Gap is governed by an independent Board of Directors whose primary function is to give advice and make recommendations to the Managing Director. The Board of Directors comprises a:



## TECHNICAL COMMITTEE

responsible for assessing Close the Gap's technical work and projects



## AUDIT & BUDGET COMMITTEE

responsible for preparing the annual budget as well as annual statements, in collaboration with Close the Gap's strategic partner, Grant Thornton.



## Prof. em. Dr. Wim A.G. Blonk, Chairman

Prof. Blonk was actively involved in the creation of Close the Gap and WorldLoop and has been the Chairman of the Board of Directors at Close the Gap since 2003. In 1999 he retired from the EU Commission as Honorary Director General and in 2003 he retired as Professor at the Vrije Universiteit Brussel. Prof. Blonk is personally involved in projects for disabled children in Tanzania, Malawi and North India.



## Mr. Willem Lageweg

Willem Lageweg is the CEO of MVO Nederland (CSR the Netherlands), the leading CSR knowledge and network organisation in the Netherlands. With over 2,100 affiliated companies, MVO Nederland is the largest CSR network in Europe. Mr. Lageweg is a member of the International CSR committee of the Social Economic Council, chairman of the social enterprise Women on Wings, and member of several advisory committees and CSR juries. He is closely connected with a number of CSR initiatives in Kenya.

## Mrs. Alessandra Azcarraga Sepul

Mrs. Azcarraga Sepul is an honorary member of the Board and assists the management of Close the Gap in developing environment-friendly technology and challenging Close the Gap's solutions in terms of green ICT hardware and software solutions for developing countries. Mrs. Azcarraga Sepul is a founder of Avalon Studios and Avalon Network. Mrs. Azcarraga Sepul is focusing on the Close the Gap Foundation and in particular the link to the USA.



## Mr. Michel De Brauer

Mr. De Brauer is president and CEO of the Pietercil Group NV, an international sales and marketing company. Mr. De Brauer served as a President of the European Sales and Marketing Association (ESMA). He is also a founding member of the Flemish Business Club De Warande.



## Mr. Olivier Vanden Eynde \*

Mr. Vanden Eynde is the Managing Director of Close the Gap. He founded Close the Gap in September 2003 at the Solvay Business School as a mini-enterprise and spin-off of the Vrije Universiteit Brussel. Mr. Vanden Eynde is also the founder and Managing Director of WorldLoop, the sister organisation that focuses on sound e-waste solutions in developing countries. In December 2013, he was mandated by the Board of Directors to found the charitable Close the Gap Foundation\*\*. Since 2006, Mr. Vanden Eynde has combined his job with a part-time position as a director at Deloitte Belgium.

## Mr. André Bontems

Television Systems Engineer Mr. Bontems helps develop new technologies that consume less energy and are an alternative source of power within ICT4Development. Mr. Bontems is an honorary member of the Board, as well as a founder of Avalon Studios and Avalon Network. Mr. Bontems is focusing on the Close the Gap Foundation and in particular the link to the USA.

MR. MICHEL DE BRAUWER  
Board Member, Close the Gap

**“For more than 10 years, Close the Gap has been a powerful example of successful social entrepreneurship, making a real difference in bridging the digital divide. Through its successful partnerships, Close the Gap has been able to bring IT skills to thousands of people in developing countries.”**



## Mr. Guido Vandervorst

Managing partner of the Enterprise Risk Services division and Innovation within Deloitte Belgium, Mr. Vandervorst focuses on internal audit and control services, CFO services, forensic services and ICT.

\* Via a management contract, representing OKMGM bvba.

\*\* Stichting van Openbaar Nut (SON) Fondation d'Utilité Publique (FUP)

# BOARD OF RECOMMENDATION

Close the Gap's Board of Recommendation consists of eminent people willing to be ambassadors of Close the Gap within their networks.

## Archbishop em. Desmond Tutu

- Nobel Peace Prize winner 1984

## Count Jacques Rogge

- Honorary President International Olympic Committee

## Prof. Dr. Marleen Temmerman

- Gynaecologist
- Author and international women's rights advocate
- Director, Department of Reproductive Health and Research at the World Health Organisation

## Viscount Etienne Davignon

- Former Vice-President of the EU Commission
- President CSR Europe
- Chairman of the Board of Directors of Brussels Airlines

## Mr. François-Xavier de Donnea

- Member of the Belgian Chamber of People's Representatives
- Minister of State, Belgium
- Professor emeritus of the University of Louvain-la-Neuve, Belgium

## Prof. Dr. Marc Despontin

- Professor at the Vrije Universiteit Brussel

## Mr. Dieter Frisch

- Former Director General for Development at the EU Commission
- Senior Advisor European Affairs and Member of the Advisory Board of Transparency International

## Mrs. M. F. Heijn Everwijn Lange

- Ambassador De Grote Onderneming
- Ambassador STOP AIDS NOW!

## Mrs. Corinne Lepage

- Former Member of European Parliament
- Former Minister of Environment, France
- Partner at law firm Cabinet Huglo Lepage Associés Conseil
- Prof. em. Dr. Silvain Loccufier
- Honorary Rector of Vrije Universiteit Brussel

## Baron Dr. Peter Piot

- Former Under-Secretary-General of the United Nations
- Former Executive Director UNAIDS
- Director of the London School of Hygiene and Tropical Medicine

## Prof. Dr. Jan Pronk

- Former Minister for Development Cooperation and Environment, the Netherlands
- Former UN Special Representative for Sudan

## Mrs. Sylviane Toporkoff

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

## Baron Prof. Dr. Benjamin Van Camp

- Chairman UZ Brussel
- ProRector Vrije Universiteit Brussel

## Prof. Dr. Frank Vandebroucke

- Former Flemish Minister of Education, Belgium
- Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen and Universiteit van Amsterdam

ARCHBISHOP EM. DESMOND TUTU  
Nobel Peace Prize winner 1984

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



# COUNSELLORS

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

## NEW COUNSELLOR

### Mr. Danny de Graaf

*Counsellor for Corporate Engagement*

Mr. de Graaf is an independent sponsorship consultant. Through his work he supports companies and fundraising organisations to leverage their sponsorship activities. As the former International Sponsorship Manager of KLM Royal Dutch Airlines, Danny de Graaf has been involved with Close the Gap since the launch in 2003 and has continued to support the organisation with his expertise of corporate engagement.

### Drs. Ing. Edwin de Groot

*Principal Counsellor*

Edwin de Groot's background is in the telecommunications industry and ICT security. Since the start of Close the Gap he has been involved in and supported the organisation, successfully introducing Close the Gap's strategy and implementation processes with several large multinationals, which have since become Friends of Close the Gap. In his current position, he is focused on ICT security and sustainability in cooperation with some of the top 100 large multinational customers worldwide, in which the Close the Gap's strategy has been embedded as a stand-alone component of their future requirements.



### Ms. Anne Clarke

*Counsellor for Tanzania and Ethiopia*

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

### Mr. Remko Dalkmann

*Counsellor for Andes Region Latin America*

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

### Ms. Aurélie Dupont

*Counsellor for Asia*

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

DRS. ING. EDWIN HJ DE GROOT  
*Sales Manager ID-ware*

**"Since the start of Close the Gap I have been involved securing their message with several large enterprises. The ICT security awareness is growing around the world and the Close the Gap importance is embedded in this ICT Security Era"**

### Mr. Peter Hagedoorn

*Counsellor for e-Skills*

Mr. Hagedoorn has had a long career in IT with firms such as Shell, the Dutch Ministry of Economic Affairs and Océ NV, where he worked as CIO for eight years. He has also served on the Advisory Board of EuroCIO. In 2004 he, together with some other Dutch CIOs started up the Dutch CIO Platform. Mr. Hagedoorn brings his many years of expertise, and networking to Close the Gap to focus on e-Skills and strengthen the impact of organisation's projects.

### Mrs. Anne Herman

*Counsellor for Africa*

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

### Mr. Jean-François Soupizet

*Principal Counsellor*

Mr. Soupizet is a doctor of economics at the Université Libre de Bruxelles and a member of the French think tank Futuribles International. He has mainly devoted his career to ICT in the field of development. Mr. Soupizet has held various positions in the French development cooperation, the United Nations and in the European Commission, notably as Head of International Relations for the Information Society and Media Directorate-General.

### Mr. Rafael Torres

*Counsellor for Central America*

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







*Close the Gap is an international not-for-profit organisation trying to bridge the digital divide. We do that by making new technologies available to people, focusing mostly on the region that forms the base of the pyramid in sub-Saharan Africa. We have developed an eco-system with multinational companies that are replacing their IT assets. We take them and make them available as products for our partners in developing countries.*

*Mr. Olivier Vanden Eynde  
Managing Director, Close the Gap*



## COLLECTION

Close the Gap collects high-quality used ICT equipment from European companies and organisations. The equipment is collected in a professional way and at no cost to the donor. Close the Gap organises the collection of used ICT hardware equipment and focuses on A-brand high-quality equipment from a cosmetic as well as technical point of view.

Close the Gap's collaborations start with a minimum volume of about 30 asset \* donations (desktops, screens, laptops, mobile devices, etc.), preferably coming from the same batch of equipment. This enables Close the Gap to provide a project with same-specification devices (see the specifications below), which makes installation and maintenance easier and reduces overhead costs.

### SPECIFICATIONS

*minimum of 30 assets preferred \**



#### DESKTOPS

Pentium IV 2.8 GHz



#### SCREENS

15" TFT flat screens



#### LAPTOPS AND NETBOOKS

dual-core CPU 1.6 GHz



#### PRINTERS

laser jet and multifunctional printers (MFPs)



#### SMARTPHONES, TABLETS AND ALL OTHER "MOBILITY" HARDWARE

maximum 3 years old



#### NETWORKING EQUIPMENT (ROUTERS, SERVERS, SWITCHES, NETWORK-ATTACHED STORAGE)

maximum 5 years old



#### THIN-CLIENT WORKSTATIONS

maximum 5 years old

### CLOSE THE GAP IS NOW COLLECTING MOBILE DEVICES

Now, in addition to PCs, laptops and other peripherals, companies can also donate their gently used mobile phones and tablets. Again, Close the Gap's processes allow you to donate with the same ease and peace of mind regarding data protection.

#### One has to know

- *Almost 70% of sub-Saharan African users access the internet with their mobile phones.\*\**
- *Mobile devices are accessible to rural and low-income people, the largest section of the population.*
- *Mobile devices are a great educational tool.*
- *Can rely on power sources off-grid.*

The cost of quality devices is still a huge obstacle to helping unlock greater potential to drive ICT literacy. Your company's devices can play a key role.



\* Close the Gap works on the basis of evolving minimum specification requirements for re-deployable equipment. However, in the spirit of partnership and long-term collaboration, Close the Gap aims to be a "one-stop shop" for donating companies. As such, Close the Gap is equipped to accept donations that do not meet these minimum specifications. These assets will not be used for redeployment but will be harvested for replacement parts as part of the overall refurbishing process. Anything that cannot be reused will be recycled through the appropriate, European-approved downstream recyclers.

\*\* The Guardian. 2014. Internet use on mobile phones in Africa predicted to increase 20-fold Available at <http://www.theguardian.com/world/2014/jun/05/internet-use-mobile-phones-africa-predicted-increase-20-fold> [Accessed: 08 April 2016].

# REFURBISHMENT

After collection, the equipment is shipped to Close the Gap's logistics partner Arrow Value Recovery to fully refurbish the equipment. Arrow Value Recovery is an active member of the StEP Initiative (Stop the E-waste Problem) and holds the required Waste of Electrical and Electronic Equipment (WEEE) collection permits and certifications such as ISO 9001, ISO 14001 and OHSAS 18001.

## 1 - CHECK-IN AND REGISTRATION

The equipment is evaluated, serial and asset numbers are registered and every asset is given a unique barcode to enable easy tracking and tracing.

## 2 - RECONDITIONING OF THE DEVICES

This consists of a power-on switch test, internal and external cleaning, an upgrade if necessary and a durability test. Monitors go through durability and colour testing, are cleaned and checked for damage. The computers are equipped with a new operating system at the end of the refurbishment process.

## 3 - DATA PROTECTION

All data is wiped using a Blancco-certified data wiping process. This data removal process complies with the strictest requirements of NATO and the US Ministry of Defense. After refurbishing, all necessary peripherals (new keyboard, mouse, headphones for computers; chargers for mobile devices) and adequate software are added.

## 4 - DONOR REPORTING

Six weeks after the collection, each donor receives a full status report indicating the quality of each donated asset and a data wipe certificate that guarantees all files have been erased, as well as a certificate of assets that were recycled.

MR. EDWIN KOOLWIJK  
EMS Manager, Arrow Value Recovery

**“Recent studies have shown that a significant number of mobile devices sold in the secondary market have data from the original user. This isn't surprising given many advisory firms are cautioning that smartphones and tablets will be the largest source of end-point data breaches as soon as 2017. Unfortunately, many trade-in firms won't guarantee erasure in their contracts or offer a certificate of data destruction. Arrow Value Recovery will contract to erase each device and do so in compliance with international standards, such as NIST 800-88 and ADISA.”**



MR. MARK MAJESKE  
President, Arrow Value Recovery

**“Our relationship with Close the Gap now extends more than a decade and it is a unique and important part of our value proposition. We are working on every front to do the ethical, responsible thing when it comes to electronics. Responsible recycling is an important piece of the value chain, but much of the value from electronics can be realized up-stream – long before assets are sent to recycling. We live and breathe the circular economy.”**

Close the Gap is committed to providing beneficiary projects with high-performance equipment only. If the quality and performance of the donated equipment does not meet the set minimum specifications or if there is significant short time overstock causing high storage costs, it is sold to third-party brokerage firms, while respecting the conditions agreed upon with the donors.

The income generated is used to source computer assets that are not available in donations but needed in projects and to finance Close the Gap's operations and project development. If equipment fails tests and is not suitable for reuse, the product will be disassembled and the materials and waste disposal handed over to European-approved downstream recyclers. In this case, a certificate of destruction is provided to the donor. The whole process is in compliance with the WEEE Directive and the Basel Convention.



## RECONDITIONING PROCESS

### computers vs mobile devices

- Data sanitization for mobile devices requires more intelligent solutions, and depends on the platform.
- In a mobile device, more functions need to be tested.
- The new users' tolerance level for small cosmetic imperfections is lower for mobile devices.

## PROJECT SELECTION

Close the Gap selects projects in various fields, such as education, health, environment, microfinance, research, socio-cultural activities and good governance, and this in developing and emerging countries all around the world. The projects are always demand-driven and selected based on several factors: the existence of local infrastructure allowing the installation of computers (electricity, security, etc.), local capacities (IT knowledge, training opportunities, etc.), the servicing plan, pedagogical scenario, respect of the environment and especially the added value the use of IT equipment would bring to the project.



Thanks to these conditions, Close the Gap guarantees a more sustainable use of the computers locally. The collaborations usually start with a minimum of 30 computers in order to be as efficient as possible with respect to dealing with export and import regulations and logistics. Close the Gap is subject to economies of scale.

## INSTALLATION, MAINTENANCE & TRAINING

Projects supported by Close the Gap do not always have the local expertise to train end-user or maintain devices, so a network of Service Partners has been created. These partners are social entrepreneurs, mainly not-for-profit local organisations, located in 13 African countries and one Asian country: Burundi, Democratic Republic of the Congo (DRC), Ghana, Kenya, Rwanda, Senegal, South Africa, Tanzania, Togo, Uganda, Zambia, Zimbabwe, and one Asian country: Thailand.

Service partners guarantee quality by preparing a project's local infrastructure. Responsibilities include distribution, installation and maintenance of ICT equipment, training project managers/teachers/users and the take-back of equipment when it reaches end-of-life. Service partners have project management expertise, enabling them to make critical assessments of the quality of projects and provide input and tools needed to improve Close the Gap's service delivery.

These partners also offer internships and job opportunities to new local graduates. Newly established service partners in developing countries reach maturity in less than 18 months. During this period, they become well-respected local organisations, create significant employability opportunities and increase Close the Gap's local standing.

## TRANSPORT

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



\*\* To learn more about project adoption see page 60.

\*\* To see how we create shared values with our corporate partners, go to Chapter 7, 'Get Involved'.

## SOFTWARE & EXPERTISE

Projects can call on Close the Gap's Supporting Partners\* for expertise in the following fields: specific software, special hardware, capacity building, funding expertise and infrastructure.

CLOSE THE GAP AND **vliruos**  
SHARING MINDS. CHANGING LIVES

VLIR-UOS supports partnerships between universities in Flanders (Belgium) and the South, looking for innovative responses to global and local challenges. In 2005, Close the Gap seized the opportunity to collaborate more closely, and implement a win-win partnership by supporting students, professors, researchers and teachers. Every year, VLIR-UOS launches a call for proposals for the partner universities in the South. For every four computers shipped to the university, one is sent to an outreach project in the community surrounding the university.

\* To learn more about Close the Gap's Service Partner Programme & Supporting Partners, see Chapter 4.

# COMPUTERS FOR SCHOOLS KENYA

## DICOLA-PINTO COMPUTER CENTRE

Computers For Schools Kenya (CFSK) is one of Close the Gap's service partners, supporting ICT for Development in Kenya. Based in Nairobi, CFSK is a non-governmental organisation that works with Close the Gap to distribute computers and build computer labs for secondary and primary schools, technical institutes, teacher training colleges, medical training centres and universities throughout Kenya. The main objective of CFSK is to provide access to ICT in order to establish an information-rich Kenyan society that actively contributes to sustainable national develop-

ment.

To this end, CFSK also runs a comprehensive technical maintenance support programme for the computers and other devices distributed to ensure operational efficiency. It has launched an initiative to install power generators, establish Local Area Networks and Internet connectivity in a number of institutions. CFSK has also helped to develop digital multimedia teaching and learning resources specifically for the secondary school curriculum by providing both teachers and students with invaluable modern tools that stimulate learning.



DR. THOMAS MUSILI  
*Founder Director, CFSK*

“Our long partnership with Close the Gap in the provision of ICT infrastructure has enabled over 5 million young Kenyans to access ICT in education services. We are a proud partner of Close the Gap.”

Since the beginning, Close the Gap has practiced a ZERO-WASTE-TO-LANDFILL policy for all the assets that have been donated to the organisation. In many of the recipient regions, a lack of local awareness, legislation, technical know-how and a financial mechanism to treat potentially hazardous material mean that formal e-waste management solutions do not yet exist. That is why in 2009, Close the Gap, strongly supported by Recupel, launched WorldLoop to train its service partners to also offer e-waste collection services, ensuring this policy works right to the end of an asset's second life in developing countries.

Friends Of Close the Gap and Strategic Partners can support the sustainability of Close the Gap's projects by participating in the e-Resource Certificate Programme and offsetting their donation.

## The e-Resource Certificate programme supports WorldLoop in its mission to:

Support local entrepreneurs to access seed funding in developing countries to start up e-waste collection and dismantling activities

Deliver capacity building and technical assistance on how to build a sustainable collection and dismantling facility

Business management coaching

Drive local e-waste awareness raising and collection campaigns

Ensure the highest standards are met for training, environmental compliance and business management and

Ensuring 100% environmentally sound treatment of all e-waste fractions using the Best of 2 Worlds\* approach.

\* The "Best of 2 Worlds" (Bo2W) approach was first introduced by the United Nations University and StEP across sub-Saharan Africa. It combines local collection and dismantling efforts in developing countries with best-in-class, technologically advanced recycling solutions available in industrialised countries.

## ABOUT WORLDLOOP

Our mission is to extend the positive impact of ICT projects in developing countries and offset the negative environmental impact of its hardware. We do this by turning ICT e-waste into human and economic resources through the creation of accessible, environmentally sound, socially responsible and sustainable e-waste recycling in developing countries.

It has long been understood that reuse is more sustainable than immediate recycling but sound recycling at the end of the technical lifespan is a crucial factor in the sustainability equation. Through its network of partners, WorldLoop is working with members of these communities to set up their own e-waste collection and recycling centres, which in turn contribute to the environmentally sound and sustainable use of ICT in developing countries with the help of Strategic Partners and Close the Gap's e-Resource Certificate Programme.



MR. PETER SABBE  
General Manager, Recupel

**“Worldloop allows Recupel to literally think beyond its borders. This makes Recupel employees enrich their knowledge by sharing best practices and question their way of working to achieve better results.”**

## E-WASTE MANAGEMENT IN KENYA

Launched as a pilot in 2010, WEEE Centre was the first e-waste recycling facility in East Africa that came into being with support from Computer Aid International, Safaricom Foundation, Close the Gap and WorldLoop. On September 27th 2011, WEEE Centre was formally inaugurated as the first WorldLoop recycling facility.

WEEE Centre is involved in the collection, manual dismantling, and partially automated processing of end-of-life ICT in Kenya. WorldLoop has been supporting the WEEE Centre with e-Resource certificate funding, technical assistance, and reverse logistics for the end-recycling of complex & hazardous materials.



## E-WASTE MANAGEMENT IN BURUNDI

Close the Gap's service partner Great Lakes Initiatives for Community Empowerment (GLICE) has been active since 2008, helping to empower local communities in Burundi by providing schools and other not-for-profit organisations (health, microfinance, etc.) with ICT assistance and training. GLICE wanted to find a positive solution for the stacks of e-waste it saw accumulating in the schools it was working with.

In 2014, through the relationship with Close the Gap, GLICE connected with WorldLoop to start offering e-waste collection and awareness activities in the capital city of Bujumbura. Burundi, a country situated in the Great Lakes region of Africa, is one of the rapidly growing markets for mobile phones and ICT equipment. Recent research shows that in 2015, half of the Burundian population possessed a mobile phone and are subscribers to mobile phone networks.

As a WorldLoop partner, GLICE participated in e-waste management training sessions and it received a grant from the King Baudouin Foundation to set up and strengthen an e-waste collection and recycling centre in Burundi, which has already shown positive results.

Since the writing of this report, GLICE has collected more than 40 tonnes of ICT-related e-waste.

MR. ROGER OUEDRAOGO  
Director, GLICE

**“Thanks to the support of WorldLoop, GLICE was able to implement a solution for electronic waste in Burundi. This partnership has created environmental awareness enabling the public to adopt responsible recycling practices.”**



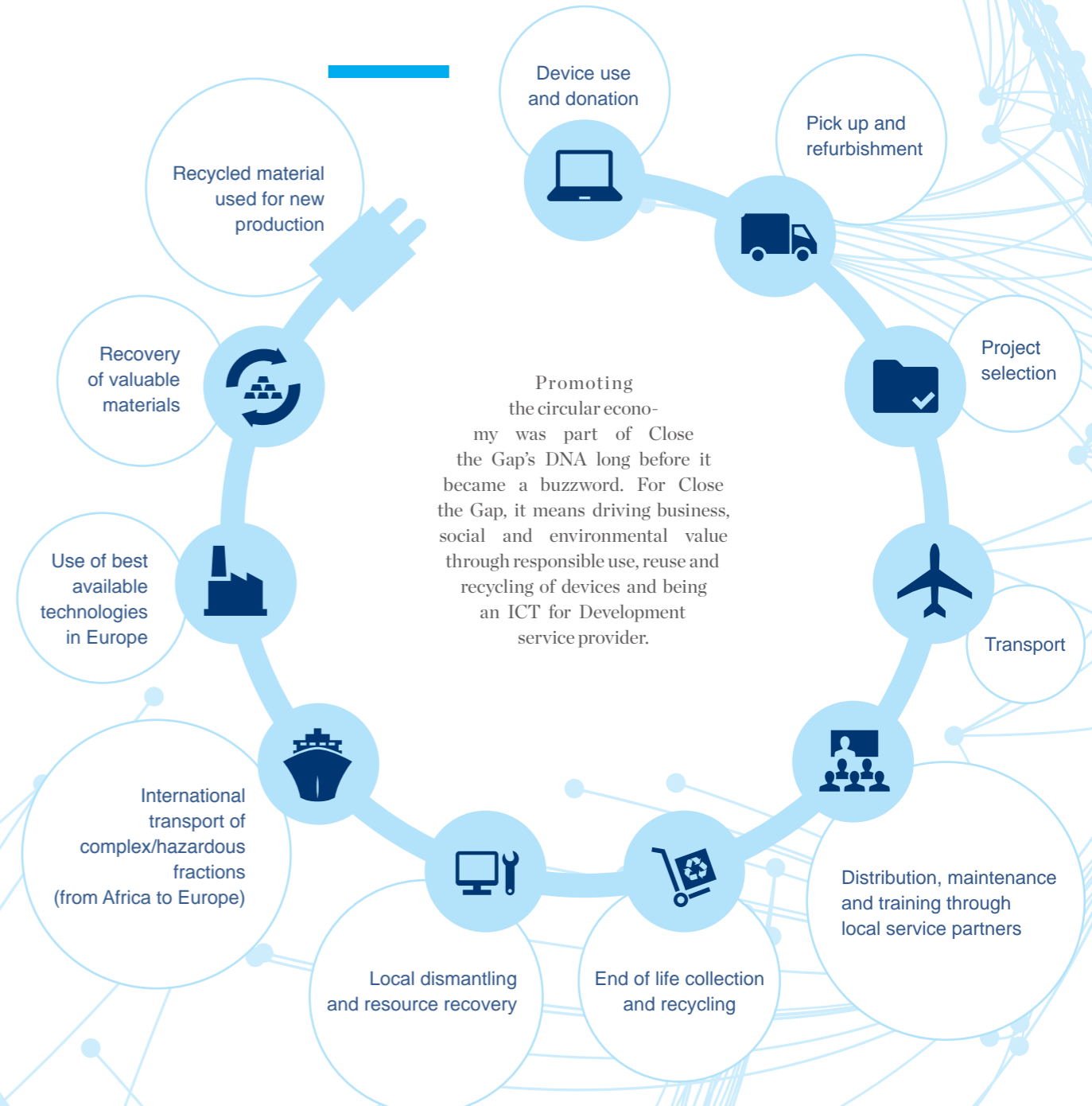
# COMMITMENT TO SUSTAINABILITY



*The core of Close the Gap's activities revolve around delivering sustainable initiatives for society by harnessing the power of ICT. In practical terms, this means supporting the circular economy, bringing IT to vulnerable communities through local partners and offering off-grid solutions, as well as actively engaging with the United Nations.*



## CIRCULAR ECONOMY IN PRACTICE





# OFF GRID SOLUTIONS

Some 75% of the African population live in rural communities that lack reliable access to electricity (World Bank, 2015). Electrifying rural areas poses unique challenges in Africa. Remote and scattered, rural homes, unlike homes in urban areas, are costly and often impractical to connect to the grid. Today, countries are seeking innovative alternatives to give rural families efficient means to gain access to electricity. Stand-alone sources of energy, such as solar power, can help fill the gap.

According to UNESCO, more than 182 million adults in sub-Saharan Africa are unable to read or write, and 48 million young people are illiterate. Access to information and communication technology is critical to improving a country's educational and economic prospects. However, high equipment costs, poor infrastructure and limited proficiency all prevent this much-needed technology from reaching many parts of Africa.

Close the Gap wants to help drive innovation and digital literacy for these countries, but the unique issues involved in connecting rural communities to a reliable energy source have been a challenge.

## RESPONSIBLE REUSE

Production of new ICT devices uses a lot of energy and resources. It can also be cost-prohibitive for social initiatives. High-quality refurbished equipment conserves energy and offers an affordable way for the base of the pyramid to access ICT.

## RESPONSIBLE RECYCLING

When e-waste is collected and dismantled responsibly, it drives resource recovery and removes the environmental risk posed by crude extraction methods. As an added bonus, it creates a local economy and the material extracted can be used again in the production of new products.

## RESPONSIBLE RESOURCE RECOVERY

Plastics, aluminium and steel recovered locally can find local markets. Plastics can be melted down to make sturdy fencing posts and herb boxes, aluminium from CPUs can be turned into cooking utensils and the recovered steel can be used in construction.



## LET'S TALK TRASH

Want to learn more?  
Check out the interactive online web documentary 'Let's Talk Trash'  
[www.close-the-gap.org/letstalktrash](http://www.close-the-gap.org/letstalktrash)



# THE DIGITRUCK

At the event marking its 10th anniversary, held on 19 November 2014 at Dolce La Hulpe, Belgium, Close the Gap unveiled the first prototype of Digitruck in the presence of Archbishop em. Desmond Tutu. The Digitruck is a solar-powered, mobile multi-purpose IT unit that brings ICT innovation and education to rural and vulnerable communities which do not have a secure power supply. See page 66 to see the Digitruck in action.

MR. JOE VERRENGIA  
Global Director of Corporate Social Responsibility, Arrow Electronics

**“At Arrow, we guide innovators forward to a better tomorrow. Our partnership with Close the Gap to refurbishing more than 500.000 devices and deploying Digitruck is closing the digital divide and creating opportunity for Africa’s next generation of innovators.”**

## WHAT IS A DIGITRUCK?

- Refurbished 40-foot (12.2 m) container
- Accommodates up to 18 students at a time in a classroom setting
- Equipped with solar panels capable of fully powering it for several days at a time  
→ can reach remote rural villages with no electricity
- Insulated to protect it against the heat
- Secured with double steel doors and bolted window shutters
- Includes laptops, 1 printer, 1 wifi-router and a LED TV flat-screen monitor



# THE E-MOTION PROJECT

In 2014, together with Close the Gap’s service partner Affordable Computers & Technology for Tanzania (ACTT) and young professionals from the Essent/RWE IT Training Programme, Close the Gap launched the first green ICT E-motion project: a mobile computer lab that can easily be transported in the trunk of a van.

The mobile computer lab comprises a kit containing 4 solar panels, a battery pack with 6 batteries and 10 low power consuming netbooks. The idea is to use the laptops during the day while the battery pack is charged by the solar panels. During the night, the netbooks are connected to the battery pack to recharge them. The E-motion project provides remote schools, located in areas that are not connected to an electricity grid, with access to IT.

## WHAT IS THE E-MOTION PROJECT?

### The Kit

- 4 solar panels
- a battery pack with 6 batteries
- 10 low-power consuming netbooks

*The whole kit can easily be transported in the back of a van*

### During the day

- Solar panels charge the battery pack
- Laptops are used in the classroom

*Low-power consuming netbooks can be used for 8 to 9 hours*

### During the night

- Laptops are locked up and connected to the battery pack for recharging





# CLOSE THE GAP & THE UNITED NATIONS

## SUSTAINABLE DEVELOPMENT GOALS



Close the Gap believes it is essential to liaise with the UN. ICT4D plays a pivotal role in achieving a world of prosperity, equality, freedom, dignity and peace, as outlined by the 17 Sustainable Development Goals (SDGs). Close the Gap and its stakeholders feel that education is one of the most powerful instruments for reducing poverty and inequality, laying the foundations for sustained economic growth, and ICT for Education can be a powerful tool for helping achieve the SDGs.

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

MR. GARY FOWLIE  
*Head of the ITU Liaison Office, United Nations*

**“The integration of information and communication technologies is vital to the achievement of the post-2015 Sustainable Development Goals. Not only are ICTs a platform which integrate and accelerate all three pillars of sustainable development – economic growth, social inclusion and environmental sustainability – but they provide an innovative and effective Means of Implementation in today’s inter-connected world.”**

MR. DAVID LEYSSENS  
*Co-Executive Officer, The Shift*

**“The Shift and Global Compact Network Belgium are very proud on their collaboration with Close the Gap. The United Nations Sustainable Development Goals are a unique agenda for the world to stimulate collaboration between companies and civil society actors. Close the Gap is a wonderful case showing how strong partnerships can impact ICT in developing countries.”**

Close the Gap’s affiliated partner The Shift took on the responsibility of being the Belgian secretariat for the UNGC Belgian Chapter, of which Close the Gap was a founding member. In this capacity, The Shift disseminates information from the UN headquarters in New York to Belgian organisations that endorse the Global Compact Principles. The Shift promotes the SDGs within the local context and helps its members to realise their own individual sustainability agendas within this global framework.

MS. PATRICIA TALISSE  
*UN Youth Representative, Close the Gap*

**“Through Close the Gap I’ve learned how ICT has a great impact on the day-to-day lives of people and provides economic and social opportunities for both urban and rural populations. ICT is the engine for achieving the SDGs, and to ensure universal access we have to pay particular attention to developing countries such as African countries, otherwise they will be further left behind.”**



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

The United Nations 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. Businesses, as primary drivers of globalisation, can help ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

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

Close the Gap would not exist without its partners; we aim to create partnerships with enterprises and help improve their performance on the way to becoming sustainable enterprise. Consumers aren’t the only ones who are drawn to businesses that give back; employees are now looking to work for companies that have a corporate social orientation. Through our partnerships, we aim to align our partners’ CSR strategies and operations with the UN Global Compact principles. For Close the Gap, being a member of the UNGC is a great opportunity to share knowledge on sustainable development and it represents another step in the process of emphasising the importance of high standards in its worldwide activities.

Close the Gap is member of the United Nations Department of Public Information (UNDPI), which helps non-governmental organisations gain access to and disseminate information to the public about United Nations issues. Close the Gap has established a partnership with Fordham University, New York, to select a permanent youth representative who represents Close the Gap at the United Nations headquarters in New York each academic year. For the 2015 academic year (September to June), Patricia Talisse was Close the Gap’s representative at the United Nations headquarters.





Makiidi secondary school, Tanzania. ICT for Education, a powerful tool to achieve the SDGs

# PARTNERSHIPS



*Close the Gap would not exist without the strong, supportive and dedicated commitment of its partners in industrialised, emerging and developing countries. Each partner contributes in their own way to help bridge the digital divide and Close the Gap has special partnership programmes tailored towards the type of support an organisation is able to provide.*



04

Friends Of 36 Strategic Partners 37 Supporting Partners 45 Service Partners 46

## CLOSE THE GAP PARTNERSHIPS PROGRAMS

### SUPPORTING PARTNERS

Supporting partners are usually North-based organisations that provide training, support, software and expertise to beneficiaries in the South. They complement Close the Gap's hardware donations with content, applications or specific know-how that adds value to the project. Examples are e-learning software for children, training programmes on the use of ICT, know-how on how to use PCs in entrepreneurial ventures, content or information on HIV prevention, and smart energy solutions to provide electricity in remote areas.

### SERVICE PARTNERS

Close the Gap tries to work through businesses as much as possible. These organisations become Close the Gap's local service partners who work as intermediaries between Close the Gap and beneficiary organisations. They know and understand the local problems and challenges and have local project management expertise. Service partners are an important aspect of quality assurance as they are responsible for preparing the local infrastructure. They make sure that donated devices have a secure location and all the necessary utilities, such as electricity, the Internet if available, etc. They are also responsible for the distribution and transport of computers to the beneficiaries, installation and maintenance of ICT equipment, training project managers/teachers/users and finally, taking back the ICT equipment when it reaches its end-of-life for proper recycling. If your organisation is interested in supporting sustainable ICT for Development initiatives, please see Chapter 7, 'Get Involved', on page 70.

### FRIENDS OF

Friends of Close the Gap are companies or organisations that help Close the Gap by donating their decommissioned ICT equipment. Today, Close the Gap receives computers from companies internationally, including but not limited to Belgium, the Netherlands, France, Germany, Luxembourg, the United Kingdom, Spain, Italy, Switzerland and the US. Since Close the Gap has end-of-life and asset recovery services available in the EU, throughout the Americas, as well in the Asia-Pacific region, Close the Gap is able to receive equipment from companies all over the world.

### STRATEGIC PARTNERS

Strategic partners not only donate computers but they also help the organisation on a day-to-day basis. Companies can offer equipment, financial or in-kind donations, networking opportunities, support e-waste offsetting initiatives through the e-Resource Certificate Programme or adopt a project\*. As a business-to-business organisation, word of mouth, referrals and relationships with companies are important in Close the Gap's constant endeavour to connect with important stakeholders. Because of this, Close the Gap appreciates its relationships with different networking organisations which provide valuable insights into industry trends, assist in cultivating relationships and develop shared-value initiatives. Close the Gap collaborates with corporate and non-profit partners and networking organisations.



\* For more information on the various ways your company can get involved, see Chapter 7 - 'Get Involved'.

# CLOSE THE GAP'S PARTNER NETWORK

## FRIENDS OF

ABN-AMRO	CWGC	INTERTRUST	RODE KRUIS VLAANDEREN
ACCG	CZ VERZEKERINGEN	KAREL DE GROTE HOGESCHOOL	SAS INSTITUTE BV
ACERTA	DAF	KBC	SD WORX
AEGON	DE NEDERLANDSCHE BANK	KLM ROYAL DUTCH AIRLINES	SPIE
AKZO NOBEL	DEJOND NV	KLUWER	STORK
AMNESTY INTERNATIONAL	DELAMOTTE	KING BAUDOIN FOUNDATION	TELENET
ANL-PLASTICS	EBAY	LENOVO	TEVA EUROPE
APKO	EFQM	LEYLAND TRUCKS	TÉVÉ COMPANY
ATTERO	ENEXIS	LIBERTY GLOBAL	TIMEOS
AZ GROENINGE	ESSENT	LIEDEKERKE	TOYOTA
AZC UTRECHT	EUROCENTER	MEDISCH CENTRUM ALKMAAR	UCB PHARMA
BANK DEGROOF	EUROPEAN INVESTMENT BANK	MOBISTAR	UMICORE
BEDNET	EUROPEAN SCHOOLNET	NATIONALE BANK VAN BELGIE	UNIVE
BELFIUS	EXACT	NEDERLANDSE SPOORWEGEN	UNIVERSITAIR ZIEKENHUIS ANTWERPEN
BNP PARIBAS FORTIS	FARYS	NEDTRAIN	UPC CABLECOM
BRIGHTFISH	FSMA	PARTENA	VISION BY DELOITTE
BTC CTB	GEMEENTEBESTUUR OVERPELT	POLITIEZONE MIRA	VIVAQUA
CARGILL	GLAXOSMITHKLINE	POSTNL	VLAAMS PARLEMENT
CIRB - CIBG	HEINEKEN	PRORAIL	VLAAMSE LIGA TEGEN KANKER
COCA-COLA COMPANY	HILL + KNOWLTON STRATEGIES	PROVINCIEBESTUUR WEST-VLAANDEREN	VLIR-UOS
COCA-COLA ENTERPRISE	HOGESCHOOL GENT	RABOBANK	ZIGGO
COFELY GDF SUEZ	HOME MARKET	RABOBANK INTERNATIONAL	ZIGT
COUNCIL OF THE EUROPEAN UNION	IMEC	REALDOLMEN	

## STRATEGIC PARTNERS



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

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

## ACERTA



**Air France and KLM Royal Dutch Airlines** have become the largest European airline group: one group, two airlines, and three businesses. Each airline has retained its individual identity, trade name and brand. The three core businesses are Passenger Business, Cargo and Engineering & Maintenance. Both airlines run their own operations from their respective hubs Paris-Charles de Gaulle and Amsterdam-Schiphol. As a group, the two airlines have strategically supported Close the Gap across all its operations, including donating IT assets and e-waste offsetting, and cargo transport for donated computers on a standby basis to selected destinations. Close the Gap also participates in the KLM TAKES CARE programme, which generates publicity for ICT for Development and Close the Gap's mission through Air France KLM channels, including in-flight promotional films, articles in its magazines, sharing information on their corporate website and through social media. The group also initiates special campaigns, takes part in fundraising activities and makes it possible for their passengers to donate air miles to Close the Gap.

## AIR FRANCE AND KLM



**Arcadius** is a specialised recruitment and outsourcing agency which is fully dedicated to management support profiles. Arcadius supports Close the Gap by offering their recruitment services.

## ARCADIUS



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

## THE EXECUTIVES' CIRCLE



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

## ARROW ELECTRONICS



**Arrow Value Recovery**, part of Arrow Electronics, is a worldwide provider of IT asset disposition (ITAD) solutions designed to deliver data security, efficiency and value. With specialised expertise in the reuse of IT equipment, Arrow enables organisations to uncover hidden value and increase sustainability at the end of their IT product life cycle. Arrow has worked to refurbish more than 500,000 computer devices donated to Close the Gap, giving the equipment a second life in support of essential programmes facilitated by Close the Gap.

## ARROW VALUE RECOVERY



**BNP Paribas Fortis Foundation** supports Belgian-based projects that help to integrate children and young people facing difficulties through training and promoting employee engagement. Thanks to the support of the BNP Paribas Fortis Foundation and in conjunction with ICT donations from the BNP Paribas Fortis bank (Friend of Close the Gap), Close the Gap is able to deliver 600 assets per year to organisations that support the social integration of vulnerable children.

## BNP PARIBAS FORTIS FOUNDATION



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

## CHARITY



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

Christelijke Mutualiteit Antwerpen, one branch of Belgium's largest health insurance providers, is donating its leased IT equipment to Close the Gap, while also offsetting its donation through a partnership with CHG-Meridian.

## CHG-MERIDIAN



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

## CSR EUROPE



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

## COMPUTER TASK GROUP



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

## DELL



\* For more information about e-waste offsetting, see pages 22 and 74.

The auditing and consulting firm **Deloitte** is an important and long-time loyal supporter of Close the Gap, helping to guarantee the transparent and professional use of funds raised through sponsors and donors. Deloitte Belgium assists Close the Gap with external audits, tax advice, accountancy, legal services as well as business development. **Deloitte Societas Europaea (SE)** is a Deloitte cross-border European organisation that enables the Deloitte companies in Belgium, France, the Netherlands, Denmark, Germany, Central Europe and Luxembourg to collaborate on various issues, including corporate social responsibility.

DELOITTE



**Deloitte University EMEA** formalised a partnership with Close the Gap in 2014 to bring entrepreneurial training to Close the Gap's service partners in Africa. In 2015, the group launched the week-long entrepreneurship boot camp in Tanzania. See page 53 for more information.

DELOITTE UNIVERSITY EMEA



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

DESIGN IS DEAD

MR. JEROEN HUYS  
Client Service Director, Design is Dead



**"Close the Gap has always been an inspiring and leading example as social enterprise. Their full organization breaths professionalism with a purpose. They are always ahead and in search for the next step; from closing the gap, to closing the loop. Now they bring ICT where it is needed the most via the Digi-truck. I am looking forward to their next initiative. Last but not least, they understand the art and the power of working in partnerships. They achieve amazing results by combining the skills of every partner. In that perspective Design is Dead is proud to contribute to this mission by designing the annual report of Close The Gap, allowing them to communicate their results to their partners and beyond."**



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

DHL



**DNS Belgium** is a non-profit organisation founded by Agoria, BELTUG and ISPA, with the mission to register .be domain names, make the Internet more accessible and encourage its use. This also means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy. DNS Belgium has been supporting Close the Gap financially since 2009, enabling Close the Gap to provide 20,000 computers for educational projects in the East African Community and in Belgium. DNS Belgium is also involved in voluntary work in projects in Belgium and was an early adopter of Close the Gap's e-waste offsetting programme now operated by WorldLoop. DNS Belgium continues to support Close the Gap's service partners in Sierra Leone and Tanzania through co-funding, enabling these service partners to support more IT labs in schools and run more Close the Gap pilot projects.

DNS BELGIUM



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

EFQM



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

EMAKINA



**Essent/RWE** is the largest energy company in the Netherlands and also operates in Germany and Belgium. A long-time supporter of Close the Gap, Essent/RWE is continuously looking for opportunities to continue its strategic partnership. In 2014, Essent/RWE worked together with one of Close the Gap's Tanzanian service partners, Affordable Computers & Technology for Tanzania (ACTT), and designed a mobile computer lab, the E-Motion, powered by solar energy. The E-Motion is now visiting rural schools in and around Moshi.

ESSENT/RWE



**The Gillès Foundation** was established in 1991 with private funds from shareholders of ETAP to support small-scale economic initiatives that increase the autonomy of local populations. The Gillès Foundation is supporting Close the Gap's service partner Benelux Afro Centre to collect and dismantle e-waste. The result is sustainable e-waste solutions for Close the Gap's beneficiary projects in Kinshasa.

THE GILLÈS FOUNDATION



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

GRANT THORNTON



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

IMS



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

KBC BANK & INSURANCE



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

## LIBERTY FOUNDATION



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

## MEDIATAAL



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

## MICROSOFT



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

## MVO NEDERLAND



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

## NILEDUTCH



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

## OUT OF OFFICE



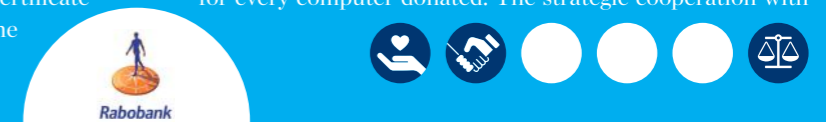
**Proximus** is the largest telecommunications company in Belgium. In 2015 Close the Gap delivered ICT to non-profit organisations and schools selected by Proximus.

## PROXIMUS



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

## THE RABOBANK GROUP



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

## REALDOLMEN

MR. MARC DE KEERSMAECKER  
General Manager, Realdolmen

**REALDOLMEN**

**“Realdolmen is one of the biggest system integrators in Belgium. We believe a company's goals is not only to make profit. A company also have a social responsibility to society. I think and I am convinced Realdolmen can achieve this through our excellent collaboration with Close the Gap.”**



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

## REYNAERS ALUMINIUM



**Ricoh**, one of the world's leading manufacturers and suppliers of office automation equipment and document solutions, has been supporting Close the Gap since its creation with core business, knowledge and products. Ricoh Belgium has supplied printers to Belgian non-profit organisations that have received a computer donation through PC Solidarity. The company has also supported Close the Gap through financial donations and has printed this 2015 Close the Gap Annual Report. In addition to financial support, Ricoh Netherlands donates used printers which, after refurbishment, can be ordered by the projects.

## RICOH



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

## THE SAS INSTITUTE



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

**SIDIUS**



The **Telenet Foundation** supports social projects that promote digital inclusion. In 2015, Close the Gap delivered computers to projects which were selected through the foundation. Moreover, Telenet hosts Close the Gap's e-mail.

**THE TELENET FOUNDATION**



**The Shift** is Belgium's meeting point for sustainability. Formed by the merger of KAURI and Business & Society Belgium in 2015, the organisation now manages the Belgian secretariat of the United Nation's Global Compact Belgian Chapter. Close the Gap engages with The Shift's network to drive shared-value initiatives and is a founding member of the Belgian Chapter of the United Nation's Global Compact. For more information, see Chapter 3, 'Commitment to Sustainability'.

**THE SHIFT**



**Umicore** is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference. Umicore provides recycling and disposal services to Close the Gap's sister organisation WorldLoop, facilitating environmentally sound and closed loop recycling in WorldLoop's operations. Since 2013, Umicore has been donating computers from its organisations worldwide to Close the Gap and offsetting its donation. Umicore's worldwide asset donation was the first of its kind for Close the Gap. Thanks to Arrow Value Recovery's global locations, Umicore's devices could be picked up locally for refurbishment.

**UMICORE**



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

**VLIR-UOS**



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

**VINTAGE**



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

**VRIJE UNIVERSITEIT BRUSSEL**



In addition to the amazing Strategic Partners in its network, Close the Gap also actively engages with the following organisations:

- |                   |                     |
|-------------------|---------------------|
| <b>Agoria ICT</b> | <b>FINAKI</b>       |
| <b>ADM</b>        | <b>Lion's Clubs</b> |
| <b>BELTUG</b>     | <b>Rotary Clubs</b> |
| <b>CIO Europe</b> | <b>PACE</b>         |
| <b>Data News</b>  | <b>StEP</b>         |
| <b>Educaid</b>    | <b>TechSoup</b>     |
| <b>Ethicom</b>    | <b>TEDx</b>         |



**SUPPORTING PARTNERS**





SERVICE PARTNERS

Name of the organisation	Import administration	Distribution & transport	Preparation suitable infrastructure	Installation & maintenance	Training	E-waste management
--------------------------	-----------------------	--------------------------	-------------------------------------	----------------------------	----------	--------------------

**BURUNDI**

 GLICE Burundi	•	•	•	•	•	•
 AHD	•	•	•	•	•	•

**KENYA**

 Computers for Schools Kenya	•	•	•	•	•	•
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**DEMOCRATIC REPUBLIC OF THE CONGO**

 Benelux Afro Centre	•	•	•	•	•	•
---	---	---	---	---	---	---

**RWANDA**

 ICT4ALL	•	•	•	•	•	•
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**SENEGAL**

 Seneclic		•	•	•	•	•
 BATUK		•	•	•	•	•




**SOUTH AFRICA**

 Belgium Campus	•	•	•	•	•	•
 MMTM Technologies & Thudo NPO		•	•	•	•	•

**THAILAND**

 Fund Isaan	•	•	•	•	•	•
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**TANZANIA**

 ACTT	•	•	•	•	•	•
 ICT4D - Tanzania Foundation	•	•	•	•	•	•
 Exponential Technology		•	•	•	•	•

Name of the organisation	Import administration	Distribution & transport	Preparation suitable infrastructure	Installation & maintenance	Training	E-waste management
--------------------------	-----------------------	--------------------------	-------------------------------------	----------------------------	----------	--------------------

**UGANDA**

 Computers for Schools Uganda	•	•	•	•	•	•
 UConnect	•	•	•	•	•	•



**ZAMBIA**

 Crescent Future Kids	•	•	•	•	•	•
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**ZIMBABWE**

 World Links Zimbabwe	•	•	•	•	•	•
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**GHANA**

 Savana Signatures	•	•	•	•	•	•
Computers for Schools and Development	•	•	•	•	•	•
 Africa ICT Rights - NEW PARTNERSHIP	•	•	•	•	•	•

**ETHIOPIA**

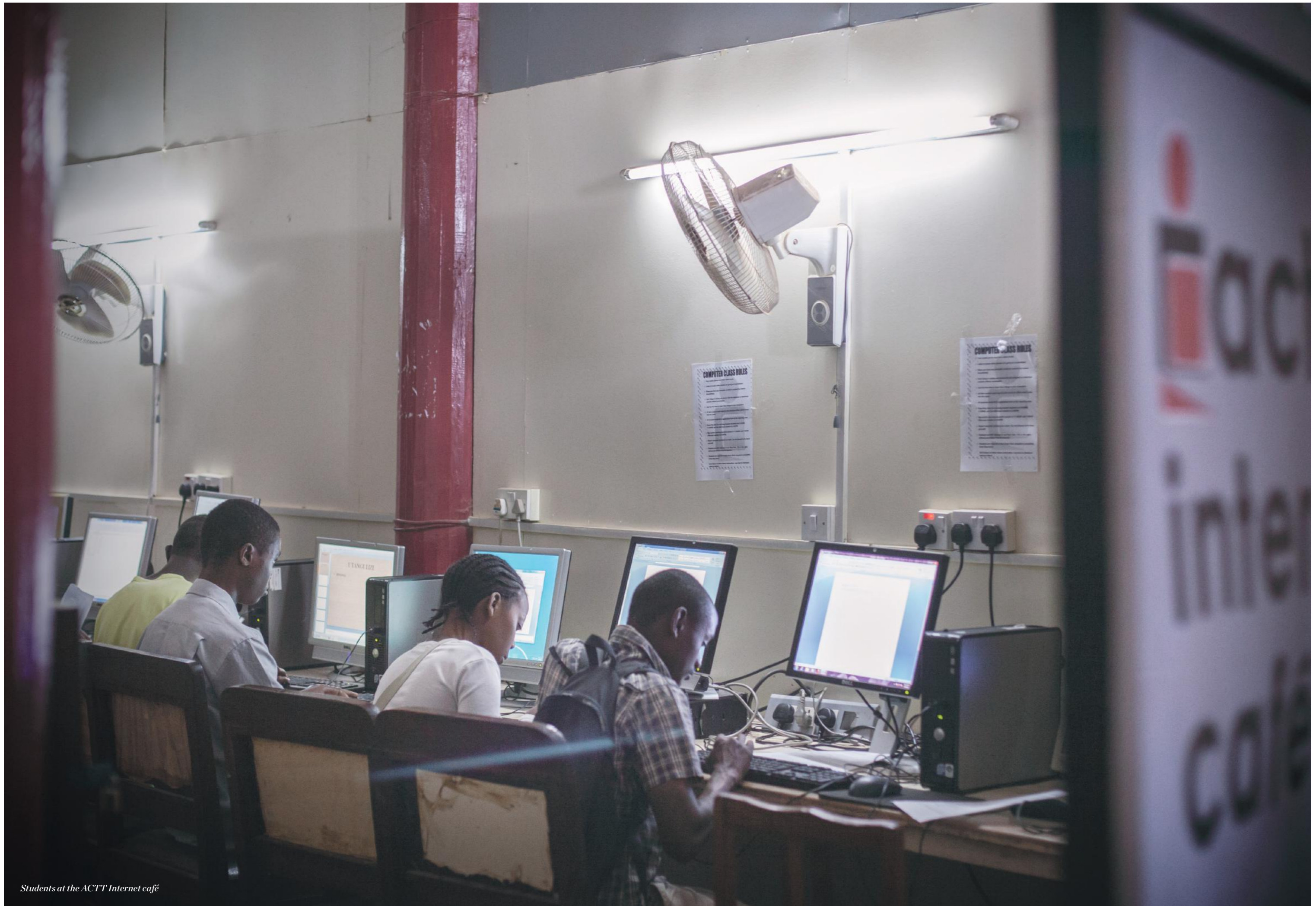
 CRTC Ethiopia	•	•	•	•	•	•
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**TOGO**

Education Science Experience	•	•	•	•	•	•
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In addition to the above-mentioned Close the Gap service partners who support e-waste collection and recycling, WorldLoop\* also works with the following e-waste recycling entrepreneurs: Agency for the State Information Technology (Senegal), Social Action for Integral Development (Togo), Chilenter (Chile), City Waste Recycling (Ghana) and SetTIC (Senegal).

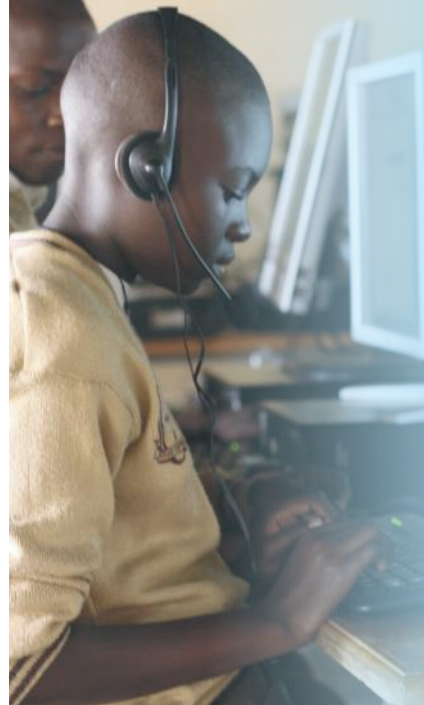
\* For more information on WorldLoop, see page 23.



Students at the ACTT Internet café



## FACTS & FIGURES 2015



*2015 was one of the busiest years ever! During the year, Close the Gap collected more than 70,000 IT assets and participated in tens of conferences, delivering several keynote speeches. Close the Gap also organised numerous events. Most importantly, Close the Gap supported hundreds of projects, bringing ICT equipment to developing countries and bridging the digital divide. Moving further along the innovation path, Close the Gap constructed its first Digitruck in country, which was sent to the Tuleeni orphanage in the Kilimanjaro region, Tanzania, in November 2015.*

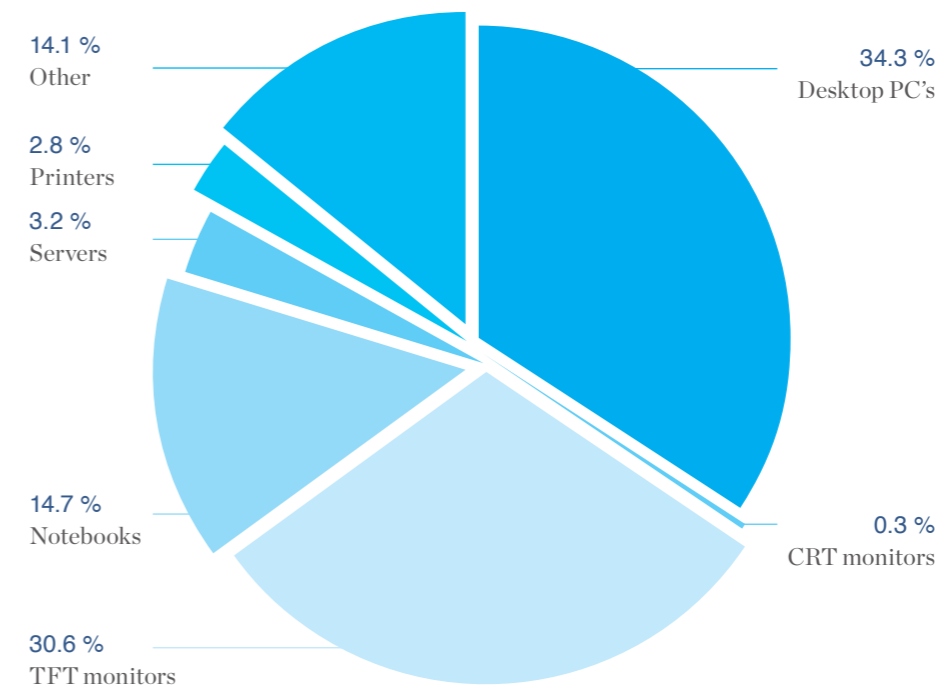


### SINCE CLOSE THE GAP STARTED IN 2004

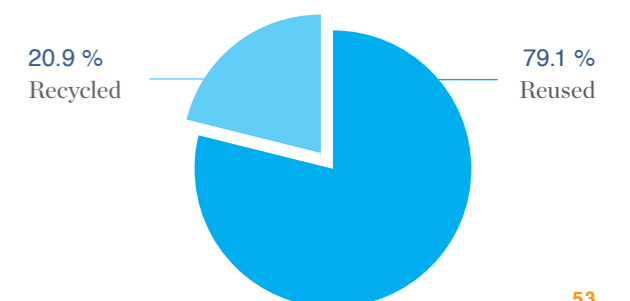
### IN 2015

522,020	assets donated	72,259	assets donated
397	companies involved in donations	95	companies involved in donations
119,879	computer assets redeployed	15,592	computer assets redeployed
4,359	projects supported	859	projects supported
1,780	tonnes of e-waste collected	355	tonnes of e-waste collected
48,211	offsetting certificates purchased	9,716	offsetting certificates purchased

### ASSET TYPE ...



### AND ASSET REUSABILITY



# EVENTS IN 2015

## 27-28 MAY

### Microsoft TechDays, The Hague, the Netherlands

The Close the Gap team connected with software developers and technology enthusiasts, raising awareness on the importance of ICT for Development and planting seeds with companies and coders to encourage them to use their knowledge and experience to contribute positively to society.

## 9 JUNE

### GeSI Conference on ICT Accelerating Climate Action: Opportunities for Lower Emissions, Resilience Building, and Growth, Bonn, Germany

The International Chamber of Commerce (ICC) and the Global e-Sustainability Initiative (GeSI) organised a conference, hosted by Deutsche Telekom with the support of ICC Germany, which focused on the business growth opportunities of ICT accelerating climate action. The event analysed the role of information and communication technologies in enabling greenhouse gas reductions and resilience building across all sectors, with insights into how current markets will change, and what new services will be needed. Close the Gap participated in the debates with leading experts and decision-makers, discussing the environmental and societal benefits of ICT-based solutions as well as their market potential, against the backdrop of a global deal on climate action at the UN climate conference (UNFCCC COP21) in Paris.



*Photos from the workshop*



[www.facebook.com/CloseTheGapInt/photos/?tab=album&album\\_id=922300094478733](https://www.facebook.com/CloseTheGapInt/photos/?tab=album&album_id=922300094478733)

## 6-10 JUNE

### UJASILIA MALI Entrepreneurial Boot Camp, Dar es Salaam, Tanzania

UJASILIA MALI means "entrepreneurship" in Swahili. The aim of this boot camp was to address the needs of Close the Gap Service Partners\* and WorldLoop Recycling Partners\*\* by providing access to business management training. The curriculum was developed and delivered by Strategic Partner Deloitte University EMEA\*\*\*, Close the Gap and WorldLoop.

At its 10th anniversary celebrations in November 2014, hosted by Deloitte University EMEA at Dolce La Hulpe (Belgium) in the presence of Close the Gap's patron Archbishop em. Desmond Tutu, Close the Gap announced the next step in its strategic partnership with Deloitte University EMEA. The plan was to launch a pilot entrepreneurial boot camp in Tanzania to encourage talent development and increase the business skills of these local service partners.

Participants included: Affordable Computers & Technology for Tanzania (Moshi, Tanzania); ICT4D Foundation (Dar es Salaam, Tanzania); Exponential Technology (Musoma, Tanzania); Chilambo (Dar es Salaam, Tanzania); Great Lakes Initiatives for Community Empowerment (Bujumbura, Burundi); Computers for Schools Kenya (Nairobi, Kenya); Computers for Schools Uganda (Kampala, Uganda); the WEEE Centre (Nairobi, Kenya); and Crescent Future Kids (Lusaka, Zambia).

### UJASILIA MALI MODULES

The boot camp, which was co-led by Deloitte University EMEA (consisting of a team of experts from Deloitte Luxembourg, Deloitte Belgium and Deloitte Tanzania) and Close the Gap's operational director, Inge Knapen, was facilitated in such a way that the participants had an opportunity to complete assignments and discussions adapted to their own businesses. The participants learned from each other and came away with new relationships, ideas and concrete action points, including a new funding proposal to attract foundations and investors.

In addition to lectures, discussions and coursework, the group had the opportunity to visit one of Close the Gap's downstream recycling partners located in Dar es Salaam. After a great week of business planning and relationship building, the crew returned to their respective countries feeling the social-entrepreneurial fire reignited within.



Close the Gap hopes to offer similar training for its service partners and other social entrepreneurs in the future.



\* See page 35 for more information on the Close the Gap Service Partner programme.  
 \*\* See page 22 for more information on Close the Gap's recycling programmes, WorldLoop and the recycling partners.  
 \*\*\* To learn more about Deloitte University EMEA and their collaboration with Close the Gap, see page 40.

18 JUNE

Bike to Close the Gap – 5th Edition, Belgium

Bike to Close the Gap, now in its 5th year, was a huge success and raised more than 85,000 euros in support of Close the Gap's Belgian-based IT project, PC Solidarity. PC Solidarity aims to give valuable IT skills to long-term unemployed people and vulnerable communities in Belgium\*. More than 175 cyclists took to the Paterberg hill, one of the challenges in the annual Tour of Flanders (*Ronde van Vlaanderen*), collectively clocking 3,018 laps.

The day ended with an awards ceremony, where trophies – symbolically shaped like the cobblestones that make the Paterberg so challenging – were distributed to the man and woman with the most laps on the counter. The women's champion was *Nel Courier from Centric with 21 laps* and the men's prize went to *Bart Adriaensen of KBC with 30 laps*. Proximus proudly took home the award for the most laps by a company, having completed a total of 498 laps.

The sponsors of this year's event included Proximus, Amon, Atos Worldline, Arrow and Securitas.

\* Learn more about PC Solidarity and Close the Gap's other European projects: check out page 64.

KEY STATS

€85,000 raised for Close the Gap  
177 cyclists  
3,018 total laps

MOST LAPS

MEN 30 laps by KBC's Bart Adriaensen  
WOMEN 21 laps by Centric's Nel Courier  
COMPANY 498 by Proximus



For more photos and insights into Bike to Close the Gap, check out the Facebook page at <https://www.facebook.com/BiketoCLOSETHEGAP/>



2-3 JULY

ATOS Summer School, The Netherlands

ATOS gave Close the Gap the opportunity to present a challenge for the ATOS Summer School, attended by 40 of its young professionals. The participants brainstormed on creative business development concepts to increase donations, developing new employee engagement ideas for our donors as well as some wild ideas on how to increase our visibility.



7-9 SEPTEMBER

ISWA 2015 Congress, Antwerp, Belgium

The International Solid Waste Association organised a leading global congress, ISWA 2015, to bring together waste professionals, industrialists, researchers, entrepreneurs and policy makers at all levels from around the globe to consider and discuss their role in the latest developments within climate action, clean technologies and raw materials management. The circular economy is a new way of looking at materials and the economy. Instead of using materials from cradle to grave, materials are kept at their highest value for as long as possible, in technical and biological loops.

Close the Gap's Managing Director Olivier Vanden Eynde talked about how such a complex challenge can be addressed in its ICT for Development projects in Africa. He spoke as part of a larger panel which also included OVAM, WRAP UK and KECO.



22-24 SEPTEMBER

Emerging Green, Portland, Oregon, USA

One of the key tenets of a circular economy is closing the loop on "technical" materials. There are many positive impacts of ICT in developing economies, and use of ICT is growing rapidly in Africa, South America and Asia. This has led to commensurate increases in the production of e-waste, but it is precisely these emerging economies that have the fewest facilities to handle e-waste. Moreover, most electronics are manufactured in Asia.

Barbara Toorens, Close the Gap's Director of External and Partner Relations, joined a panel comprising Scott Venhaus from Arrow Value Recovery and Jaco Huisman from TU Delft and United Nations University to discuss the progress made to maximise the benefits of ICT in emerging economies, while identifying practical, effective and financially viable solutions for safe resource recovery from the electronics materials used in its ICT for Development projects.



**7 OCTOBER**

Ondernemers voor Ondernemers 15th Anniversary, Brussels, Belgium

The Belgium-based Ondernemers voor Ondernemers celebrated its 15th anniversary in a style befitting the organisation and its mission. Key stakeholders, including Alexander de Croo (Belgian Deputy Prime Minister and Minister of Development Cooperation, the Digital Agenda, Telecom and Postal Services) and Thomas Leysen (Chairman of KBC and Umicore), came together for a dynamic seminar on the synergy of corporate social responsibility in promoting sustainable development through local entrepreneurship in developing countries. Barbara Toorens, Close the Gap's Director of External and Partner Relations, spoke on how corporate social responsibility has positively impacted the work of Close the Gap, from the win/win partnerships that have been established all the way to the start up of WorldLoop.



**11-14 OCTOBER**

World Resources Forum 2015, Davos, Switzerland

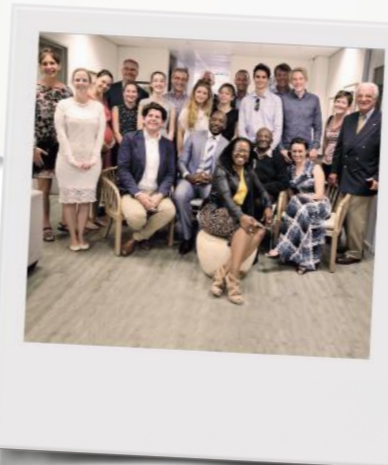
This year's theme was "Boosting Resource Productivity by adopting the Circular Economy". Close the Gap, together with OVAM, presented on a panel to discuss circular economic opportunities that benefit society and industry.



**17-21 OCTOBER**

Teenager Trip, Cape Town, South Africa

14 corporate partners and their teenagers were invited to South Africa to visit many inspiring project partners, including Up for All (formerly brothers for All), the Desmond Tutu HIV Foundation Youth Centre and OTI. The purpose of this mission was to bridge gaps: generational – between child and parent; socio-economic – between youths from Europe and youths in local townships. Parents and teenagers had the chance to join Archbishop em. Desmond Tutu and Reverend Canon Mpho Tutu, Executive Director of the Desmond & Leah Tutu Legacy Foundation for an exciting discussion.



**16 NOVEMBER**

CSR Europe's Enterprise 2020 Summit, Belgium

As part of CSR Europe's Enterprise 2020 Summit, Belgium's corporate CSR network The Shift organised a special track dedicated to the power behind entrepreneurship for the future of Europe. Entrepreneurship can be an empowering experience that has an impact beyond economic development. With the economic crisis, we have to rethink careers, abilities and skills. Barbara Toorens from Close the Gap participated in a panel discussion on the role of governments, organisations and businesses in stimulating the current entrepreneurial culture in Europe in order to create an entrepreneurial ecosystem.



**28 NOVEMBER**

"Train to Paris" for COP21, France

The UIC (International Union of Railways) coordinated the campaign "Train to Paris" to bring delegates, including national governments, NGOs, decision-makers and journalists from across Europe and Asia, by train to Paris for the COP21 United Nations Conference on Climate Change that was held. Close the Gap was among the participants and joined the discussion on the power of ICT in a new sustainable future.



**19 NOVEMBER**

INSEAD Innovator Prize 2015, Brussels, Belgium

The INSEAD Alumni Association of Belgium bestowed one of its top awards, the INSEAD Innovator Prize, to Olivier Vanden Eynde, Founder and Managing Director of the social enterprises Close the Gap and WorldLoop, for social entrepreneurship. The association plays an active role in the Belgian business community and aims to honour the innovative capabilities of Belgian business leaders. The INSEAD Innovator Prize is awarded each year by the INSEAD Alumni Association of Belgium to people who, in the eyes of the selection committee, have made an innovative contribution and had a lasting impact on the Belgian or international business community. This year, the association chose to honour a social entrepreneur.



**15 OCTOBER**

Friends of Close the Gap Day, Mechelen, Belgium

Often donors and potential donors would like to "see" what happens to their computers after they have been donated. Because of this, Close the Gap and its refurbishing partner Arrow Value Recovery work together each year to host an open day that shows Close the Gap's donors and stakeholders how the refurbishment process works, from entry and registration through to data sanitation and final packaging as the devices prepare for their second life in a school or other socially beneficial project in a developing country. Each year, a different theme is chosen, and this year the focus was on the power of mobile devices to help meet the UN's ambitious Sustainable Development Goals.



# PROJECTS

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

### Close the Gap and its donors support projects in two different ways:

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

### PROJECT ADOPTION - 2015

COUNTRY	NAME	# ASSETS	SECTOR	ADOPTER
Belgium	PC Solidarity	1070	Employment	DNS Belgium
	Projects in Belgium	1349	Education	Proximus
	Projects in Belgium	35	Education, Social	Telenet Foundation
Ethiopia	MCIT - CRTG	104	Government	Rabobank
	Jimma University	696	Education	VLIR-UOS
Germany	Refugees Frankfurt	25	Social	Arrow
Ghana	Africa ICT Right GHANA	188	Education	Essent
	Savana Signatures & Nalerigu High School	650	Education	Essent
Kenya	Computers for Schools Kenya	2520	Education	Rabobank
	Computers For Schools Uganda	630	Education	Rabobank
Peru	Universidad Nacional Agraria La Molina (UNALM)	93	Education	VLIR-UOS
DRC	Benelux Afro Center	645	Education	Reynaers Aluminium
	Université de Kisangani	735	Education	VLIR-UOS
Senegal	Diatiguiya	130	Education	Deloitte SE
South Africa	Casa Maris 2	200	Education	ABN AMRO
	Digitruck Deloitte Capetown	20	Education	Deloitte Belgium
Tanzania	Digitruck Arrow Tanzania	20	Education	Arrow
	Affordable Computer & Technology for Tanzania	1620	Education	Rabobank
	Bomangombe TVET	52	Education	Rabobank
	Computers for Schools Tanzania	315	Education	Rabobank
	Exponential Technology	420	Education	Rabobank
Uganda	ICT for Development Tanzania Foundation	314	Education	Rabobank
	Mountains of the Moon University	100	Education	Deloitte SE, Rabobank, VLIR-UOS

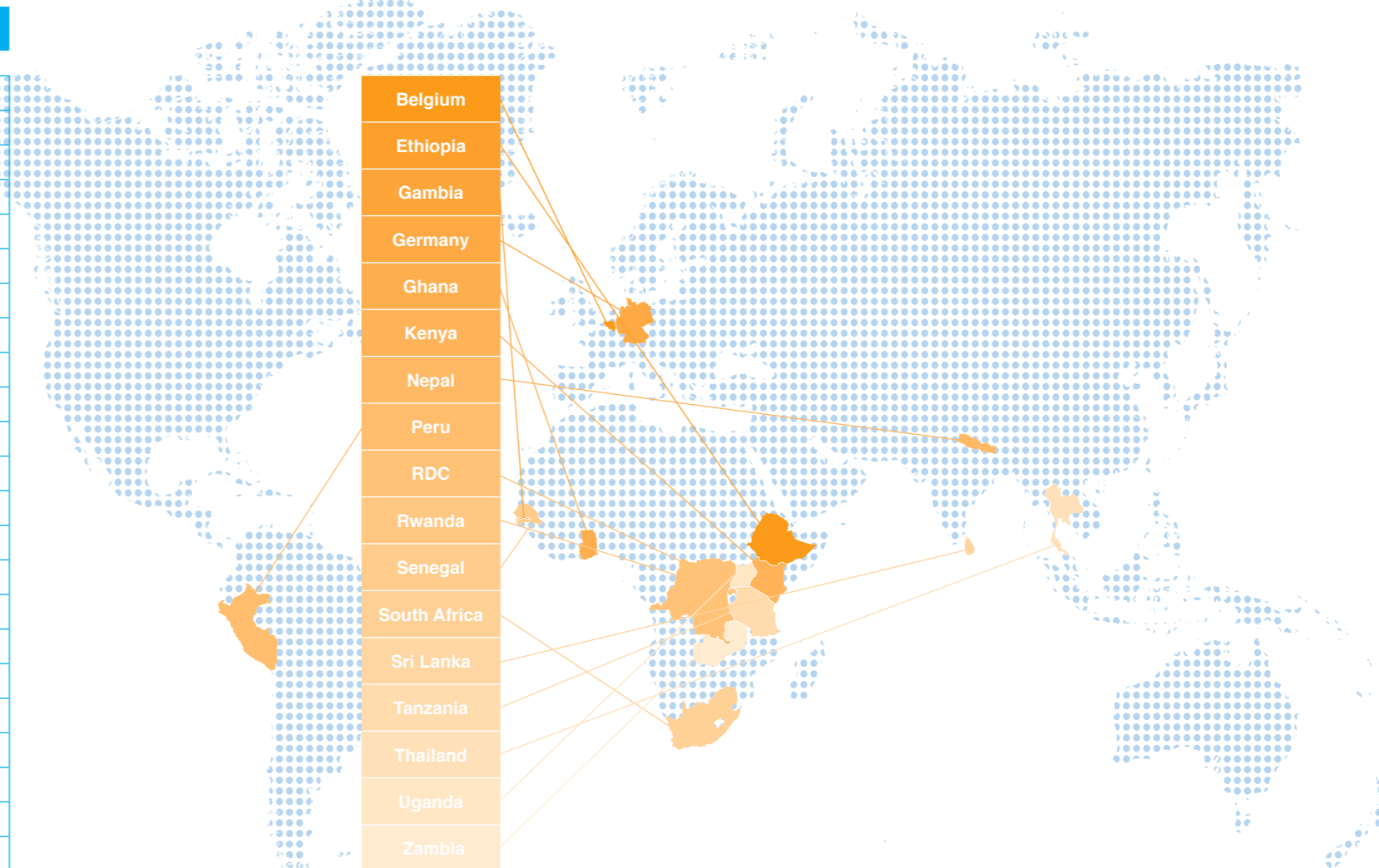
### REGULAR PROJECTS - 2015

COUNTRY	NAME	# ASSETS	SECTOR
Belgium	Different projets in Belgium	64	Social, Education, Environment
	Computers for non-profit organisations selected by BNP Paribs Foundation	294	Social, Education
	Benet	110	Education
Burundi	INES Ruhengeri	157	Education
DRC	Amani Festival	114	Social
	CTB RDC Projet EDUKAT	95	Education
	Educans Lubumbashi	648	Education
	Lycée Wima	407	NGO
	Panzi Hospital	420	Health
Kenya	Technologie Partnerships	53	Education
	Belgian Campus	180	Education
South Africa	Projects South Africa	336	Education
	Doopsgezind Wereldwerk	62	Education
Thailand	Fund isaan	132	Education

The following projects were also supported in 2015, receiving less than 30 assets

- Burundi: GLICE
- Cuba: International Relations and Mobility Office
- D.R.C: Blik op Afrika vzw, Kolwezi, Prison Makala
- Gambia: Greenlink Gambia
- Ghana: Akwaabi Asuadei, With Them
- Kenya: Kitale AIDS Programme
- Nepal: ACRI Nepal
- Rwanda: Licht in het Duister
- Senegal: Mbour Secondary School
- Sri Lanka: VVSG Sri Lanka
- Tanzania: Lions Club Moshi
- Zambia: Abantu Zambia

### MAP OF PROJECTS



# PROJECT ADOPTION

## JIMMA UNIVERSITY

Country	Ethiopia
N° Assets received	696
Partner	VLIR-UOS
Sector	Education

The Flemish Interuniversity Council for University Development Cooperation (VLIR-UOS) supports research and higher education institutions in the South through partnerships with Flemish universities. The council's specific objectives are to build up the capacity of institutions in the South and to maintain and expand the expertise and support available within Northern hemisphere societies.

VLIR-UOS and Close the Gap have committed themselves to send high-quality refurbished ICT equipment, most commonly computers, to VLIR-UOS partners in the South. The primary goal of this collaborative project is to enable stakeholders, particularly students and teachers, to develop skills and knowledge of the educational uses of technology to enhance learning in schools. The project works to identify define areas for training for the faculty and staff that will ultimately lead to better learning outcomes for the student.

A unique differentiator of this 10 years partnership is the requirement that all dossiers selected to receive computers must be linked to a socially minded initiative in the community. This guarantees that the introduction of a computer lab not only benefits those students and teachers attending the university, but also has a multiplier effect, making the university a strong ICT linchpin for all members of the community.

"We are in the community!" is the motto of Jimma University, which comes from its long-standing community-based education programme, known as the CBE Programme. As part of the programme, students from the university go to the surrounding community to identify problems and provide solutions. The project addresses the major ICT-related problems witnessed in secondary schools in Jimma Zone. These problems are the lack or shortage of computers and computer access, lack of skills and awareness of students and teachers, inadequate availability of computer networks, poor management of ICT infrastructure, and the skills gap of people who provide ICT services in schools.

## SAVANA SIGNATURES & AFRICA ICT RIGHTS

Country	Ghana
N° Assets received	650
Partner	Essent
Sector	Education

Since 2008, Essent has donated its depreciated hardware to Close the Gap, and has become a project adopter.\* The company's main motivation was to support secondary schools in Africa in acquiring IT equipment for educational purposes. The project scope includes the education of IT teachers, hardware and software maintenance, local support and the recycling of e-waste. The second motivation was to create awareness within Essent about the reuse of redundant hardware as well as the social responsibility and commitment of Essent in terms of supporting local education. Essent and Close the Gap are now partnering with two social enterprises; Savana Signatures and Africa ICT Rights. Savana's signature mission is to equip youth, women and vulnerable groups with ICT skills for their personal and professional development through the innovative use of ICT. Savana Signatures believes in a society where the information, knowledge and skills needed for development are enhanced by providing everyone with equal access to ICT.

## SAVANA SIGNATURES & AFRICA ICT RIGHTS

SOLOMON HADINGS  
Teacher, Star of Suhum School

**"Today, we are grateful to the team Mr. Ralph and his colleagues for sharing this hidden knowledge with us, the templates they have given us will be useful. We thank God, management especially, director for making this course take place. Our overall thanks go to Savana Signatures."**

Africa ICT Rights is also a social enterprise whose mission is to provide technological resources, training and technical support to less privileged schools; to empower youth to use information technology and to establish computer technology centres in underserved communities. Africa ICT Rights is focused on building a computer-literate society in Ghana and on inspiring people to use ICT to make a positive difference in their communities.

## BENELUX AFRO CENTRE

Country	DRC
N° Assets received	630
Partner	Reynaers Aluminium
Sector	Education

In 2014, Reynaers Aluminium and Close the Gap entered into a three-year collaboration to bridge the digital divide in the Democratic Republic of the Congo. Reynaers Aluminium and Close the Gap are working together with Close the Gap's local service partner Benelux Afro Centre (BAC), which receives the computers and distributes them among the different schools in the Kinshasa region.

In 2015, 10 schools received the computers necessary to build computer labs and two teachers per lab were given training on how to use ICT to facilitate learning for their students. The project introduced digital literacy to approximately 7,425 children and 20 teachers.

STUDENT OF THE 5TH GRADE ELECTRICITY  
Saint Cyprien School

**"We welcomed this project and we sincerely thank the initiators of the project. For us, it's kind of a miracle because we had a computer course but without practice because of a lack of teaching materials (computer), we were not touching the computers, we were managing in the city. Today, we have the opportunity to learn at schools and reconcile the theory with practice, really it is a joy for us. Thank you BAC and its partners. Our hope is that this project is implemented throughout DRC. Thank you."**

\* To learn more about project adoptions and how to get involved, see page 72.



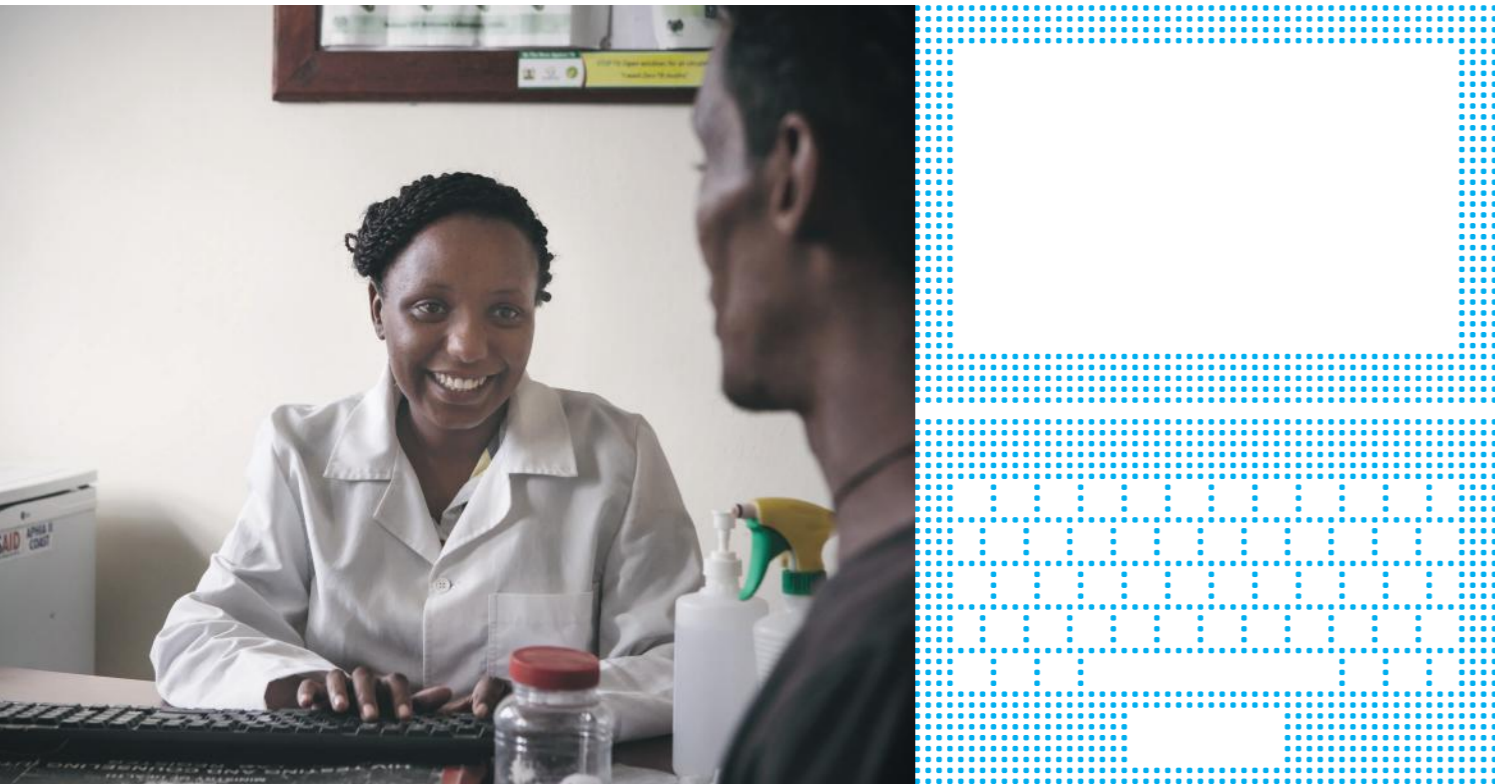
# REGULAR PROJECTS

## PANZI HOSPITAL

Country	DRC
N° Assets received	420
Sector	Health

The hospital is located in Panzi commune about 8 km from the centre of Bukavu in South Kivu Province. It is the only hospital in the Ibanda Health Zone, but accepts patients from throughout the region. Renowned for its treatment of survivors of sexual violence and women suffering from severe gynaecological conditions, the hospital has received a great deal of international attention and publicity. Dr. Wukwege has been the recipient of numerous awards in recognition of his work at Panzi Hospital and has received the European Union's Sakharov Prize in 2014.

ICT for Health. Mobasa, Kenya



## BELGIUM CAMPUS UNIVERSITY

Country	South Africa
N° Assets received	180
Sector	Education

Belgium Campus is dedicated to alleviating the educational and unemployment challenges that exist in South Africa. The institution concentrates exclusively on the ICT sector; Belgium Campus is an ICT4 Education centre that believes that the development of both academic and personal skills guarantees immediate employability for their students in the dynamic world of ICT.

MR. JAN ROMBOUTS  
*Executive Chairman, Belgium Campus University*

**“At Belgium Campus University, we believe in helping students to develop specific and targeted skills. The computers received are truly changing the lives of our students by providing them with ICT skills, that are essential to find a good job.”**

## DOOPSGEZIND WERELDWERK

Country	Tanzania
N° Assets received	62
Sector	Education

Doopsgezind Wereldwerk is running many projects all over Tanzania to help education, health care, agriculture, scholarships and support for AIDS orphans, a Kindergarten and a technical school. It also plans to build a day-care centre in order to give single mothers or both parents the opportunity to work.

# PROJECTS IN EUROPE

Parallel to the projects in developing and emerging countries, Close the Gap bridges the digital divide in Europe by giving IT support to projects which aim to enhance employability and empower the most vulnerable communities.

MS. HÉLÈNE DECONINCK  
King Baudouin Foundation

“The PC Solidarity project is the answer to a real need. The important number of applications requesting computers every year proves it; We receive more than sixty applications to evaluate each year, representing around 700 PC's.”

## PC SOLIDARITY

POWERED BY CLOSE THE GAP

Launched in 2009 with the support of DNS Belgium, PC Solidarity is Close the Gap's project for countering the digital divide in Belgium.

Today, more than 90% of professional occupations require digital competences, including programming. In Europe we will have up to 825,000 ICT job vacancies by 2020.

PC Solidarity organises calls for proposals from non-profit organisations that can help disadvantaged people to improve their skills in order to enhance their chances on the labour market. The calls are organised by the **KING BAUDOIN FOUNDATION**. PC Solidarity offers hardware to strengthen the ICT capacities of the organisations, both on an infrastructural and a pedagogic level.

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

In 2015, PC Solidarity launched a call for proposals. A total of 53 Belgian non-profit organisations were selected and 1070 IT assets (535 desktops + 535 screens) were distributed.



### PC SOLIDARITY PROJECT EXAMPLE

Project	Maks vzw
N° Assets	20

Founded in 1999, Maks vzw is a non-profit organisation based in Kuregem (Anderlecht) that aims to stimulate the population to discover their talents and skills.

Maks consists of three services: the multimedia facilitator of Maks Digitaal encourages young and elderly people to develop their digital skills through innovative projects. Counsellors of Maks Werk coach job seekers to find a job or training through the organisation of individual and group sessions and long-term training. Graphic designers of Maks Grafisch Bureau train talented young, unemployed graphic designers on the work floor to develop their professional skills.

Maks is always looking for innovative pedagogic tools and new methods to get the best out of people and to help them discover their passions and talents.

VÉRONIQUE DE LEENER  
Director, Maks vzw

“Over the years we have received several computer donations from Close the Gap, thanks to the Belgian programme PC Solidarity. We are grateful that this project exists as it would be difficult for us to finance new computers for our computer lab. Thanks to the computers, each year we guide 2,500 persons though their first steps on the computer or in mastering new ICT skills.”

### OTHER PROJECTS IN EUROPE

**PROXIMUS** and its foundation want to bridge the digital divide within non-profit organisations and schools. For all the projects supported, 1349 assets were delivered by Close the Gap in 2015.

Thanks to the ICT donation of **BNP PARIBAS FORTIS**, Close the Gap will deliver 294 assets computers annually to Belgian non-profit organisations that support the social integration of vulnerable children.

In 2015, Close the Gap delivered 35 computers to schools and non-profit organisations selected by the **TELENET FOUNDATION**.

**BEDNET** is a Flemish non-profit organisation that helps children, aged between 6 and 18, who have a long-term or chronic illness. In 2015, Close the Gap delivered 110 computer assets to support its mission.

proximus

FOUNDATION  
BNP PARIBAS FORTIS

telenet  
foundation

bednet

# INNOVATION PROJECTS

## DIGITRUCK TULEENI POWERED BY ARROW ELECTRONICS

Close the Gap's flagship Digitruck\*, sponsored by long-time partner Arrow Electronics, is the first of its kind to be constructed in country using a local company and with as much material sourced locally as possible.

In November 2015, the Tuleeni Orphanage and Neema International welcomed the Digitruck at their premises in the remote village of Uru in the Kilimanjaro region of Tanzania. The Tuleeni Orphanage is home to nearly 100 orphaned or otherwise vulnerable children.

Since then, classes in the Digitruck have been run 5 days a week. And since the arrival of the truck, Neema International has been able to pull nearly 75 children off the street and offer them love and education through technology. Close the Gap, together with Neema International, believe that ICT for Education is a key contributor to universal access to education, equity in education, the delivery of quality learning and teaching, and thus access to more qualified jobs.



MANDY STEIN

Founder and Executive Director, Neema International

**“From the moment that Digitruck arrived and classes began, a new energy came into the orphanage and Uru village. Tuleeni Orphanage Centerer has become a sign of hope and life line to safety for the people and they started showing up by the dozen looking to get a spot in the one of our classes! The demand has been so high, we started a waitlist for locals wanting to go back to school to get a second chance at life through education. The Digitruck has been a huge transformation across the village.”**

MR. ROBERT MAFIE

Director, Affordable Computers Technology Tanzania

**“Having supported over 150 educational institutions in effective use of ICTs to enhance learning, ACTT's key challenge has been inability to reach out to schools not connected to national power grid (without electricity)-which is over 80 percent in rural locations. It is with this understanding that we introduced innovative E-Motion project – a mobile solar powered unit able to run 15 laptops with the objective of introducing basic ICT skills to teachers and students, the value of ICTs for learning to teachers, children and management, give access and understanding to children on value of computers and its usefulness in their career development and intent to create interest and enthusiasm for school management to look with our advice and guidance on permanent solution for ICTs introduction within the school systems. It's been in Both the Northern part of Tanzania as well as currently in Lake zone of Tanzania and has reached 19 schools, trained over 200 teachers and impacted over 2000 children in schools reached. We highly commend the support of Close-the-Gap International mentorship and support in linking us with key funding partner Essent to build the unit as well as support operational cost.”**



## E-MOTION FOR TANZANIA

Together with Close the Gap's service partner Affordable Computers & Technology for Tanzania (ACTT) and young professionals from the Essent/RWE IT Trainee Programme, in 2014 Close the Gap launched its first green ICT project E-motion: a mobile computer lab powered by solar panels to give Tanzanian schools that are not connected to the electricity grid access to information. The demand for computers in schools around Moshi is huge and therefore the lab is a big success in the area. Hundreds of children are learning how to use a computer and discover what they can use it for.



\* To learn more about the Digitruck, see Chapter 3, 'Commitment to Sustainability'.

# THE ROAD AHEAD

*In 2015, Close the Gap placed a lot of energy in drawing the roadmap for the future and our 2020 Vision. The strategy builds off of the S4 offering concept introduced in 2014's annual report with the goal to identify innovative solutions creating holistic ICT4Dev solution for beneficiary projects as part of the larger national and international actions around digitalisation for development and the Sustainable Development Goals.*

The overarching aim for Close the Gap remains to boost access to ICT4Dev and bridge the digital divide sustainably. We will continue to strive for this goal by engaging with corporations and public organisations, leveraging new innovative ways to facilitate such collaboration and participation. We further build enabling environment with a holistic end-to-end service model by connecting the industry, providing access to information, funding innovation, servicing the implementation of ICT infrastructure and finally by circular economic actions for end-of-life asset recycling and resource recovery.

In 2016, we will launch a crowd-engagement platform that can be used by our corporate partners to drive impactful and tangible employee engagement, connecting them to innovative projects in developing countries. Our partners Arrow and Deloitte have already pioneered these actions in various ways.

A team at Arrow Electronics was so moved by Arrow's initiative to think 5 years out, bringing IT to a rural orphanage they spontaneously ran an employee-based crowd-funding to support Close the Gap's first deployed Digitruck in Tanzania. Deloitte, who in 2015 launched an internal CSR

campaign focused on healthy living and healthy choices launched a 500,000 km challenge. If Belgian-based Deloitte firm walked a collective 500,000 km, the steps would be converted to credits to build a Digitruck for a Township in South Africa.

We continue to be motivated by the commitment of our corporate partners, the innovation and drive of our service partners, and most of all the stories of hope translated into reality by the beneficiaries of ICT. As the old proverb goes, it takes a village and Close the Gap is humbled by the opportunity to cultivate a global village and drive success towards the Sustainable Development Goals.

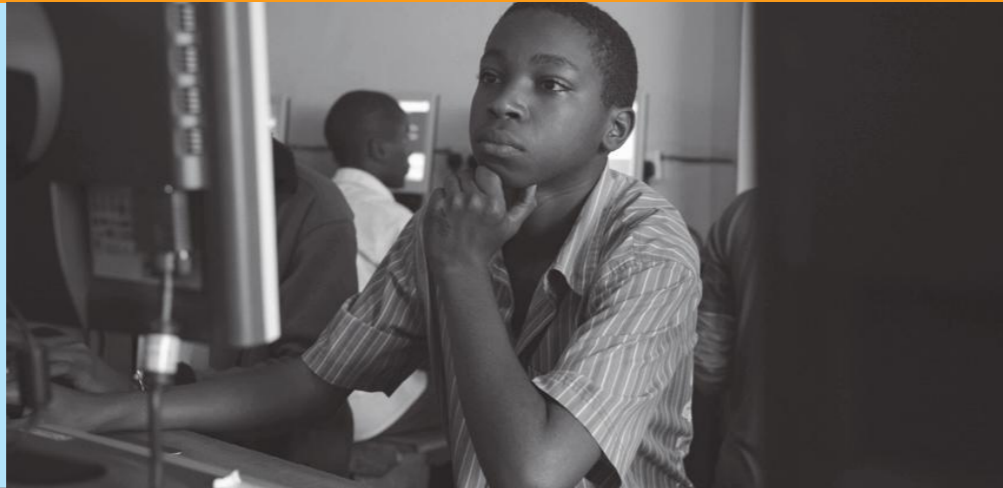


*Students of Up for All and the Digitruck*

PIET VANDENDRIESSCHE  
CEO, Deloitte Belgium

**“In the first quarter of 2016, our firm collaborated with Close the Gap and Brothers for All to help fund the construction of a Digitruck. Built in South Africa, this 12-metre, solar-powered trailer functions as a mobile IT-lab, bringing computers and connectivity to students in the Western Cape region. Deloitte encouraged its employees to step for the good cause. All steps were counted with sports watches and converted into credits representing our contribution. Firm-wide, the objective of stepping 500,000 km was reached three weeks before the initiative deadline. The Digitruck was officially inaugurated during a firm-wide teambuilding which proved to be a tangible, rewarding moment for our firm.”**

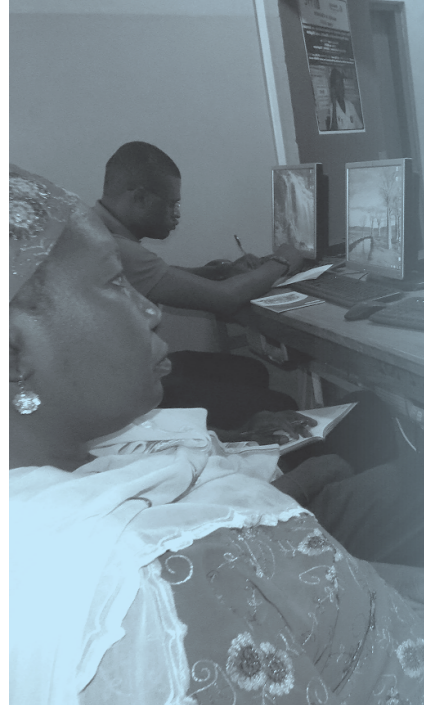
# GET INVOLVED



*Close the Gap would not exist without the commitment of its supportive partners. Each partner contributes in their own way to help bridge the digital divide.*

*Consider partnering with us and help us reach our target of bringing IT literacy to 24,000 kids and young adults in Africa by 2020.*

*There is no one-size-fits-all development solution, so Close the Gap has developed various ways in which your company can support the goal of bridging the digital divide.*



## DONATE

YOUR IT DEVICES  
AND BECOME A FRIEND  
OF CLOSE THE GAP

The power left in your used IT devices has the power to change lives.

Responsible reuse plays a huge part in a circular economy. By donating your company's gently used IT devices, your company is supporting the environment, creating jobs and providing people all over the world with access to information.

### CLOSE THE GAP ACCEPTS

<b>DESKTOP</b> 	<b>LAPTOP</b> 	<b>TABLET</b> 	<b>SMARTPHONE</b> 
<b>MONITOR</b> 	<b>PRINTER</b> 	<b>SERVER</b> 	<b>OTHER</b> (STORAGE, COMPONENTS, ETC.) 

07

Donate your IT devices 71 Adopt a project 72 Contribute in-kind 73 Offset ICT E-waste 74  
Make a financial contribution 75

If you are interested in donating your company's IT devices, contact Close the Gap at [donations@close-the-gap.org](mailto:donations@close-the-gap.org) or visit <http://donate.close-the-gap.org>

# ADOPT

A PROJECT  
AND BECOME  
A STRATEGIC PARTNER

A PROJECT ADOPTION means a donor supports the entire second-life supply chain from export and installation all the way through to sustainable end-of-life recycling.

Does your company have a connection to a specific developing country? Would it like to support a project in a specific field? Then consider adopting a project. By adopting a project, your company can help a project cover the costs of refurbishment, transportation, installation of computers and end-of-life recycling.

Close the Gap has been implementing several project adoptions over the years, trying to connect the demand with the supply. A few years ago, Deloitte France wanted to support an ICT project in a French-speaking country in Africa. At the same time, the not-for-profit organisation Diatiguiya based in Kolda, Senegal, contacted Close the Gap for support. Diatiguiya was established to digitise schools in Senegal, immersing Senegalese students in the ICT world. Because of this project adoption, four secondary schools have received 15 computers, which have been used by 400 students.



# CONTRIBUTE IN-KIND

AND BECOME  
A STRATEGIC PARTNER

Drive strategic CSR within your company and help promote employee engagement by offering your company's core business to support us keeps our operational overheads low and impact high. Many companies support Close the Gap by offering their core business. Close the Gap is always looking for new partners that can assist the organisation in its daily work in terms of project and office management.

PIET VANDENDRIESSCHE  
CEO, Deloitte Belgium

**“Deloitte's collaboration with Close the Gap began with a donation of used computers to help bridge the digital divide. From there, we developed our partnership further and since many years, we offer accounting, legal and internal professional services. At Deloitte, we're delighted to be part of the Close the Gap family, and to offer our core expertise and our network to help Close the Gap make an even bigger impact on society. By embracing the Close the Gap initiative, we are actively contributing to the closing of the digital divide and thus supporting youth in getting a higher standard of education and enabling successful entrepreneurship. As a key element of this partnership, all of our over 3,200 employees in Belgium are involved in one way or another in supporting Close the Gap and sharing its message and mission. This is thanks to our investment in firm-wide employee involvement programs where many of our staff members actively contribute. This initiative fully supports our overall mission to make an impact that matters.”**



# OFFSET ICT E-WASTE

VOLUNTARILY

IN DEVELOPING COUNTRIES

Does your company want to create a multiplier effect for society and the environment? Through responsible recycling, IT can present new opportunities in communities and create green jobs, stimulating local economies and recovering precious material that can be used in new IT equipment. With the voluntary e-Resource certificate programme of WorldLoop, supporters of Close the Gap can close the loop and reduce carbon emissions by supporting the sustainable end-of-life management of assets while promoting local job creation and protecting the environment.



In 2014, the following companies supported sustainable end-of-life management



Rabobank



## THE E-RESOURCE CERTIFICATE PROGRAMME HELPS TO

Support local entrepreneurs to access seed funding in developing countries to start up e-waste collection and dismantling activities

Drive local e-waste awareness raising and collection campaigns

Ensure that highest standards are met for training, environmental compliance and business management and

Ensure 100% environmentally sound treatment of all e-waste fractions.

MR. GUIDO VANDERVORST  
Board Member, Close the Gap  
Innovation Leader Belgium & Enterprise Risk Services, Deloitte

**"It speaks for itself that when you bring computers to developing countries, that you should make sure that at the end of life there is also a good treatment of that. In a circular economy it's pretty logic that you have a way of treating them and avoiding that the waste gets thrown away. So I think it's the perfect complementary that companies do this, it's even necessary to do that."**

# MAKE A FINANCIAL CONTRIBUTION

Close the Gap works without government subsidies and thus counts on the generosity of companies, private donors and foundations to help bridge the digital divide. Do what many other companies already do and support Close the Gap through a financial donation.

Close the Gap aims to continue to be self-sustainable and cost-recovering in its operations, without requesting subsidies from the government and other public bodies. Therefore, Close the Gap engages in win-win-win relationship with private donors, foundations and corporations to jointly work towards bridging the digital divide.

Close the Gap offers companies and individuals the possibility to make a financial donation to get involved in an ICT for Development organisation. This donation can be a no-strings attached gift that supports the general work of our organisation and helps Close the Gap to keep on growing and developing innovative projects.

## SPREAD THE WORD

Close the Gap has been able to deliver on its mission to bridge the digital divide with the help of its supporters and partners. By referring your peers, customers and network to Close the Gap, you support continued evolution of ICT for Development.

## BELGIUM

Account number 001-4128329-85  
Bank BNP Paribas Fortis  
IBAN code BE89001412832985  
SWIFT/BIC GEBABEBB  
VAT No. BE0860.353.772

## NETHERLANDS

Bank KBC  
IBAN code NL02KRED0633003220  
SWIFT/BIC KREDNL2X  
VAT No. NL815323062B01

## USA

US-based donors are able to support Close the Gap's activities in a tax-efficient way by making a contribution to the Close the Gap American Fund at the King Baudouin Foundation United States (KBFUS).

Close the Gap has partnered together with the KBFUS to enable US donors to support Close the Gap and receive the maximum tax benefits allowed by US tax law.

Because KBFUS is a public charity, within the meaning of Sections 501(c)(3) and 509(a)(1) of the US Internal Revenue Code, donors may claim the maximum tax benefits allowed by US tax law for their contributions.

If you wish to support the Close the Gap American Fund, here is how to proceed:

### GIFTS BY CHECK

Write your check to KBFUS, write "Close the Gap" in the memo section of the check, and send it to KBFUS, 10 Rockefeller Plaza, 16th Floor, New York, NY 10020.

### GIFTS BY CREDIT CARD

Go to [www.kbfus.org](http://www.kbfus.org), click on the 'Donate Now' button and select "Close the Gap" under 'Giving Option 1: Non-profit Partners Overseas'.

### GIFTS BY WIRE TRANSFER OR TO CONTRIBUTE OTHER TYPES OF PROPERTY

Contact KBFUS at [info@kbfus.org](mailto:info@kbfus.org), phone +1 (212) 713 7660.





# ACCOUNTABILITY AND 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.*



By actively fundraising for financial and computer contributions, Close the Gap can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely helping organisations in developing countries to continuously reduce the digital divide. Close the Gap is a non-profit organisation partly funded by financial donations from third parties, such as companies and private individuals, and partly funded by its own operational activities, i.e. making computers available to developing projects at cost price. If Close the Gap is unable to use specific computers from donations, for example because of a mismatch between quality and minimum specifications or because of a significant short time overstock of pre-owned computers, which would lead to high storage costs, the computers are offered commercially to third-party brokerage firms or recycled, while respecting any specific conditions agreed on with the donors.

The revenues generated by means of revenue share, combined with revenues generated from limited contributions from buyers of hardware for development projects, allow Close the Gap to cover its annual operational and administrative costs. Deloitte regularly audits the revenue share process at Close the Gap and any third parties involved to ensure proper reporting and accurate handling of this process. The money generated is used to support sustainable projects in developing countries where there is a clear need for IT solutions but where no (or very small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers. In this way, Close the Gap is able to provide beneficiary partners in developing countries with co-funding, and can invest in innovative solutions with its partners to tackle the digital divide effectively. In order to keep its operational costs as low as possible, Close the Gap mainly relies on in-kind contributions for most of its activities. Last year, Close the Gap established the Close the Gap Foundation as a tool and instrument to support innovative ICT for Development projects, aimed at bridging the digital divide. As the founder of this Foundation, Close the Gap made a financial donation to support such proposals. 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 an annual basis by the registered and independent auditor Grant Thornton.



Grant Thornton

**AUDITOR'S REPORT TO THE GENERAL MEETING OF THE ASSOCIATION  
CLOSE THE GAP INTERNATIONAL VZW FOR THE YEAR ENDED DECEMBER 31, 2015**

As required by law and the association's by-laws, we report to you on the performance of the audit assignment, which has been entrusted to us. This report includes our opinion on the annual accounts, as well as the required additional statements. The annual accounts include the balance sheet as at December 31, 2015, the income statement for the year then ended, and the disclosures.

**Report on the annual accounts - Unqualified opinion**

We have audited the annual accounts of the association Close The Gap International vzw for the year ended December 31, 2015, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 4.337.244,68 and a loss for the year of EUR 456.658,81.

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

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

**Responsibility of the auditor**

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

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

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



Grant Thornton

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

**Unqualified opinion**

In our opinion, the annual accounts of the association Close The Gap International vzw give a true and fair view of the association's equity and financial position as at December 31, 2015, and of its results of its operations for the year then ended, in accordance with the financial reporting framework applicable in Belgium.

**Report on other legal and regulatory requirements**

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

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

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

Brussels, June 9, 2016

Grant Thornton Bedrijfsrevisoren CVBA  
Represented by

Gunther Loits  
Registered auditor

Grant Thornton Bedrijfsrevisoren CVBA, burgerlijke vennootschap met handelsvorm  
Registered office: Potvliettaan 6, 2600 Antwerp. VAT BE 0439814 826. RPR Antwerp  
Member firm of Grant Thornton International Ltd (GTIL)

# FINANCIAL REPORT

BALANCE SHEET	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12.2010
<b>ASSETS</b>						
<b>FIXED ASSETS</b>	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62	12.239,74
Intangible assets	0,00	0,00	0,00	0,00	0,00	1.666,66
Tangible assets	37.351,13	47.828,27	58.745,20	15.460,18	15.867,62	10.573,08
Plant, machinery and equipment	0,00	90,00	246,11	402,22	900,32	989,83
Furniture and vehicles	19.190,60	27.018,80	36.044,28	13.125,96	12.759,30	7.099,25
Other tangible fixed assets	18.160,53	20.719,47	22.454,81	1.932,00	2.208,00	2.484,00
<b>CURRENT ASSETS</b>	4.292.091,72	5.124.722,57	6.209.113,42	5.517.578,36	5.559.033,89	4.864.011,48
Stocks and contracts in progress	1,00	1,00	1,00	1,00	1,00	1,00
Stocks	1,00	1,00	1,00	1,00	1,00	1,00
Goods purchased for resale	1,00	1,00	1,00	1,00	1,00	1,00
Amounts receivable within one year	675.869,15	703.497,87	1.122.889,51	960.809,51	778.536,89	356.668,57
Trade Debtors	650.066,72	636.008,02	944.740,13	788.671,20	741.099,04	291.731,11
Other amounts receivable	25.802,43	67.489,85	178.149,38	172.138,31	37.437,85	64.937,46
Cash at bank and in hand	3.492.977,84	4.326.962,33	4.893.573,54	4.478.351,07	4.692.292,10	4.466.734,24
Short term investments	302.519,52	301.519,59	1.303.288,45	1.871.671,67	2.346.735,72	3.060.765,79
Cash assets	3.190.458,32	4.025.442,74	3.590.285,09	2.606.679,40	2.345.556,38	1.405.968,45
Deferred charges and accrued income	123.243,73	94.261,37	192.649,37	78.416,78	88.203,90	40.607,67
<b>TOTAL ASSETS</b>	<b>4.329.442,85</b>	<b>5.172.550,84</b>	<b>6.267.858,62</b>	<b>5.533.038,54</b>	<b>5.574.901,51</b>	<b>4.876.251,22</b>

## LIABILITIES

<b>CAPITAL AND RESERVES</b>	1.580.253,69	2.036.912,50	2.920.272,37	2.658.014,60	2.423.925,57	1.851.128,12
Association's funds	9.461,62	9461,62	9.461,62	9.461,62	9.461,62	9.461,62
Starting Capital	9.461,62	9461,62	9.461,62	9.461,62	9.461,62	9.461,62
Allocated Funds	575.000,00	1.325.000,00	1.596.761,25	584.503,48	589.719,25	498.126,24
Result carried forward	995.792,07	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26
<b>PROVISIONS</b>	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42	67.887,10
Provisions for liabilities and charges	37.819,78	37.819,78	35.419,28	35.064,63	97.197,42	67.887,10
<b>CREDITORS</b>	2.711.369,38	3.097.818,56	3.312.166,97	2.839.959,31	3.053.778,52	2.957.236,00
Amounts payable within one year	2.444.277,76	2.767.748,05	2.862.541,55	2.443.325,12	2.595.068,04	2.323.452,09
Financial Debts						
Trade debts	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15	288.932,96
Suppliers	289.650,44	476.563,91	556.461,44	313.880,07	534.633,15	288.932,96
Advances received on contracts in progress	2.048.962,78	2.232.157,26	2.260.096,21	2.090.927,88	2.033.899,71	1.999.412,06
Taxes, remuneration, and social security taxes	105.664,54	59.026,88	45.983,90	38.517,17	19.935,18	35.107,07
Taxes	9.973,19	8.683,15	9.705,83	0,00	0,05	3.651,60
Remuneration and social security	95.691,35	50.343,73	36.278,07	38.517,17	19.935,13	31.455,47
Other amounts payable				0,00	6.600,00	
Accrued charges and deferred income	267.091,62	330.070,51	449.625,42	396.634,19	458.710,48	633.783,91
<b>TOTAL LIABILITIES</b>	<b>4.329.442,85</b>	<b>5.172.550,84</b>	<b>6.267.858,62</b>	<b>5.533.038,54</b>	<b>5.574.901,51</b>	<b>4.876.251,22</b>

BALANCE SHEET	31.12.2015	31.12.2014	31.12.2013	31.12.2012	31.12.2011	31.12.2010
<b>INCOME STATEMENTS</b>						
Operating income	1.837.712,18	1.668.482,67	1.603.473,74	1.752.669,28	1.851.958,90	1.979.014,44
Turnover	1.403.105,68	1.284.668,86	1.353.285,36	1.516.977,10	1.457.542,55	1.512.524,03
Contributions, donations, grants, etc	398.286,96	341.277,01	220.594,32	206.918,15	384.954,64	406.743,55
Other operating income	36.319,54	42.536,80	29.594,06	28.774,03	9.461,71	59.746,86
Operating charges	2.319.955,76	2.582.055,69	1.364.088,48	1.621.425,13	1.305.011,34	1.778.996,59
Intermediate consumption	<b>1.111.426,66</b>	<b>1.086.475,15</b>	<b>962.703,90</b>	<b>1.241.186,57</b>	<b>973.842,05</b>	<b>1.231.256,80</b>
Raw materials, consumables and goods for resale	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35	923.309,95
Purchases	695.496,36	676.082,42	538.230,49	840.042,38	667.479,35	923.309,95
Increase (-):decrease(+) in stocks						
Services and other goods	415.930,30	410.392,73	424.473,41	401.144,19	306.362,70	307.946,85
Gross Margin	<b>726.285,52</b>	<b>582.007,52</b>	<b>640.769,84</b>	<b>511.482,71</b>	<b>878.116,85</b>	<b>747.757,64</b>
Remunerations, social security costs and pensions	422.095,91	375.737,50	337.536,00	336.953,38	214.442,51	211.688,33
Depreciation of fixed assets	10.899,34	12.883,46	13.747,54	5.918,16	5.896,21	6.856,52
Provisions for Liabilities and charges: Appropriations (+/-)	0,00	2.400,50	354,65	-62.132,79	29.310,32	13.827,85
Other operating charges	775.533,85	1.106.959,58	50.101,04	37.367,02	110.830,57	329.194,94
Operating result	<b>-482.243,58</b>	<b>-915.973,52</b>	<b>239.030,61</b>	<b>193.376,94</b>	<b>517.637,24</b>	<b>186.190,00</b>
Financial income	28.443,51	35.190,86	26.472,55	42.507,78	56.677,25	39.253,90
Income from current assets	25.634,23	34.185,49	25.330,23	42.012,78	55.996,83	39.078,32
Other financial income	2.809,28	1.005,37	1.142,32	495,00	680,42	175,58
Financial charges	-2.858,74	-1.197,21	-1.441,04	-1.795,69	-1.517,04	-3.224,68
Interest nad other debt charge				43,65	0,00	1.924,72
Other financial charges	2.858,74	1.197,21	1.441,04	1.752,04	1.517,04	1.299,96
Result on ordinary activities	-456.658,81	-881.979,87	264.062,12	234.089,03	572.797,45	222.219,22
Extraordinary income (+)/cost (-)	0,00	-1.380	-1.804,35	0,00	0,00	0,00
Write-back of depreciations	0,00	-1.380	-1.804,35			
Result for the year	<b>-456.658,81</b>	<b>-883.359,87</b>	<b>262.257,77</b>	<b>234.089,03</b>	<b>572.797,45</b>	<b>222.219,22</b>
Result carried forward	702.450,88	1.314.049,50	2.064.049,50	1.824.744,70	1.343.540,26	964.376,81
Withdrawals from allocated funds	750.000,00	1.196.761,25	0,00	5.215,77		156.944,23
Addition to allocated funds	0,00	-925.000,00	-1.012.257,77	0,00	-91.593,01	
<b>RESULT TO BE CARRIED FORWARD</b>	<b>995.792,07</b>	<b>702.450,88</b>	<b>1.314.049,50</b>	<b>2.064.049,50</b>	<b>1.824.744,70</b>	<b>1.343.540,26</b>

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